Lennox Prepaid Mastercard
Homeowner FAQs

How will I receive my card?

3-5 business days after your rebate claim is approved and paid, you will receive an email from notification@my-lennoxawardcard.com and be given the choice of receiving a physical card or a virtual card. After you make your card selection, you will be asked to confirm your personal information (including mailing address) and to accept the card's terms and conditions.

When will I receive my card?

If you select a virtual card, you will have immediate access to your card and will have the ability to add your prepad card directly to an e-wallet app (Apple, Google and Samsung Pay).

If you select a physical card, the card will be mailed to the address you provided. You will receive a separate email confirmation when your card is mailed. Please allow 2-4 weeks for the card to arrive.

What happens if I do not make a card selection?

If you do not make a selection within 90 days of receiving the initial email, you will not receive the rebate payment.

What happens if I do not receive an email or my card?

If you do not receive the inital email or your card, you can either call claim support at 1.800.941.1379 or email them at ContactUs@MyLennoxSPIF.com.

At what type of merchants can I use my card?

You may use your Lennox Prepaid Mastercard at any physical merchant locations, online, and over the phone. Many online merchants perform address, ZIP code, and/or name verification. If your current personal information is not associated with the card, you may update your profile at the website listed on the back of your card.

Where can I use my card?

Use your card anywhere Mastercard is accepted.

Do the funds on my card expire?

The Lennox Prepaid Mastercard has an expiration date of 12 months from the date of issue.

What should I do if my card is lost or stolen?

Report a compromised card by calling cardholder services at 1.888.243.3034. Your card will be closed and blocked from future purchases. We will reissue you a new card for the unused balance less the card reissue fee.

How do I purchase an item that costs more than the balance on my card?

If your purchase is more than your card balance, first pay the difference with another form of payment, then charge up to the amount of funds available on your Lennox Prepaid Mastercard. Not all merchants accept split transactions.

Can I get cash from an ATM or bank?

You cannot use your card at an ATM or bank to receive cash.

How do I check my balance without being charged a fee?

Your card balance may be checked for free by logging on to my-lennoxawardcard.com or by calling 1.888.243.3034.

Can my card be used for "pay at the pump" gasoline transactions?

Present your card to an attendant inside the gas station. Your card will not work if you try to pay at the pump.

Where can I see my transaction history and check my balance?

You can view your transactions and check your balance by visiting the website listed on the back of your card or by calling 1.888.243.3034. Live agents are available 24 hours a day, 7 days a week. You will be able to access your transaction history online and print statements.

I returned an item purchased with my card. When will the credit be reflected on my account?

Even after the balance is depleted, you should keep your card until you know that you will not be returning any of the items purchased with the card. If you do try to return items, the store's policy may require you to present the card used to make the purchase. You should destroy the card once you are sure you no longer need it. Allow five to ten business days for returns to post to your card account.

Can my card ever have a negative balance?

Any authorization request that is greater than your card's available balance will be declined; however, there may be times when a merchant completes a transaction without prior authorization. If an overdraft occurs, you will be required to make a payment to cardholder services to cover the negative amount. Payments should be sent to:

Lennox Program Headquarters
7000 Vista Drive
West Des Moines, IA 50266

What are the fees associated with using the card?

Please see the Cardholder Agreement for any fees associated with the card. The Cardholder Agreement can be found at my-lennoxawardcard.com. This website is also listed on the back of the card.

Disclaimer: This card is issued by The Bancorp Bank, N.A., pursuant to license by Mastercard International. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated. The Bancorp Bank, N.A.; Member FDIC. This is not a gift card. This card is issued for loyalty, award or promotional purposes. Please note that prepaid cards are subject to expiration, so pay close attention to the expiration date of the card.