

ReferLive™ FAQ

What is the Wings Referral Hotline phone number?

1-844-624-5258

What is the ReferLive Member Support phone number?

615-864-7520 or email: info@referlive.com

How do I access my ReferLive Member Portal?

Go to www.referlive.com and enter your email address and password. If you do not remember your password, click on the Forgot Password link and ReferLive will automatically send you an email with instructions on how to reset your password. You can also change your password in ReferLive once you have logged on by clicking the Your Profile link at the top.

Do you need to be a Wings member in order to make a referral?

Yes, the referrer must be a current Wings Financial Credit Union member, in good standing, in order to receive the reward. If the referrer is not a member, no reward cards will be sent to either party. Wings, in their sole discretion, reserves the right to refuse payment of the reward.

Can I refer friends and family on social media?

Yes, if you refer someone online at referlive.com/wingsfinancial you will be prompted to select how you would like to send your referral. To share via social media, click the Facebook, Facebook Messenger, Twitter, or LinkedIn buttons and post to your account. If you would like to share on a different platform, you can click the "link" button to copy your custom referral link.

The person I referred never received the ReferLive email to complete their portion of the online registration. What should I do?

Contact the Customer Service team by email at info@referlive.com or by phone at 615.864.7520. Customer Service hours: Monday – Friday 7:30am – 5:30pm. Also, within the Member Portal, you can click on the Send Referral Reminders button to remind your referrals to complete their portion of the online registration. Be sure to add info@referlive.com to your safe senders list to prevent emails from being directed to your junk or spam folders.

How will I receive my Reward Card?

Reward Cards are sent via the United States Postal Service (USPS) within 4-6 weeks after all qualification criteria have been completed.

What should I do if I have not received my Reward Card?

If all qualification criteria have been met, the Reward Card will be sent to the address provided on the registration form. No Reward Cards will be sent for processing without the completion of each specific qualification. After the new account is opened and the qualifications are completed, it takes approximately 4-6 weeks for the Reward Cards to arrive in the mail. If an excessive amount of time has passed after the 4-6 week period and you still have not received your Reward Card, please contact the Customer Service team by email at info@referlive.com or by phone at 615.864.7520. Customer Service hours: Monday – Friday 7:30am – 5:30pm.

What should I do before using my Reward Card?

Activate the Reward Card online at www.svcards.com or via phone at 800.798.4104. Please note that when activating online, it may take up to 24 business hours for the balance to be available for use. Sign the back of the Reward Card and review the enclosed Cardholder Agreement before use.

How do I use my Reward Card?

When there is no keypad, just present your prepaid Reward Card and sign the receipt. If there is a keypad, simply select CREDIT and sign the receipt. Your purchase total will be deducted from the card balance.

Am I able to view my transaction history and Reward Card balance?

Yes, you may check your available balance or view your transaction history online at www.svcards.com. You may also do this via phone at 800.798.4104.

Can I use my Reward Card at a restaurant?

Yes, but please keep in mind that you are required to have an available balance on your Reward Card of up to 20% above the purchase amount to cover tips or other expenses.

Can I use my Reward Card at a gas pump?

Yes, gasoline purchases are allowed with your Reward Card, but must be processed inside by the cashier. "Pay at the pump" purchases are not available with your Reward Card.

Can I use my Reward Card at an ATM or for a cash advance?

No, this prepaid card is not a credit card. The funds are preloaded on your card, and no PIN number is provided.

Is my Reward Card reloadable?

Reward Cards are not reloadable. The funds are preloaded on your card and additional funds cannot be added.

Can you deposit the Reward Card money into my checking or savings account?

No, the Reward Card incentive money is solely received in the form of a physical Reward Card that will arrive in the mail.

How do I receive more Reward Cards?

Access your www.referlive.com Member Portal and refer more friends and family members via the Refer More Friends application, or simply share your referral link online via Facebook or Twitter.

When an email is sent to someone I referred, who does the email come from?

The email comes from ReferLive but is branded as Wings Financial.

If a Rewards Card is not delivered, where is it returned to, ReferLive or Wings?

Neither, it is actually sent back to Visa.

Is there a maximum amount of rewards a person can receive?

One person can receive a maximum of \$550 per year in rewards. If that member is referred and receives that initial \$50 for establishing membership, they can then earn up to \$500 for referring other people.

Can you use the Visa Rewards Card internationally?

No. Only domestic.

Is there an expiration date on the Rewards Card?

Yes. Rewards Cards are good for 6 months.

Will Wings members who are getting the \$550 in Rewards Cards be getting tax forms?

No, because this is a rewards program, no tax forms will be sent.

Does ReferLive share member information with anyone?

No, this information is kept very secure and is not sold to any third parties.

Will there be any reminder emails sent?

Reminder emails will be sent to the potential member on day 3 and day 7 if the person does not register into the program.

Do referrals expire?

Yes, a referral is good for 180 days.

What happens when two people refer the same person?

The first person that referred gets the referral credit.