Navy Federal's Rewards

Program Description



NAVY FEDERAL Credit Union

navyfederal.org

1-888-842-6328

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Rewards Program Description

Welcome to the Rewards Program!

Your Navy Federal Rewards Card Program Description ("Program Description") contains the terms and conditions for participation in your card's rewards program. Please read the following terms and conditions and keep a copy for your records. By using your card, you agree to all the terms and conditions within this Program Description.

By redeeming rewards, you agree to all terms and conditions presented during the redemption process, whether through the Navy Federal Rewards Center, through an external partner website, or during a phone redemption.

Definitions	
Term	**Description**
Account	Your Navy Federal credit card account
Card	A Navy Federal-issued credit card
Cardholder/you/your	A natural person who holds a valid Navy Federal-issued credit card and is either the primary or joint cardholder on the account. Authorized Users of the account are not included.
Misuse	Includes, but is not limited to, engaging in activity that poses an unacceptable risk to the credit union and its members; or engaging in suspicious, fraudulent, illegal, dishonest, or deceptive activities with respect to your Navy Federal credit card account
Program	The rewards program associated with your card
Eligible purchases	Purchases of goods and services minus returns and other credits. Eligible Purchases do not include transactions for items listed as ineligible in this Program Description.
Navy Federal/we/us	Navy Federal Credit Union
Merchant Category Code (MCC)	A 4-digit code assigned to merchants by payment networks based on the types of goods and services they sell

What Are Points?

Points are the rewards you earn under the Program. You can use them to make purchases or redeem for cash.

How You Earn Rewards

The number of points you earn is based on a percentage of your eligible purchases. This percentage is expressed as a multiplier (for example, 3X equals 3% of the eligible purchase amount). We call this multiplier your card's "Earn Rate," which may vary by purchase category if your card has a tiered rewards structure.

Navy Federal Flagship Premier Visa Signature® Card	
Reward Points Earned	**Purchase Category**
4X	Travel
3X	Dining
1X	All other eligible purchases (base points)

Navy Federal Visa Signature® Flagship Rewards Card (No longer accepting new applications)	
Earn Rate	**Purchase Category**
3X	Travel
2X	All other eligible purchases (base points)

Navy Federal More Rewards American Express® Card	
Earn Rate	**Purchase Category**
3X	Gas, transit, restaurants, food delivery, supermarkets
1X	All other eligible purchases (base points)

Navy Federal GO REWARDS® Card	
Earn Rate	**Purchase Category**
3X	Restaurants
2X	Gas

The following is an example of the points you would earn on an eligible purchase with a More Rewards American Express® Card:

Navy Federal More Rewards American Express® Card			
	Amount	**Earn Rate**	**Rewards Earned**
Purchase (non-Travel)	$100	3X	300
Returned Merchandise Credit	($20)		(60)
Rewards earned on	$80		240

Additionally:

- Rewards update when the eligible purchase transaction posts to your account.
- Rewards do not expire as long as your account remains open.
- There is no minimum redemption amount through the Navy Federal mobile app or when you use online banking at **navyfederal.org**.
- There is no monthly or annual cap on the amount of rewards you can earn.

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More information about Merchant Category Codes (MCCs):

MCCs are assigned to merchants by payment networks based on the types of goods and services they sell. We use these codes to determine whether a purchase transaction is eligible to earn rewards and which Earn Rate to apply. When you purchase directly from a merchant—online or in-store—your purchase transaction's MCC is more likely to accurately reflect the type of purchase you made.

Ineligible Transactions (Do **NOT** Earn Rewards)

- Cash advances
- Convenience checks
- Balance transfers
- Gambling
- Finance charges & fees
  - Late fees
  - Returned checks
  - ATM cash advances
- Cash-equivalent transactions
  - Gift cards - (i.e., the purchase, loading, or reloading of gift and prepaid cards/GO Prepaid Cards)
  - Money orders
  - Person-to-person money transfers through third-party services (e.g., Venmo®, PayPal®, Cash App®, Remitly®)
  - Securities brokers and dealers (including prediction markets)
- Unauthorized (fraudulent) transactions

Value of Rewards

You will earn at least 1 point for every $1 you spend on eligible purchases, no matter which card you have. Eligible purchases in categories with higher Earn Rates earn more than 1 point per dollar. **Every 1 reward point is worth $0.01 when redeemed for cash.** Think of 1X point rewards as 1% of the purchase amount.

Example:

- 100 points = $1
- 1,000 points = $10

Example of Cash Value			
Earn Rate	**Spend**	**Earned Points**	**Points Converted to Cash**
1X	$1,000	1,000	$10
2X		2,000	$20
3X		3,000	$30
4X		4,000	$40

Rewards Pooling

Rewards Pooling allows you to combine points you have earned on other Navy Federal credit cards into a single shared pool for redemption.

Example of Rewards Pooling		
Card Type	**Rewards Points**	**Dollar Value**
Navy Federal More Rewards American Express®	500	$5
Flagship Premier Visa Signature®	1,000	$10
GO REWARDS®	750	$7.50
Pooled Rewards	**2,250**	**$22.50**

How You Redeem Rewards

You may redeem rewards as soon as they post to your account's rewards balance.

To redeem:

- **Email Address Required for Rewards Redemption**. To redeem rewards, you must have a true, accurate, and complete email address on file with us. A valid email address is required to process rewards redemptions and may be used to send communications related to your rewards account and participation in the rewards program.
- You must be either the primary or joint cardholder, and you must pass identity verification by Navy Federal (or any agent acting on behalf of Navy Federal)
- Your account must be open
- Your account must not be past due

Rewards may be redeemed through:

- The Navy Federal mobile app
- Online banking at **navyfederal.org**
- The Navy Federal Rewards Center
- Phone redemption
  - **1-888-842-6328** (US, toll-free)
  - **1-703-255-8837** (international collect)

When overseas, visit **navyfederal.org** for toll-free numbers.
Learn more about all redemption options at **https://www.navyfederal.org/loans-cards/credit-cards/cardholder-resources/redeem-rewards.html**

Redemption Options

You may choose the amount of point rewards to redeem using the following options.

Cash Deposit:

- Deposit rewards redeemed for cash to an eligible Navy Federal account. Redemptions for cash will post within one business day. Cash deposit redemptions must be completed in the Navy Federal mobile app or using your online banking account at **navyfederal.org**.

Statement Credit:

- Apply the cash value of your redeemed rewards directly to your credit card account as a credit. The credit will not pay your required minimum payment due amount. Redemptions for credit will post within 3-5 business days from the date they are redeemed.

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Cover My Purchase:

- Use your rewards to pay part or all of your past purchases, lowering the amount you owe. Simply, it is like using rewards as a refund for your purchases.

Pay With Rewards:

- Use rewards to make a purchase, so they act like money and reduce the purchase amount at the point of checkout.

Annual Fee Credit:

- Use the cash value of your rewards to pay your card's annual fee, if any.

Merchandise:

- Use rewards earned to pay for merchandise displayed online through the Navy Federal Rewards Center.

Gift Card:

- Use your rewards to purchase a virtual or physical gift card to select merchants through the Navy Federal Rewards Center.

Visa® Award Card:

- Use your rewards to purchase a Visa prepaid Award Card through the Navy Federal Rewards Center.

Travel Portal:

- Use your rewards for travel-related purchases like airfare, hotels, and car rentals online through the Navy Federal Rewards Center.

Navy Federal is not liable for any loss or damage arising from or related to the acts or omissions of any third-party partner or service provider, including any goods or services they provide or fail to provide in connection with the Program.

Minimum Redemption Amounts

The minimum amount you can redeem may vary depending on how you choose to redeem your rewards.

Redemption Type	Minimum Points to Redeem
Cash Deposit	1
Statement Credit	1
Merchandise	1
Travel Portal	1
Pay Me Back	100
Pay With Points	500
Visa® Award Card	1,000
Gift Card	Varies by Merchant

Conditions That May Impact Earnings & Redemptions

Rewards redemption may only be requested by the primary or joint cardholder and, if the cash deposit or statement credit redemption options are used, must be deposited into the primary or joint cardholder's savings or checking account or posted as a credit to your account.

Credits to your account will appear on your next monthly billing statement and will not affect your monthly minimum payment requirements.

Misuse

If we suspect or confirm that you or an Authorized User has misused your credit card account, we may prohibit, suspend, or cancel participation in the Program; all rewards will be forfeited and no longer eligible for redemption.

Examples of misuse include, but are not limited to:

- Attempting to generate or earn rewards through the false, misleading, or unethical creation of transactions
- Engaging in rewards redemption activity that creates elevated risk to Navy Federal

To cancel participation in the rewards program, we may either convert your account to a Navy Federal credit card product without a rewards program or close it.

Account Status

Rewards cannot be redeemed on past-due accounts.

Rewards may be redeemed while the account is open and in good standing.

Account Closure

If Navy Federal closes your account, unredeemed rewards will be forfeited and no longer eligible for redemption.

If you choose to close your account, you must redeem any available rewards at the time of closure. Any rewards not redeemed at that time will be forfeited.

- To request redemption and closure, please call **1-888-842-6328**.

Rewards Forfeiture

You are not entitled to compensation from Navy Federal or any other entity if rewards are forfeited due to account closure, misuse, account status, or any other reason.

If you reside in the state of New York, rewards will not be forfeited when the account is closed, subject to certain exceptions. Please see *Special Terms Applicable to New York State Residents* for more information.

Upon the Passing of a Cardholder

When There Is a Surviving Joint Cardholder:

- The joint cardholder becomes the sole owner of the credit card account.
- All previously earned rewards remain available for redemption.
- Rewards may be earned and redeemed as long as the account stays open and in good standing.

When There Is Not a Surviving Joint Cardholder, But an Authorized User Exists

- An authorized user is not eligible to redeem previously earned rewards, unless they do the following:
  - Open a new Navy Federal credit card account,
  - Receive a credit limit on the new account that is equal to or greater than the remaining balance of the old account, and
  - Agree to repay the old account balance by transferring it to the new account.
- Authorized users should carefully evaluate whether value of the remaining rewards balance is greater than the cost of repaying the old account balance.

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When There Is No Surviving Joint Cardholder or Authorized User

- All earned rewards are forfeited.
- If a primary or joint cardholder on the account resides in New York, exceptions apply. Please see *Special Terms Applicable to New York State Residents* for more information.

Other Important Information

Rewards Belong to Navy Federal

Rewards cannot be purchased, sold, transferred, bartered, or assigned in any way (including upon divorce or bankruptcy filing).

Tax Liability

Determination of tax liability (if any) is the sole responsibility of the cardholder. Consult with your tax advisor if you have questions about your personal tax responsibilities.

Changes to the Agreement

We may cancel this rewards Program or change this Program Description, including the reward Earn Rates and offerings, at any time. For example, we may change the amount of rewards you earn on eligible purchases or add a minimum amount required to redeem rewards.

If any changes are made to this Program Description, we will provide notice within 45 days of any such modification or cancellation and will post an updated copy at **navyfederal.org/PointsProgram**.

If a primary or joint cardholder on the account resides in New York, exceptions apply. Please see *Special Terms Applicable to New York State Residents* for more information.

Navy Federal Reserves the Right to:

- Amend the types of transactions that qualify to earn rewards, such as during special reward promotions that may be offered from time to time
- Determine whether your card meets all qualifications
- Determine whether a cardholder has been satisfactorily identified prior to redeeming rewards
- Prohibit any cardholder from participating in the Program
- Terminate the Program at any time

Special Terms Applicable to New York State Residents

Redemption of Rewards Upon Account Closure

You should redeem, exchange, or use any accumulated rewards prior to closing your account. If your credit card account is closed by you or by us and you have not redeemed, exchanged, or used your accumulated rewards, you will receive the cash value of your remaining rewards via a deposit to a Navy Federal savings account or checking account on which you are an owner, a credit to your remaining credit card balance, or a check mailed to your address on file.

If we determine that a primary or joint cardholder has misused the credit card account or the card rewards program or has engaged in instances of fraud with respect to the credit card account or any related rewards program, all rewards may be forfeited.

Cancellation, Closure, Termination, or Modification of Rewards Program

We reserve the right to cancel, amend, modify, or change this Program Description and the reward offerings at any time. We will provide notice within 45 days of any such modification or cancellation and post an updated copy of the Program Description, which can be accessed at **navyfederal.org/PointsProgram**.

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