

Revised 07/01/2024

## GENERAL

**Terms and Conditions:** This Rewards Terms and Conditions Supplement (this "Supplement") describes the terms and conditions of the SECU Points Rewards Program (the "Program") and supplements the Cardholder Agreement that governs your SECU credit card account (the "Account"). By using the Account, you agree to participate in the Program. Your participation in the Program is subject to the terms of this Supplement and the Cardholder Agreement, including the Arbitration Provision (if applicable) which governs how disputes between you and us will be resolved if a dispute arises. In the event of a conflict between the Cardholder Agreement and this Supplement, with respect to matters relating to the Program, this Supplement controls. Any words or phrases defined in the Cardholder Agreement have the same meaning in this Supplement unless otherwise specified.

**About the Program:** The Program is a loyalty program sponsored by State Employees' Credit Union ("SECU") and administered by an independent contractor not affiliated with SECU (such contractor and any of its affiliates, the "Loyalty Partner"). A "Point" is a unit that may be accrued or earned in a manner defined by us and has no monetary value.

## EARNING POINTS

**Points on Purchase Transactions:** You earn Points on Purchases based on the merchant category (as described below). However, you do not earn Points on transactions involving the purchase or funding of instruments such as gift cards, prepaid cards, reloadable cards, money orders, cashier's checks, foreign currency, cryptocurrency, or securities; transactions involving money transfer, money transmission, or wire transfers; or Purchases made for gambling or lottery purposes. You also do not earn Points on Cash Advances, Balance Transfers, interest, fees, and other charges.

### Additions and Subtractions to Your Points Balance

- Points are calculated based on "Net Purchases" in certain merchant categories described below. Net Purchases are the amount of eligible Purchases made with your Account after we subtract any returns, disputed charges, unauthorized charges, illegal or fraudulent charges, or other credits for such Purchases.
- When calculating Points, we may subtract Points earned where we determine, in our sole discretion, that the conditions required for earning those Points were not satisfied.
- Subtractions may result in a negative Points balance, and future Points earnings will go towards any deficiency.
- Redemptions are deducted from your Points balance in real time. If the redemption is fulfilled and a subsequent adjustment is made or we later discover that you did not have sufficient Points for that redemption, you will have a negative balance, and future Points earnings will go towards any deficiency. You also agree that you owe SECU the value of the redemption in the event you did not have sufficient Points to redeem.

## Calculations Based on Purchase Post Date

- Points are calculated based on the date the Purchase posts to your Account (the "Post Date"), which generally occurs within three business days of the date the Purchase occurs.
- We will attempt to match credits to an associated Purchase for purposes of determining the Points value of the credit. However, where, in our sole discretion, that is not possible, we determine the Points value to deduct in our sole discretion.

## Merchant Categories

- Visa® establishes merchant codes to tag transactions. Visa changes these codes, and the types of transactions tagged by a specific code, at its discretion.
- We group similar merchant codes into categories for purposes of making Points offers to you.
- We make every effort to include all relevant merchant codes in our Points categories. However, even though a merchant or some of the items that it sells may appear to fit within a Points category, the merchant may not have a merchant code in that category. When this occurs, Purchases with that merchant WILL NOT qualify for Points offers on Purchases in that category.
- A merchant with more than one location may submit Purchases using different codes, including codes that are not eligible under this Program for that Points category. This means that Purchases from the same merchant at a different location may fall in a different Points category. Purchases submitted by you or the merchant through third-party payment accounts, mobile or wireless card readers, online or mobile digital wallets, or similar technology will not qualify for a particular Points category if the technology is not set up to process the purchase in that Points category.

## Earning Tiers

Points Tiers allow you to earn a range of points from different spend categories. These are:

- 3 Points per dollar of Net Purchases on Gas and Electric Vehicle Charging.
- 2 Points per dollar of Net Purchases on Restaurants.
- 1.5 Points per dollar of Net Purchases in all other categories.

## Base Tier

- **1.5 Base Points** per dollar of Net Purchases on all eligible purchases.

## Bonus Tiers

- **2 Points (1.5 Base Points + 0.5 Bonus Points)** per dollar of Net Purchases in the Restaurant category.
  - This category does not include Purchases made at grocery stores; superstores; warehouse clubs (including but not limited to Sam's Club and Costco); discount supercenters (including but not limited to Wal-Mart and Target); small stores such as bakeries, candy, nut or confection stores; or stores that sell groceries and other products such as drugstores and convenience stores.
  - For example, if you purchase dinner at your favorite restaurant with your SECU Points Rewards card, you would earn 1.5 Base Points plus 0.5 Bonus Points, to equal 2 Points per dollar spent.
- **3 Points (1.5 Base Points + 1.5 Bonus Points)** per dollar of Net Purchases in the Gasoline and Electric Vehicle (EV) charging category.
  - This category does not include natural gas, hydrogen, oil, propane, or home heating company Purchases.
  - Some Gasoline or Charging Stations affiliated with wholesale clubs or grocery stores may not be assigned Gasoline and Electric Vehicle merchant category codes; in this instance, purchases will not earn Points in this category and will only qualify for 1.5 Base Points per dollar of Net Purchases.
  - For example, if you purchase fuel at a gas station with your SECU Points Rewards card, you would earn 1.5 Base Points plus 1.5 Bonus Points to equal 3 Points per dollar spent.

