

Frequently Asked Questions

1. How do I use my IMAGINE Reward Visa?
All your IMAGINE Reward Points earned by booking at participating airlines are automatically placed on your IMAGINE Rewards Visa. Once your IMAGINE Reward Points are converted to cash, your IMAGINE card can be used at any ATM or retail location where Visa is accepted or online.
2. How long does it take to receive IMAGINE Reward Points?
IMAGINE Reward Points are placed onto your card 24 – 48 hours after the booking is fully paid.
3. What happens if I move to a new Travel Agency?
Your earnings are assigned to your IMAGINE Rewards Visa number, not an agency. No matter what agency you are with, your earned IMAGINE Reward Points will stay on your IMAGINE account and you may continue to earn.
4. How do I find out what my points or cash balance is?
You may check on your app or online at <http://imagine.trucash.com> by entering your card number and password.
5. What type of bookings qualify for IMAGINE Reward Points?
You earn IMAGINE Reward Points on bookings and services offered by Participating Airlines. Please see our downloadable Reward Points Schedule for details on what bookings are eligible and how many IMAGINE Reward Points you can earn.
6. Should I use my IMAGINE Rewards Visa number for all my bookings?
Yes. In order for all your bookings to be applied to your IMAGINE account, it is important that you use your latest IMAGINE Rewards Visa number when booking with any of the Participating Airlines. Travel Agents must give the FULL IMAGINE card number at the time of booking.
7. What if I don't see my points rewarded on my IMAGINE Rewards Visa? First, please check your itinerary if your booking qualified for points. If so, please make sure you have applied your most current IMAGINE card number at the time of the booking and check that the number is correct. You can also log into skylinkcanada.com or skylinkus.com and view all qualifying bookings and their associated points. At the time of the booking, please make sure you input your correct IMAGINE Rewards Visa number. For more information please call 1-877-SKYLINK.
8. What if my IMAGINE Rewards Visa is lost or stolen?
Lost or stolen IMAGINE Rewards Visa cards can be immediately suspended on IMAGINE truTap App or reported by calling TruCash customer service 24 hours a day, 7 days a week at 1-800-624-6171 (Canada/USA) or 1-905-212-9100 (elsewhere). Your card can be replaced if lost, stolen, or damaged. Any available balance will be transferred to the replacement card, less a replacement card fee of \$15.00.
9. Does my IMAGINE Rewards Visa have an expiry date? Yes; the IMAGINE Rewards Visa cards expire on the last day of the month and year indicated on the front of the card. You are provided a new replacement card up to 2 weeks before it expires. All points are transferred to your NEW card. Please make sure to use your most current card at that point for all your bookings.