

From: Leila Agha
Sent: Tuesday, 7 February 2012 12:23 PM
To: CCAAC; choice magazine customer enquiries
Subject: Gift cards

Good afternoon,

I am writing as I went to use a Woolworths card at the Warriewood store a week and half after expiry and they declined to accept the card.

The card does not having any branding on the face and was not easily identifiable in my wallet and therefore it got lost with my other cards.

If the expiry and brand was labelled in large on the face of the card - I guarantee it would not have sat there unused.

I am frustrated by this situation as the card was still showing up as having a current balance but i was unable to use the card.

I still have the card and the balance enquiry slip.

Cash does not have an expiry date, these cards are supposed to be as good as cash. There was no decency or goodwill extended by the rejection of the card at the Woolworths supermarket last week. I have rung the number on the back of the card but you are unable to speak to any operator it is an automated service only.

Yours sincerely

Leila Agha