

# Bills Bucks Card FAQs

## What is the Bills Bucks card?

The Bills Bucks card is a loyalty card provided by the Buffalo Bills Ticket Office to Buffalo Bills season ticket members. It is pre-loaded with an amount based on a percentage of a season ticket member's season ticket cost in US funds. Your card can be redeemed for food, beverage and merchandise at New Era Field or at the official Bills Store. Some restrictions may apply.

## Will I be receiving Bills Bucks this year?

Yes. If you are a season ticket member, you will be receiving Bills Bucks.

## How much will I be getting on my Bills Bucks Card?

- Non-Club Seat Season Ticket Members will receive Bills Bucks in the amount of 2% of their total season ticket cost.
- Club Seat Season Ticket Members with a 1-Year Term will receive Bills Bucks in the amount of 2% of their total season ticket cost.
- Club Seat Season Ticket Members with a 3-Year Term will receive Bills Bucks in the amount of 5% of their total season ticket cost each year of their contract.

## Where can I use my Bills Bucks Card?

The cards can be used at New Era Field. This includes the Official Buffalo Bills Team Store as well as most concession stands and merchandise outlets inside of New Era Field. Some restrictions may apply.

## Is this card valid for other events at New Era Field (concerts, shows or other outside events)?

The Bills Bucks card cannot be used to purchase tickets to other events at New Era Field, however; you may use the card for food and beverage at concession stands in the stadium or at the Bills store.

## Do I need to register my Bills Bucks card?

No, you do not need to activate or register your Bills Bucks card prior to using it.

## As a Canadian, what is the exchange rate on the Bills Bucks card?

The Bills Bucks card will be loaded in U.S. Funds. Exchange rate is not applicable.

## Can I use my Bills Bucks card for purchases made through the Official Online Store of the Buffalo Bills at [www.shopthebills.com](http://www.shopthebills.com)?

Yes, you can use your Bills Bucks card on the Official Online Store of the Buffalo Bills at [www.shopthebills.com](http://www.shopthebills.com). Please note that regardless of your transaction amount the system will require you to enter a credit card during the checkout process. Please see additional information at the link below on how to use your Bills Bucks card when shopping on Shopthebills.com.

<https://shopthebills.com/customer-service/>

## What if I purchase something that costs more than the balance on my card?

If a transaction exceeds the balance of the funds available on your Bills Bucks card, you will be allowed to split your payment by combining your Bills Bucks card with another form of payment. It is recommended that you check your account balance on a regular basis by visiting our Current Season Ticket Member page at [www.buffalobills.com/seasonticketmember](http://www.buffalobills.com/seasonticketmember) or by calling the Buffalo Bills Customer Service department at 1-877-228-4257, Mon. – Fri. 9AM - 5PM (EST).

**Does the Bills Bucks Card Expire?**

Yes, the expiration date can be found on the back of your card.

**ABOUT MY ACCOUNT:**

**How do I find out what balance I have on my Bills Bucks card?**

Visit [www.buffalobills.com/seasonticketmember](http://www.buffalobills.com/seasonticketmember) to check your balance. You can also come in person to the Buffalo Bills ticket office or call 1-877-228-4257: Mon – Fri.: 9AM -5PM (EST).

**Can I see my transaction history?**

Yes. After you enter your card number to check your balance, click on View Transaction History.

**Can I purchase additional Bills Bucks?**

No, your Bills Bucks card is not reloadable.

**What happens if I would like to return a purchase that I made using my Bills Bucks card?**

You will be issued a store credit.

**Can I replace my card if it expires?**

No, any unused funds will not carry over.

**I share my Buffalo Bills ticket account with a partner; can I get that person a Bills Bucks card?**

At this time, we are only able to issue a Bills Bucks card to the Season Ticket Member of record on the account.

**Is there a fee for using my Bills Bucks card?**

There is no fee to the cardholder to spend funds on the card.

**ABOUT SECURITY:**

**What happens if my card is lost or stolen?**

Contact the Buffalo Bills Customer Service at 1-877-228-4257 if you believe your card has been lost or stolen, and we will cancel your card and reissue you another one.

**Who is responsible for the card value if my card is lost or stolen?**

The Bills Bucks card should be treated just like cash. In the event the card is lost or stolen, you must report the card as missing. Any value used in the interim is the sole responsibility of the cardholder; you are responsible for any usage from the time of card loss, to the time of reported loss. Any funds still in your card account will be transferred to your new replacement card.

**ABOUT CONTACTING US:**

**How do I contact you when I have a question?**

Contact the Buffalo Bills Customer Service at 1-877-228-4257 or email [tickets@bills.nfl.net](mailto:tickets@bills.nfl.net)