

Question: How can I use my points for redemptions in the program?

Answer: The program provides a variety of redemption options, from the header bar, click the drop-down menu, REDEEM. Highlight redemption category to view each landing page for your redemption options.

Question: How do I redeem points for merchandise awards?

Answer: Select Merchandise from the REDEEM tab in the header, enter an item to Search or dropdown to Browse Categories. Each category will display options to view and select available items, filters are available on the left column to narrow the search for a particular model or brand.

Question: Once I submit a merchandise redemption, how long will it take for my shipment to arrive?

Answer: View supplier delivery guidelines for options; many catalog items are viewed, ordered, and delivered directly by the manufacturer online shopping channels.

Question: Can I ship to a military base?

Answer: Yes, the majority of items can be shipped to APO/FPO/DPO addresses. View supplier delivery guidelines for options; many catalog items are viewed, ordered, and delivered directly by the manufacturer online shopping channels.

Question: How do I book travel using my rewards account?

Answer: To book travel, select REDEEM and then highlight Travel, then click on the category you would like to redeem; Flights, Hotels, Rental Cars, Cruises, Activities. Each category selection will bring you to the respective landing page to book your travel. Enter dates, and preferences to review your options to redeem.

Question: Are there any fee(s) associated with my redemption?

Answer: The Program includes all delivery cost, including applicable taxes to your redemption checkout process. No additional fees are charged to your account.

Question: Can I book travel reservations for someone else using my points?

Answer: Yes, you can make travel reservations for others but please ensure that the traveler information you enter during the booking process is an exact match to the travel documents that are required to fulfill the reservation (i.e. full name as it appears on traveler's identification, driver's license, passport, etc.). Errors may result in delays and/or possible denial of the travel, points are nonrefundable.

Question: I did not get my email confirmation, what should I do?

Answer: To ensure receipt of your travel confirmation email, please ensure that the email address you provide at the time of booking is a current, valid email address. You may also want to check your spam/junk folder, if you have not added us to your safe senders list. If you still do

not find your email confirmation, please contact the Rewards Redemption Center at (866) 597-1575, 7 days a week, 8:00 a.m. to Midnight EST, (5:00 a.m. - 9:00 p.m. PT) excluding holidays.

Question: Do I still earn frequent flyer miles, etc. when I use my points as payment towards my airline tickets, car rentals or hotel stays?

Answer: Depending on the loyalty program, you may still accrue rewards within their loyalty program. Please check with the individual loyalty program to confirm the rules of their program and confirm that your booking qualifies for the benefits offered within their program.

Question: If I don't have enough points to pay the total amount for my travel order, can I pay the rest with my card?

Answer: In most cases, yes. On the payment page, you will have the option to pay for your travel reservation with points, a payment card, or a combination of both. You can use any Visa, MasterCard, American Express, or Discover payment card.

Question: Can I Redeem for Gift Cards?

Answer: Select Gift Cards from the REDEEM tab in the header, enter a merchant to Search or dropdown to Browse Categories. Each category will display options to view and select available Gift Cards, filters are available on the left column to narrow the search for a particular category, denomination, or merchant.