



## Hawai'i Restaurant Card Program Fast Facts / Q&A

### **PROGRAM ELIGIBILITY**

#### **Who is eligible to receive the Hawai'i Restaurant Card?**

Hawai'i residents who filed an initial claim for Unemployment Insurance (UI) benefits beginning March 1, 2020 (and/or thereafter), certified that their job loss was due to the pandemic, and received Unemployment Insurance (UI) benefits during the month of September 2020, will automatically receive a Hawai'i Restaurant Card beginning October 16, 2020. No application is needed.

### **GENERAL**

#### **Is there a limit on the number of Cards that will be distributed?**

Eligible claimants will only receive one Card. The number of Cards issued are determined by the number of recipients who meet the eligibility criteria. The amount loaded on each Card is limited to the amount of funding available.

#### **When will Hawai'i Restaurant Cards be sent to qualified recipients?**

The Cards will be mailed on October 12, 2020, and will begin arriving in island mailboxes on October 16, 2020. Recipients will need to activate their Card by telephone prior to use.

#### **How much time do I have to use my Hawai'i Restaurant Card?**

Recipients can use their activated Hawai'i Restaurant Card at restaurants, eateries and bakeries, as well as for food catering and non-alcoholic beverage purchases through December 15, 2020, or until their Card balance reaches zero, whichever occurs first.

#### **May I share my Card with a friend or family member?**

The Hawai'i Restaurant Card is non-transferable and should only be used by the person whose name is on the Card.

#### **Where do I go to get more information about the Hawai'i Restaurant Card Program?**

Recipients can visit [hawaiirestaurantcard.com](http://hawaiirestaurantcard.com) for additional details about the Program.

#### **Is there a customer service number for the Hawai'i Restaurant Card?**

Yes. An automated voice-response unit is available at 1-800-352-5202. The customer service number is also on the back of every Hawai'i Restaurant Card.

### **ELIGIBLE PURCHASES**

#### **Where can I use my Hawai'i Restaurant Card?**

Recipients may use their Hawai'i Restaurant Card at restaurants, eateries, bakeries and catering for food and non-alcoholic beverage purchases in Hawai'i. Recipients may refer to their Card Account Agreement at [HawaiiRestaurantCard.com](http://HawaiiRestaurantCard.com) for more information on where they can use their Hawai'i Restaurant Card.

**Can the Card be used at food trucks?**

The Hawai'i Restaurant Card may be used at dine-in and take-out restaurants, fast food establishments, eateries, bakeries and for food catering statewide.

**Can the Hawai'i Restaurant Card be used for alcoholic beverage purchases?**

No. The Card is intended for food and non-alcoholic beverage purchases only at restaurants, eateries, bakeries, and catering establishments. If wine, beer or spirits are ordered with a meal, a separate check needs to be provided to the Hawai'i Restaurant Card recipient for those alcoholic beverages, which would need to be paid for using their own funds.

**Can I use my Hawai'i Restaurant Card for other food purchases, including at grocery and retail stores where hot items are sold?**

No. Recipients may only use their Hawai'i Restaurant Card at restaurants in Hawai'i. Recipients may refer to their Card Account Agreement at [HawaiiRestaurantCard.com](http://HawaiiRestaurantCard.com) for additional information.

**Can my Hawai'i Restaurant Card be used to obtain cash from an ATM?**

No. Recipients may only use their Hawai'i Restaurant Card at restaurants in Hawai'i. Recipients may refer to their Card Account Agreement at [HawaiiRestaurantCard.com](http://HawaiiRestaurantCard.com) for additional information.

**Can I use my Hawai'i Restaurant Card for purchases internationally?**

No. Recipients may only use their Hawai'i Restaurant Card at restaurants in Hawai'i. Recipients may refer to their Card Account Agreement at [HawaiiRestaurantCard.com](http://HawaiiRestaurantCard.com) for additional information.

The Hawai'i Restaurant Card is issued by MetaBank® N.A., Member FDIC, pursuant to license by Mastercard International Incorporated.