

CURewards Helpful Tips

○ What type of items can I use my points for?

CURewards provides redemption options from 2,500 points to 375,000 with something for just about everyone. Across these point levels you may obtain hundreds of different travel and merchandise items. These include domestic and international airline tickets, hotel stays, cruises, electronics and house-wares. So that you can earn points more quickly, be sure to use your Westerly Community Credit Union Rewards Platinum VISA® Credit Card.

○ How do I redeem points for merchandise awards?

You may redeem points for merchandise awards online. To redeem points, follow these steps:

- **Step #1:** Access the Merchandise Award Selection/Merchandise Awards from the home page of CURewards website (located on our website www.westerlyccu.com) and add the desired merchandise awards to your shopping cart for redemption.
- **Step #2:** When you have completed your selections, click on the Proceed to Checkout button to place your order on-line.
- **Step #3:** Enter your name, shipping address and a telephone number and click Transmit Order to submit your order. You will receive a confirmation number after your order has been submitted.
- **Step #4:** Keep records of your order until you receive your award merchandise. Should you have questions regarding the status of your order or estimated shipping date, you may call Award Headquarters Customer Service, at 800.621.4112, from 8:30 AM to 5:00 PM, Monday through Friday, Central Standard Time.

○ For merchandise redemptions, how long after I place my order should I expect to receive the shipment?

Generally, awards will be shipped via a parcel delivery service or by the U.S. Postal Service and should arrive in 4-6 weeks after your order is received. Larger items may be drop shipped directly from the factory and may take a few weeks longer. You will be notified if the item is to be drop shipped.

○ How do I redeem points for travel awards?

Travel awards include Airline tickets, Hotel certificates, Car certificates, Vacation packages, Experiences, and Cruises that can be redeemed through the CURewards Travel Agency. Simply click on the Travel link. Should you have any questions concerning your travel plans or would like to speak with a travel agent, please call 800.900.6160 and a CURewards travel representative will be able to assist you. Hours of operation are: Monday–Thursday: 10:30 am - 9:30 pm, Friday: 12:30 pm - 9:00 pm, Saturday: 12:00 pm - 6:00 pm.

○ Do CURewards points expire?

CURewards points have a 5 year expiration date from the date they are earned.

○ I'd like to use my points for an airline ticket but my schedule doesn't allow me to stay over a Saturday night or to book the reservation 21 days in advance. Can I still get a ticket?

Yes! Starting with the same number of points as a Free US 48 States Restricted Airline Ticket, CURewards provides you with the alternate choice to have a credit of \$325, \$525 or \$750 applied toward the purchase of any unrestricted airline ticket issued by the CURewards Travel Agency, to any destination, in any class of service, on any airline, and at any time with no restrictions. The credit will be applied when purchasing ticket(s) via the CURewards travel agency. Simply click on the Travel link. Should you have questions concerning your travel plans or would like to speak with a travel agent, please call 800.900.6160 and a CURewards travel representative will be able to assist you.



**Westerly
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Together we are community