Earned Points are calculated on actual U.S. dollars spent, and the Points earned for each transaction are rounded up or down to the nearest Point. No fractional Points will be awarded.

### **Pooling Points**

- If your account is joint or has authorized users, your Points will pool, which means combine, with other cardholders into a single Points balance. To pool Points, all cardholders must use the Points Rewards card product.
- You acknowledge that you relinquish control over who redeems any Points in the pool, including your own. All cardholders in the pool may redeem any Points available within the pool, regardless of which cardholder earned the Points originally. Any redemptions from the pool are made on a first-in, first-out basis.
- We will subtract from the pooled Points, based on returns, for example, regardless of which cardholder earned the Points.

## **REDEEMING POINTS**

### **How to Redeem Points**

- Redemptions must be made through the Redemption Center that can be accessed via [www.ncsecu.org](http://www.ncsecu.org), the SECU Mobile App, or by contacting the SECU Rewards Center at 1-888-732-8562.
- Redemptions are provided and serviced by the SECU Rewards Center; 7 days a week, 24 hours a day, excluding certain holidays. You may also submit online inquiries through Member Access.
- To redeem Points, Accounts must be in good standing, which means that they cannot be suspended, restricted, delinquent, or otherwise in default. You cannot redeem Points once your Account is terminated. Please see the Forfeiture section below for more information.
- Once Points are redeemed, the redemptions are non-refundable and cannot be exchanged.
- The redemption value of a Point is set at \$0.01. For example, 2,500 Points can be redeemed for \$25 in gift cards.

### **Cash Back & Account Credit Redemptions**

- You may redeem Points for cash back to an SECU Checking or SECU Share account, or for SECU Credit Card Account statement credits.
- Redemptions will post to your SECU Checking, SECU Share, or SECU Credit Card Account within 3-5 days.
- Redemptions must be \$25 or greater.
- Points redemptions for SECU Credit Card Account statement credits will reduce the balance on your Account but will not count as payments. You will still be required to pay at least the Minimum Payment Due (if any) as shown on your billing statement each month.
- You may elect auto redemptions to an SECU Checking, SECU Share or SECU Credit Card Account for statement credits. At the end of each month in which your Points balance meets or exceeds the minimum \$25 required for redemption, all of your available Points will be automatically redeemed. You may change your auto redemption at any time.

## Physical and Digital Merchant Gift Card Redemption

- You may redeem Points from a catalog of merchant gift cards (physical and digital).
- Most merchant gift cards are available in denominations of \$25 or greater.
- Any expiration date will be printed on the front of the physical gift card and disclosed on the digital gift card and cannot be extended. Complete terms and conditions for individual gift cards can be found on the Program website via [www.ncsecu.org](http://www.ncsecu.org). Gift cards are not replaceable if lost, stolen, or destroyed. Gift cards may not be resold, are not redeemable for cash, and are void if sold for cash or other consideration. Gift cards are considered void if altered, photocopied, or reproduced. Retailers have the right to restrict usage, and participation by retailers is subject to change.
- Most physical merchant gift cards will be delivered within 10 business days of redemption. During the November/December holiday season, it may take longer to receive your merchant gift cards due to seasonally high demand. Physical gift cards will be shipped First Class USPS Mail, which includes delivery to U.S. military bases both domestic and abroad. They will only be shipped to your address on file with the Credit Union.
- Digital merchant gift cards will be available online in your Redemption History page of the Program website via [www.ncsecu.org](http://www.ncsecu.org) within 24 hours of the order being placed.
- If you do not receive your redemption within the indicated time frames, you must contact us within 30 days from the date of your request for the redemption. After 30 days, if we have not heard from you and our records indicate that your redemption was fulfilled, you will be deemed to have received your redemption, and Points will not be replaced even if the redemption is reported missing. SECU is not responsible for delayed or lost communications or redemptions sent by U.S. mail or any other form of delivery, including e-mail.
- From time to time, some redemptions may be subject to restrictions or delays due to such factors as time constraints, blackout dates or availability of qualifying merchants.

