

APEX MEMBER REWARDS

TERMS AND CONDITIONS

EFFECTIVE SEPTEMBER 1, 2024

**FINANCIAL PARTNERS
CREDIT UNION**
FPCU.ORG

TERMS AND CONDITIONS

I. Description of the Program

a) APEX Member Rewards ("Program") is a service provided by Financial Partners Credit Union ("Sponsor") and managed by ampliFI Loyalty Solutions, LLC ("Administrator").

b) Participation in the Program is exclusive to those who have a current membership with Financial Partners Credit Union. The Financial Partner Credit Union Member using the Program and agreeing to these APEX Member Rewards Terms and Conditions ("Terms and Conditions") is referred to herein as "Member," "Members," "you," or "your." By using or continuing to use the Program, Member hereby agrees to be bound by and comply with these Terms and Conditions.

c) When using the Program, Member agrees not to use the Program to engage in any misuse, abuse, or fraud and in violation of these Terms and Conditions. The Sponsor reserves the right to disqualify any Member from participation in the Program and invalidate all points should Sponsor suspect or determine, in its sole discretion, that a Member has engaged in misuse, abuse, fraud, or any violation of these Program Terms and Conditions. Examples of misuse, abuse, or fraud include, but are not limited to:

- Buying or selling Program points;
- Selling, or participating in the sale or exchange of, merchandise, gift cards, travel, or other items of value obtained through the use of Program points;
- Repeatedly opening or otherwise maintaining consumer loan or credit card accounts for the primary purpose of generating points; and
- Manufacturing spending for the purpose of generating points (e.g., purchasing gift cards, prepaid cards, or cash instruments and depositing their value back into your account with Sponsor).

d) The Rewards Program is void where prohibited by federal, state, or local law.

e) The Sponsor and the Administrator are not responsible for typographical errors and/or omissions in any Program document.

f) The Sponsor and the Administrator reserve the right to change the Terms and Conditions as well as the points required for a reward within the Rewards Program at any time and without prior notice, except as may be required under applicable law. At the Sponsor's option, redemption of Points may be restricted, limited, expired, or canceled at any time without prior notice.

g) Eligibility in the Program is restricted to Members who have a statement address within the 50 United States, the District of Columbia, or any U.S. Possession or territory.

h) The Program's Privacy Policy is available at the Program's website on the bottom of each page.

i) The Sponsor and the Administrator and their respective directors, officers, and employees make no representations or warranties, either express or implied, including those of merchantability or fitness for a particular purpose, in connection with the Program. Each Member participating in the Program agrees to indemnify and hold harmless the Sponsor and the Administrator, and their respective directors, officers, and employees, from and against any loss, damage, liability, cost, or expense of any kind (including reasonable attorneys' fees) arising from the Member's use of the Program, any

fraud, abuse, or misuse of the Program, a violation of these Terms and Conditions or applicable law or the rights of any third party.

II. Earnings Points

a) Members will earn APEX Points ("Points") for qualified products and services, or for transactions made at participating merchants using their Debit Card or Platinum Rewards Credit Card ("Qualifying Transactions"). Buying a product or service with your card, in most cases, will count as a Qualifying Transaction; however, the following types of transactions will not count as Qualifying Transactions and will not earn points:

- Balance transfers;
- Using your card for cash advances and cash-like transactions;
- Buying gift cards, travelers checks, foreign currency, or money orders;
- Wire transfers;
- Buying lottery tickets, casino gaming chips, racetrack wagers, or similar betting transactions;
- Using any checks issued by Financial Partners Credit Union to make draws against your account;
- Accrued interest and finance charges; and
- Fees of any kind, including an annual fee, charged to your account if applicable.*

*There may be other types of transactions that will not count as Qualifying Transactions as Sponsor determined in its sole discretion.

b) Points will be accumulated at the rate of:

Consumer Debit

EZ Card, Free and Premier Checking

1. 250 APEX Points per month when you complete 15 or more debit card signature transactions totaling a minimum of \$1,000. Spend is aggregated on all qualifying checking accounts within a single membership. Each membership is limited to a single reward per month. Members will not receive points for PIN Based transaction spend or for ATM transactions.

Consumer Credit

Platinum Rewards

1. Three points per one (1) dollar spent on fuel purchases.*
2. Two points per one (1) dollar spent on groceries purchases.*
3. Two points per one (1) dollar spent on drug store purchases.*
4. Two points per one (1) dollar spent on utilities purchases, including but not limited to cell phones, electric, cable, water, and natural gas.*
5. Two points per one (1) dollar spent health club purchases.*
6. All other qualified credit card transactions will earn one point per every one (1) dollar charged to the cardholder's credit card.

