Subcard® Gift Card Refund Request Form

Gift Card Refund Request

Please complete this form if you are requesting a refund of the remaining Gift Dollars on your eligible Subcard® Gift Card following the closure of the Subcard® Loyalty and Gift Program.

To be eligible for a refund, your Gift Dollars must be valid and unexpired at the date you submit your refund request.

Refund claims can be submitted from 1 September 2026.

The refund will be issued in the form of a digital Visa prepaid card, administered by Blackhawk Network - a global payments and gift card solutions provider appointed by Subcard® to manage the refund process. Full terms and conditions of the Gift Dollar Refund Program are set out in the Subcard® Terms and Conditions, available at subcardgiftrefund.com.au.

Once completed, please email the completed form(s) and supporting documents to subcardgiftrefund@bhn.com.

If you hold more than one Gift Card, you will need to complete a separate refund request form for each Gift Card, and email each of the completed forms to subcardgiftrefund@bhn.com (in one or more emails). To avoid processing delays, it is preferable if you can send each of the completed forms in one email.

All fields marked with * must be completed for your refund request to be processed

Customer Details

First Name*:

Last Name*:

Email Address*:

Phone Number*:

Gift Card Details

Please note: If you hold more than one Gift Card, you will need to complete a separate refund request form for each Gift Card, and email each of the completed forms to subcardgiftrefund@bhn.com (in one or more emails). To avoid processing delays, it is preferable if you can send each of the completed forms in one email.

Gift Card Number*:

Physical or Digital Subcard*:

Gift Card expiry date (if known):

Amount remaining on Gift Card (if known):

Additional comments:

Please note: if your Gift Card has expired - or, if you have Gift Dollars loaded at different times on the same Gift Card, and the latest applicable expiry date for that Gift Card has expired - before the date that you

submit a refund request, you are not eligible for a refund. You must therefore submit the refund request prior to the relevant expiry date.

Supporting Documents*

To assist in reviewing and processing your claim, please provide one of the following supporting documents, if available, by attaching it to your email to Blackhawk, along with this completed refund form:

☐ Photograph or scan of the Gift Card

☐ Screenshot of your Subcard account

☐ Proof of purchase

Declaration

By submitting this request to Blackhawk at subcardgiftrefund@bhn.com, I declare and agree that:

☐ The information I have provided is true and correct.*

☐ I am the owner or lawful holder of the Gift Card.*

☐ I consent to Blackhawk using my personal information for the purpose of processing my refund.*

☐ I understand that Blackhawk and/or Subcard® may request additional information from me to verify my request.*

☐ I understand that providing false or misleading information may result in my refund request being declined.*

Once received, Blackhawk will review your request and confirm whether the refund is eligible. If approved, Blackhawk may take up to 3 business days to process your refund.

Please note: your refund will be provided in the form of a Visa prepaid ecard, which will be sent to the email address you have provided in this form. If the details you provide are incorrect and the refund is successfully processed and sent to the incorrectly nominated email, Blackhawk is unable to re-issue the refund. Responsibility for providing correct details rests with the customer.

Important: Neither Subcard® nor Blackhawk will ever ask for your password, PIN, or request payment of a fee to process your refund. If you receive any communication asking for this information, do not respond and contact the Blackhawk team directly at subcardgiftrefund@bhn.com.

Signature (e-signatures are accepted):

Date: