

Navy Federal's *n*Rewards® Card Program Description



As used in this Program Description, the following definitions apply:

“Card” refers to a Navy Federal issued *n*Rewards card.

“Cardholder,” “You” and “Your” refers to any natural person who holds a valid Navy Federal issued *n*Rewards card.

“Account” refers to a Cardholder’s *n*Rewards account, which is established to keep a record of reward points earned, redeemed, credited or adjusted.

“Program” refers to the Navy Federal *n*Rewards program.

The Navy Federal *n*Rewards Program Description contains the Terms and Conditions for participation in the *n*Rewards Program. Please read the following Terms and Conditions and keep this Program Description for your records. By using your card, you agree to all of the Terms and Conditions within this Program Description.

1. Active Navy Federal *n*Rewards Cardholders will earn one point for every \$1 of net purchases made with a Navy Federal *n*Rewards card. Points are not earned for cash advances, convenience checks or balance transfers, or fees of any kind, including, but not limited to, annual fees, finance charges, overlimit fees, late fees, returned check fees and ATM transaction fees. Navy Federal reserves the right to amend the types of transactions that qualify to earn points, including special reward promotions that may be offered from time to time.
2. Points cannot be earned until an *n*Rewards card account number has been assigned. Only accounts enrolled in *n*Rewards will qualify to accumulate points. No retroactive credit will be provided. Points are not transferable between Navy Federal rewards programs.
3. *n*Rewards is not associated with any other credit card or rewards program offered by Navy Federal, or any third party. Reward points may not be used in conjunction with any other discount or coupon offer.
4. There are no monthly or annual caps on points earned.
5. Points earned are updated on the Cardholder’s account on the posting date of the eligible card transaction. Points may be used for rewards redemptions once they have been credited to the account.
6. Points expire 4 years from the month in which they were earned.
7. Points may be redeemed by accessing your account on **navyfederal.org**, or by calling Navy Federal and accessing your rewards information. Call toll-free in the U.S. 1-888-842-6328. For toll-free numbers when overseas, visit **navyfederal.org**. Use 1-703-255-8837 for collect international calls. The Navy Federal *n*Rewards Service Center is closed on the following observed holidays: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas, and such other days as shall be determined from time to time by Navy Federal.
8. Points may be redeemed for merchandise, gift cards and certificates at the following levels: 2,000; 3,500; 5,000; 7,500; 10,000; 15,000; 20,000; 25,000; 31,000; 40,000 and 50,000. For a complete list of available rewards, please visit **navyfederal.org**.

9. In order to redeem points, your nRewards card must be open and current. Delinquent or past-due balances cannot earn or redeem points until the account status is in good standing. Navy Federal reserves the right to determine whether your card meets these qualifications. Points on closed accounts are forfeited and no longer eligible for redemption.
10. Only the primary Cardholder or the co-applicant (if any) of an nRewards account may request to redeem reward points. Cardholders who have more than one Navy Federal nRewards account may not combine reward points. A Cardholder must pass verification by Navy Federal (or any agent acting on behalf of Navy Federal) in order to redeem reward points. Navy Federal reserves the right to determine, in its absolute discretion, whether a Cardholder has been satisfactorily identified.
11. Reward points are the property of Navy Federal. Reward points cannot be purchased, sold, transferred, bartered or assigned in any way. A Cardholder is not entitled to compensation from Navy Federal or any other entity if rewards points are forfeited or an nRewards account is terminated for any reason.
12. Navy Federal reserves the right to prohibit any Cardholder from participating in the Program. Navy Federal, in its sole discretion, reserves the right to suspend or cancel participation in the Program and declare all reward points forfeited in the event a Cardholder is suspected of, or has committed, fraud or a violation of the Program Description or Navy Federal Credit Card Agreement.
13. Determination of tax liability (if any) is the sole responsibility of the Cardholder.
14. Administrative point management, redemption and reward fulfillment services are provided by TSYS Loyalty. TSYS Loyalty assumes all liability and responsibility for the provision of services. TSYS Loyalty operates as an independent contractor and is not affiliated with Navy Federal. Neither Navy Federal nor TSYS Loyalty shall be liable for any bodily harm, property damage and/or loss that may result from participation in the Program or a service provider's lack of provision or failure to provide services, for any reason.
15. Navy Federal reserves the right to amend, modify or change this Program Description and the reward offerings, at any time and without prior notice. For example and without limitation, Navy Federal may amend or omit some or all of the Program membership levels; change the number of reward points awarded for eligible card transactions or required to redeem rewards; or discontinue offering particular rewards. Navy Federal also reserves the right to terminate the Program at any time without prior notice.
16. The reward requested by the Cardholder may be subject to specific conditions, restrictions, limitations and/or terms. The following paragraphs identify the general conditions, restrictions, limitations and/or terms applicable to specific rewards and are not intended to be considered an exhaustive recitation of all such conditions, restrictions, limitations and/or terms that may govern

