



# Vanilla Visa Giftcard User's Guide

## How to use the Vanilla Visa Giftcard

I will pay by Visa card in a single installment.  
The card does not have an IC chip,  
so it needs to be swiped.



- 1 First sign the back of the card.
- 2 Confirm the card balance BEFORE shopping.
- 3 Inform the shop staff the card **MUST** use the magnetic swipe function, does **NOT** have IC chip.
- 4 Please sign the receipt as required.

### NOTE

The card only supports the magnetic swipe function.  
A PIN cannot be used for this card.



## Where you can use your Vanilla Visa Giftcard

You can use at any locations that accept Visa.

Department stores

Supermarkets

Convenience stores

Drug stores

Restaurants

Amusement parks

D.I.Y. stores

Baby apparel stores

Book stores

Retail stores

### ● Stores and services which will not accept the Vanilla Visa Giftcard

In-flight purchases / Subscription services/ Recurring payments/  
Top up for eMoney/ Purchasing other prepaid cards/ Expressway tolls/  
ETC payment/ Gas stations

For Cardholder Support - Please dial  
(English languages support available)

Japan domestic  
calling only

**0570-077-096** 9am ~6pm Weekdays only





## How to check the available balance on the Vanilla Visa Giftcard

- Please note:
- The card balance is not printed on the receipt.
  - Store cashiers are not able to check your card balance. You can check the available balance either by telephone or through the website.

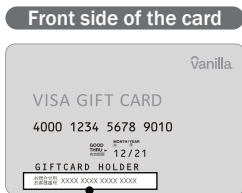
### By phone

Call 0570-077-096, (Japan domestic calling only)  
English guidance is followed by the Japanese guidance.

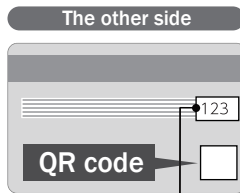
### Website

Scan the QR code on the back of the card.

If the QR code does not work, please access this URL then enter Card Tracking ID and Security code.



Card Tracking ID



Security Code

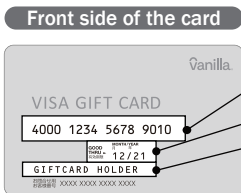


<https://vvgift.jp/my/card>

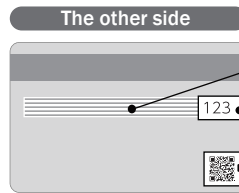


## How to use the Vanilla Visa Giftcard for online purchases

Using for online purchases - Please select "Pay by credit card" when asked for the payment type and enter all the necessary information such as card number, expiration date, security code (CVV) and cardholder name.



Card Number  
Expiration date  
Cardholder Name



Signature Panel  
Security Code  
QR code for Balance Inquiry



## Vanilla Visa Gift card Terms of Use

You can check the card balance online or by phone service. This prepaid Visa Card can also be used internationally. Balances of less than 9 Japanese Yen cannot be used for payment. The card will become unusable once the balance has been exhausted. If used for a currency other than Japanese Yen, even in Japan, a specific exchange rate plus a 5.09% fee will be applied. The card has an expiry date, which is noted on the card; after the expiry date is reached, the card cannot be used.