## Merchandise Redemptions

- You may redeem Points for merchandise available through the SECU Rewards Center on the Program website via [www.ncsecu.org](http://www.ncsecu.org).
- Redemptions for merchandise and services are subject to availability (some of which may be limited).
- Redemptions start as low as \$25 or 2,500 points.
- Most merchandise items will be delivered directly from the merchant within 2-4 weeks of your redemption. You will receive an e-mail confirming your redemption. Merchandise can only be shipped to addresses in the 48 contiguous United States and the District of Columbia. Items cannot be shipped to Alaska, Hawaii, U.S. territories, or internationally.
- Partial pay is available for merchandise. If your Points balance is less than the total redemption amount due, you must use your SECU Visa Debit or SECU Credit card to complete the partial payment. The transaction amount from your SECU Visa Debit or SECU Credit card cannot exceed \$999.99.
- Applicable sales or similar transaction-based taxes ("Taxes") will be collected on shipping and handling fees, including any special shipping charges, when required by applicable law, determined with respect to the laws of the jurisdiction in which the shipping address is located. When permitted or required, the charges for shipping and handling will be treated as additional purchase price and subject to Taxes.
- SECU is not responsible for manufacturer products.
- Complete details about shipping, custom items, damaged or incomplete shipments, product warranties (if any), exchanges (if available), and replacements (if available) can be found on the Program website via [www.ncsecu.org](http://www.ncsecu.org) or by calling the SECU Rewards Center at 1-888-732-8562.

## Travel

- Points can be redeemed for travel including air, hotel, car rentals, and experiences. Certain restrictions and limitations may apply.
- Once redemptions for travel have been processed, the redemption is nonrefundable.
- In certain cases, we may permit a change or modification to a booking. Whether a modification is permitted will also depend on the modification rules of the supplier. If changes or modifications are made to a booking, we will assess a modification fee, plus any supplier modification fee. We will disclose the amount of any modification fee(s) before you agree to the change. Modification fee(s) may be subject to Taxes.
- Air bookings completed over the phone with an agent may result in an additional booking fee, which may be subject to Taxes.
- Some travel redemptions may require additional payment(s) in connection with the redemption, and such supplemental payment(s) may be subject to Taxes. For example, some hotels may have a resort fee that is not included in your hotel price; any resort fees or additional fees will be payable directly to the hotel.
- Travel redemptions are subject to availability, and blackout dates may apply.
- Additional terms and conditions may apply to all travel items and are disclosed during the booking process.

For additional questions and for further details, please visit the Program website via [www.ncsecu.org](http://www.ncsecu.org) or by calling the SECU Rewards Center at 1-888-732-8562.

## EXPIRATION, FORFEITURE, TERMINATION, CHANGES

### Expiration

- Points expire after 5 years.
- Points will be deducted from your Points balance on the last day of the month in which they expire. For example, Points earned on January 5, 2024, will expire on January 31, 2029.

### Forfeiture

- You lose all accrued Points when your Account is terminated, either by you or us. If we determine in our sole discretion that you are misusing the Program, you will not earn Points, and you may forfeit any Points previously earned. Misuse includes fraud or attempting to otherwise game or misuse Points or the Program.

**Termination:** We may suspend or terminate the Program or your participation in the Program at our sole discretion, any time without prior notice.

**Changes:** We may add to, modify, or terminate the Program at any time, including, without limitation, changing the Points earning criteria and categories, and adding caps and fees. We will give you prior notice to the extent required by law. A current description of this Program and the current version of this Supplement may be found at [www.ncsecu.org](http://www.ncsecu.org). Any revisions may affect your ability to earn or redeem Points.

## OTHER IMPORTANT INFORMATION

**Points are not Property:** Points are not your property and may not be brokered, bartered, attached, pledged, sold, or transferred upon disability, death, upon operation of law, or in connection with any domestic relations dispute and/or other legal proceeding. Points have no cash or monetary value, are non-negotiable, and can only be redeemed as offered through the Program described herein.

**Taxes:** You are responsible for determining and obtaining appropriate tax treatment for any Points you redeem and you are solely responsible for any taxes arising from or related to any earned Points. We will not report any income or earnings related to Points to a taxing authority, except where expressly required by law.

**Additional Terms:** Any Program partnerships with third-party service providers may also be subject to additional terms and conditions determined by the third-party service provider. You are responsible for reviewing and understanding any such additional terms and conditions, and we disclaim any liability for claims that may arise in connection with third-party service providers.

**Limited Liability:** Unless otherwise required by law, this Program, or our Agreement with you, we will not be liable to you or anyone making a claim on your behalf, in connection with: (1) any change or termination of the Program; (2) any loss, damage, expense or inconvenience caused by any occurrence outside of our control; (3) any taxes that you incur as a result of receiving Points, payment of which taxes will be your responsibility; (4) any redemption for gift cards, merchandise or services, or for any direct, indirect or consequential damages with respect to the use of your Account. In any event, any liability that SECU may have to you in connection with the Program shall be limited to the amount of any Points you have earned in this Program. The Program and Points are void or limited where prohibited or restricted, respectively, by federal, state or local law.

**For Questions or Additional Points or Program Information:** If you have any questions about the Program, you may contact the SECU Rewards Center at 1-888-732-8562. Additional information and answers to "Frequently Asked Questions" can also be obtained on the Program website at [www.ncsecu.org](http://www.ncsecu.org).