*Please note that these categories are categorized by specific Merchant Category Codes. Not all merchants may use the specific qualified transactions codes. The additional points may not be issued, if the merchant does not use a qualified Merchant Category Code.

Other Products and Services

Consumer Loans

1. Direct Auto*: 2,500 points on a purchase or external refinance of a direct auto loan

2. Direct Boat/Motorcycle/RV*: 2,500 points on a purchase or external refinance of a direct boat, motorcycle or RV loan
3. Direct Personal Loan*: 5,000 points on a new personal loan
4. Mortgage: 10,000 points on a new purchase or external refinance of a mortgage loan
5. Home Equity Line of Credit (HELOC): One point for every one (1) dollar advanced in first ninety (90) days after loan opening, with a 2,500 point maximum per loan

*Direct Loans: Defined as loan directly applied for, underwritten by, and financed through Financial Partners Credit Union. Loans procured through Financial Partners Credit Union's third-party relationships do not qualify for rewards, e.g., Rate Genius, Fi-Wise, Upstart, etc. are excluded. Not all third-party relationships are listed and are subject to change without notice. Please contact Financial Partners Credit Union at 800.950.7328 for more information on loan exclusions.

Rewards are limited to new loans opened with Financial Partners Credit Union. Existing Credit Union loans that are refinanced to lower the rate, extend the term, or reduce the payment do not qualify.

c) Debit and credit card Point earnings are based on the net retail purchase transaction volume (i.e., purchases less credits, returns and adjustments) charged to the Card during each day by the Cardholder. Net purchases are rounded to the nearest dollar and are subject to verification. If a transaction is subject to a billing dispute, the point value of the transaction may be deducted from the point total during the dispute period. If the transaction is reinstated, points will be reinstated.

d) Merchant Funded Points (AMPRE). Members can earn additional Points from participating merchants when using their Platinum Rewards card for purchases at participating AMPRE merchants, both online and in-store. Point earnings will vary based upon the merchant. Each merchant's Point earning ratio is listed on the Program's website.

By providing your email address when you register on the Rewards website, you can agree to receive all future AMPRE correspondence and notices electronically to that email address. Email is the primary method for contacting Members regarding their participation in the Program. It is the Member's responsibility to update or change the email address on file. This can be done on the Program's website.

New merchant offers are updated periodically. There is no limit to the number of times a Member can earn Points for shopping at an AMPRE merchant.

e) In the event of fraud, abuse of Program privileges, or violation of the Program rules (including any attempt to sell, exchange or transfer points or the instrument exchangeable for points), the Program Sponsor reserves the right to cancel Member's participation in the Rewards Program.

f) Points may not be combined with any other loyalty/frequency reward program that is not managed by the Program's Sponsor.

g) The Sponsor reserves the right to award bonus Points to selected Member or Cardholders for any activity or condition it decides.

h) Points are not the property of the Member and cannot be bought, sold, or transferred in any way (including upon death or as part of a domestic relations matter).

i) Points are tracked and redeemable on a first-in, first-out basis. Points will expire on the last day of the month, three (3) years after the date of issuance.

j) The Sponsor and the Administrator shall have no liability for disagreements between Members regarding Points. The Sponsor's decisions regarding Point discrepancies shall be final.

III. Redeeming Points

a) To redeem points, follow the instructions below, visit the Program's website or call the customer service department. All contact information is listed at the bottom of these Terms and Conditions. Sponsor reserves the right to determine, at any time, that any or all Member points were not earned via Qualifying Transactions and are thus void and not redeemable.

b) To be eligible to redeem Points, the Member's account(s) must be open (meaning not voluntarily closed, canceled, or terminated for any reason) and the Rewards Card, if applicable, cannot have any other status preventing authorizations.

c) Points are deducted from the Member's Point balance as soon as they are redeemed.

d) Points must be redeemed by the Member but can be used to provide a reward for another person of their choice.

e) The Member hereby releases the Sponsor and Administrator and its vendors from all liability for any injury, accident, death, loss, claim, expense, or damages sustained by the Member associated with a reward or use of rewards while participating in this Program and, in the case of a travel reward, agrees to indemnify and hold Sponsor and Administrator harmless from any liability for any injury, accident, death, loss, claim, expense, or damages sustained or claimed by anyone traveling with or without the Member, in connection with the receipt, ownership, or use of any reward. The Member hereby agrees that the Administrator and the Sponsor shall not be liable for consequential damages, and the sole extent of liability, if at all, any liability imposed on Administrator and/or Sponsor shall not exceed the actual value of the reward giving rise to the liability.

f) The Member is responsible for determining any tax liability arising from participation in the Program. You should consult a tax advisor concerning tax consequences.

g) Participating merchants and third-party service providers are responsible for the quality and performance of any products or services they provide. The Sponsor and the Administrator are not responsible in any way for the products or services provided by participating merchants and third-party service providers.

