### **Policy 4: Rewards Program Terms**

#### **Introduction**

This policy outlines the structure of the credit card rewards program, including how points are earned, redeemed, and forfeited. The policy also covers special bonus categories, promotional offers, and expiration terms.

#### **Section 1: Points Accumulation**

* **Points Per Dollar**: Cardholders earn **1.5 points per dollar** spent on all eligible purchases. Cash advances, balance transfers, and fees (e.g., annual fees, late fees) do not earn points.
* **Bonus Categories**: From **January to March**, cardholders earn **3 points per dollar** on purchases made in the travel, dining, and entertainment categories. These bonus categories are subject to change and will be communicated 30 days prior to any updates.
  + **Example**: A cardholder spending $500 on travel in March will earn 1,500 points (3 points per dollar).
* **Spending Caps**: Bonus points are capped at **$2,000** in spending for each bonus category per month. Any amount spent beyond this cap will earn the standard **1.5 points per dollar**.

#### **Section 2: Redemption Options**

* **Statement Credits**: Points can be redeemed as a statement credit, with a minimum redemption of **2,500 points** ($25 value). Statement credits are applied within **5 business days** of redemption.
* **Gift Cards**: Points can be redeemed for gift cards from various participating retailers. Gift cards are available in denominations starting at **5,000 points** ($50 value).
* **Travel Rewards**: Cardholders can redeem points for travel bookings through the issuer’s travel portal. Travel redemptions have no blackout dates, and **100 points** equal **$1** in travel credit.
  + **Special Travel Discounts**: Cardholders receive a **10% discount** on all travel bookings made using points.

#### **Section 3: Expiration of Points**

* **Points Expiration**: Points expire after **24 months** of inactivity. Inactivity is defined as no new points earned or redeemed during this period.
* **Account Closure**: If the cardholder closes their account or the issuer terminates the account due to violations of the cardholder agreement, all unused points will be forfeited.

#### **Section 4: Promotional Offers and Accelerated Rewards**

* **Introductory Bonus**: New cardholders who spend at least **$1,000** within the first **3 months** of account opening will receive **10,000 bonus points**. Bonus points will be credited within **30 days** of reaching the spending threshold.
  + **Example**: If a cardholder spends $1,000 within the first 90 days, they will receive 10,000 bonus points, which can be redeemed for $100 in statement credits.
* **Seasonal Promotions**: Cardholders may be eligible for additional promotional offers throughout the year, such as **double points weekends** or specific retailer promotions. These promotions are communicated via email and the issuer’s mobile app.

#### **Section 5: Points Forfeiture**

* **Missed Payments**: If a cardholder misses two consecutive minimum payments, any earned points during this period will be forfeited. Points will not be reinstated, even if the balance is subsequently paid in full.
* **Account Delinquency**: Points will not accumulate while an account is delinquent (defined as 30 days or more past due). Once the account is brought current, point accumulation will resume, but no points will be retroactively applied for the delinquent period.

#### **Section 6: Rewards Transferability**

* **Transfer to Partners**: Points can be transferred to select airline and hotel loyalty programs at a **1:1 ratio**. Each transfer must be at least **1,000 points**, and there is no limit to the number of transfers per year.
* **Restrictions on Transfers**: Points cannot be transferred to another cardholder or account unless explicitly allowed by the issuer’s partnership agreement.

#### **Section 7: Refunds and Points Adjustments**

* **Refunds on Purchases**: If a purchase for which points were earned is refunded, the corresponding points will be deducted from the cardholder’s balance. If the cardholder’s points balance is insufficient to cover the deduction, their account may go into a **negative points balance**, which will be resolved by earning new points.
* **Points Adjustments**: Cardholders may dispute points calculations within **60 days** of the points posting to their account. If an adjustment is required, it will be reflected in the next billing cycle.

#### **Section 8: Fraud and Points Usage**

* **Fraudulent Transactions**: Points earned on fraudulent transactions will be deducted once the fraud is confirmed. Cardholders are not permitted to redeem points from unauthorized or fraudulent transactions.
* **Account Monitoring**: The issuer reserves the right to monitor point-earning activities. Any abuse of the rewards program, including attempts to manipulate points accumulation through fraudulent transactions, will result in forfeiture of points and potential account closure.

#### **Section 9: Reporting and Redemption**

* **Rewards Statement**: Cardholders will receive a monthly statement summarizing points earned, redeemed, and forfeited during the billing cycle. Points balances are updated in real-time and can be viewed on the mobile app or online portal.
* **Expiration Alerts**: Cardholders will be notified via email **90 days** before their points are set to expire due to inactivity.

#### **Section 10: Changes to the Rewards Program**

* **Program Modifications**: The issuer reserves the right to modify or terminate the rewards program at any time with a **60-day notice**. Any changes to redemption values, bonus categories, or promotional offers will be communicated in advance.
* **Cardholder Rights**: Cardholders can choose to opt out of the rewards program at any time by notifying the issuer. Opting out will result in forfeiture of all earned points and termination of rewards program participation.