the use of specific reward items. Reward item conditions, restrictions, limitations and/or terms may change from time to time and may not be specifically reflected in this document or other Program communications. Cardholders will be subject to all conditions, restrictions, limitations and/or applicable terms or governmental actions relating to the specific reward at the time of redemption. Conditions, restrictions, limitations and/or terms placed in Program communications and listed on or attached to the reward item are binding on the Cardholder.

17. All rewards are subject to availability and specific rewards may only be available for certain dates.

Merchandise Rewards

18. Merchandise rewards are offered and provided by independent manufacturers. Merchandise rewards include applicable sales tax and shipping and handling (via First-Class Mail or ground delivery or motor freight service within the continental U.S.). Merchandise will not be delivered to PO, APO or FPO boxes. Merchandise will be shipped to Cardholder's statement mailing address unless otherwise authorized by Navy Federal. For security reasons, parcel or motor freight couriers may contact the Cardholder to arrange delivery of merchandise. It is the responsibility of the Cardholder to respond to the courier in a timely and reasonable manner to facilitate the delivery process. Additional shipping and handling fees for merchandise returned to vendor due to Cardholder's failure to make delivery arrangements would be the responsibility of the Cardholder. Please allow four to six weeks for delivery from time of order. The Cardholder will be notified of any delays by postcard, letter or phone call. All merchandise reward orders are subject to product availability and Navy Federal reserves the right to substitute merchandise of equal or greater value. Cardholder will be notified if the merchandise reward ordered is not available and when it will become available. Navy Federal reserves the right to alter or substitute any or all merchandise rewards at any time without prior notification. Returns are only accepted for merchandise that is damaged, defective or incorrectly shipped. Notification of same must be made within 48 hours of delivery and must be returned within 30 days for credit or shipment of replacement item. If the item is damaged or defective, please contact Navy Federal to report the problem and obtain assistance. The manufacturer's warranty applies to all merchandise rewards. Navy Federal and TSYS Loyalty make no express or implied representation or warranty and will not be liable for injury, damage, loss or expense resulting from your acceptance of use of the reward or from a reward's defect or failure. Navy Federal and TSYS Loyalty disclaim any implied warranty of merchantability or fitness for a particular purpose.

Gift Cards and Certificates

19. Gift Cards and Certificates (Gift Certificates) may be used to purchase goods or services at participating retailers and, where applicable, for Internet purchases. Gift Certificates are non-transferable unless otherwise noted on the certificate. Gift Certificates may not be combined with any other promotional

offers from Navy Federal. In the event goods or services received are less than the face value of the Gift Certificate redeemed, the policy of the Gift Certificate provider will determine whether credit or Gift Certificate value for the difference will be given. Gift Certificates are valid at participating reward suppliers only through the expiration date printed on the certificate. Use of any Gift Certificate may be subject to additional restrictions as listed on the certificate. Gift Certificates are not replaceable if lost, stolen, destroyed or expired and are not returnable, exchangeable, refundable or redeemable for cash or credit under any circumstances. Gift Certificates must be surrendered at redemption, are void if altered and no photocopies of Gift Certificates will be honored. Gift Certificates have no value except when used in accordance with the Terms and Conditions of the Program and participating suppliers.

Gift Certificates will be processed next business day and will be delivered by U.S. Postal Service, First-Class Mail, postage prepaid within 7 to 10 days of the redemption. Next day or 3- to 5-day express delivery via Federal Express and Saturday delivery are available for an additional charge. All additional shipping charges for express shipping will be the sole responsibility of the Cardholder and will be charged to the Cardholder's card at time of redemption.

Navy Federal Visa® Awards Card

20. The Card is not an account, does not earn dividends, is not reloadable and is not federally insured by the National Credit Union Administration. The Card cannot be used to obtain cash, except in the event of its cancellation; for gambling or any unlawful activity; to make regular, pre-authorized payments to third parties; to obtain cash from automated teller machines (ATMs) or any other kind of cash advance; or outside of the United States.

The Card is valid through the expiration date shown on the Card, or until the entire prepaid value associated with the Card has been depleted, whichever comes first. Any transaction attempted after the expiration date will be declined. If a balance remains on your Card after the expiration date, you can request a refund check or a replacement Card. A replacement Card will be mailed to you with the remaining balance less the replacement fee. If you choose a refund, a check will be mailed to you for the remaining value less the cash value unload fee. If you do not request a refund or a replacement Card, a monthly maintenance fee will be deducted until the value becomes zero. Monthly Maintenance Fee - \$5.00. Lost/Stolen or Replacement Fee - \$5.00. Express Delivery Fee - \$5.00. Cash Value Unload Fee - \$10.00. By signing, activating or using the Card or by permitting anyone else to use the Card, you agree to the full terms and conditions. Additional terms and conditions apply. You will receive a full copy of the terms and conditions with the Card.

Car Rentals

21. The renter must meet rental car company standard driver and credit qualifications at time and place of rental. Renter will be required to execute a rental agreement at time of rental. The minimum age for rental of a vehicle is 25 unless specifically approved by rental car provider. Rewards do not include taxes, insurance, extra drivers, optional service charges such as refueling or any other fees or charges imposed by rental location and/or company. The renter may be provided a voucher or certificate as an instrument of securing a rental vehicle. The voucher or certificate must be presented to the rental car company at time of the rental pickup. Vouchers and certificates are negotiable instruments for the purpose of securing car rental services and cannot be replaced if lost, stolen or destroyed. No change or credit will be issued for unused portions of rewards. The renter is subject to the restrictions and vehicle type listed on voucher or certificate. Some blackout dates may apply. Neither Navy Federal nor TSYS Loyalty is responsible for the performance of the car rental company. Additional terms and conditions may be imposed by the respective rental car service providers and are incorporated herein by reference. Participating car rental companies and reward offerings are subject to change without notice.

Certificates or vouchers will be processed next business day and will be delivered by U.S. Postal Service, First-Class Mail, postage prepaid within 7 to 10 days of the redemption. Next day or 3- to 5-day express delivery via Federal Express and Saturday delivery are available for an additional charge. All additional shipping charges for express shipping will be the sole responsibility of the Cardholder and will be charged to the Cardholder's card at time of redemption.

Hotel Certificates, Gift Cheques, Checks or Currency Certificates

22. All reward certificates, gift cheques, checks or currency certificates must be presented and surrendered at time of check-in or time of transaction. Hotels and/or resorts may require advance deposits to reserve accommodations.

Accommodations are subject to availability at time of reservations and blackout dates may apply due to seasonal periods or special events. Reward certificates, gift cheques, checks or currency certificates are not redeemable for cash and are void if sold for cash or other consideration. Reward certificates are not replaceable if lost, stolen, destroyed or expired. Reward certificates are not redeemable and are void if altered, photocopied, reproduced or damaged in any way. Reward certificates may not be resold and are valid through the expiration date printed on the front of the certificate and cannot be extended beyond the expiration date. Reward certificates, gift cheques, checks or currency certificates may not be valid where restricted by law. Certificates and Cheques will be processed next business day and will be delivered by U.S. Postal Service, First-Class Mail, postage prepaid within 7 to 10

days of the redemption. Next day or 3- to 5-day express delivery via Federal Express and Saturday delivery are available for an additional charge. All additional shipping charges for express shipping will be the sole responsibility of the Cardholder and will be charged to the Cardholder's card at time of redemption.

***n*Rewards Online**

**Members with NFO access may view their
*n*Rewards point history and redeem
points on navyfederal.org**

24 hours a day by logging on to *Navy Federal Online* Account Access and using the available link when viewing the *n*Rewards account information.

***n*Rewards Service**

Call toll-free • 1-888-842-6328

**For toll-free numbers when overseas,
visit navyfederal.org**

Collect internationally • 1-703-255-8837

Check your *n*Rewards point balance 24 hours a day.
To redeem points, call between 9:00 am and 9:00 pm,
Eastern time.