IV. Travel Rewards

The Administrator's travel redemption center is able to take care of all travel arrangements. They are a full service agency that can assist with air rewards, hotel, auto, vacation, and cruise reservations.

a) General Terms and Conditions Related to Travel

i. Reward redemptions that are included as part of your transaction will be deducted from your Reward Program account.

ii. Payments by debit or credit card will appear on your monthly card statement as "CL *Trip Charges" or as a charge from the applicable airline, hotel, car rental, activity, cruise, or tour provider (each, a "Supplier" and collectively, "Suppliers").

iii. Travel Services may cancel the booking in the event of nonpayment or payment dispute, and standard penalties imposed by the Suppliers, up to the full amount of each ticket/reservation, will be applied.

iv. All bookings made by Travel Services shall comply with all applicable U.S. laws, rules and regulations including, without limitation, sanctions issued by the Office of Foreign Assets Control. Such sanctions may prevent Travel Services from offering travel to specific destinations or individuals. To assist Travel Services with its compliance with laws, rules, and regulations, Travel Services may ask you for additional information. Any booking made, or in good faith believed to be made, in violation of U.S. law, will be canceled by Travel Services, in its sole discretion, with no liability to you other than to issue a refund, if permitted by law.

v. CANCELLATIONS AND CHANGES. Reservations are subject to the rules of each Supplier on your itinerary; some reservations cannot be canceled; other reservations may incur Program fees and/or Supplier fees to cancel or change. Refunds, if permitted, typically take two (2) billing cycles for us to receive from the vendor and for it to then appear in your account(s). Refunds are subject to the policies of the individual Supplier. All refund requests must be submitted within thirty (30) days after the scheduled departure date and any negotiable documents (i.e., airline tickets, redeemable certificates or vouchers, etc.) issued must be returned to Travel Services prior to processing any refund. For reservations made with points/miles, partial refunds may be returned in the form of a check for the amount of the refund.

Please note: The cancellation policy for reservations made through our Program may differ from the cancellation policy for reservations made directly with the supplier.

b) General Travel Information

Approved, government-issued photo identification is required at check in and must match the full name on the reservation for travel. Due to the Real ID requirements, your driver's license or ID card may not be accepted for travel after certain dates. For the most current information on the Real ID requirements, please visit: <https://www.dhs.gov/real-id>. If this is an international trip, you will need a passport and you may need a Visa, and you may need to satisfy certain health requirements. Passports usually need to be valid for a specified period of time (such as six months) after your scheduled return date. For foreign entry requirements, go to <http://travel.state.gov> or contact the embassy/consulate of the country to which you are traveling, including layover and stopover destinations, to determine entry documentation and other requirements, such as immunizations that you must satisfy, including return entry into the country from which you departed. It is your responsibility to obtain proper travel identification and satisfy all requirements for each location on your itinerary, including layover and stopover destinations. Carriers cannot board any passenger who fails to carry required documents. Some carriers may require you to show the credit card used as payment for your ticket(s).

i. Minors under the age of 18 who are traveling with only one parent may be required to have additional documentation. Please contact your airline or the embassy/consulate of the country from which you are departing and the country to which you are traveling for additional information.

ii. Travel Services has no special knowledge regarding the suitability for disabled persons for any travel itinerary. Travel Services also has no special knowledge regarding unsafe conditions, health hazards, weather hazards, or climate extremes at locations to which you may travel.

iii. For information concerning possible dangers at international destinations, Travel Services recommends contacting the Travel Advisory Section of the U.S. State Department at 202.501.4444.

iv. For medical information, Travel Services recommends contacting the Centers for Disease Control and Prevention at 800.232.4636. For foreign health requirements and dangers, go to <http://www.cdc.gov/travel>.

v. Travel reservations are subject to the rules of each Supplier on your itinerary. The information and descriptions given about the Suppliers are believed to be accurate, but Travel Services makes no warranty or representation regarding the information and descriptions.

vi. The passenger's ticket(s), when issued, or the electronic reservation shall constitute the sole contract between the Supplier and the purchaser and/or passenger. Travel Services shall have no liability for any actions or omissions of the Supplier.

vii. Travel Services shall have no responsibility for any credit or voucher issued by any Supplier, and any questions or issues you may have with respect to such credit or voucher must be addressed directly with the Supplier.

viii. Special requests made to a Supplier are on a request only basis and cannot be guaranteed. Fees, taxes, and charges may apply, depending on the service request.

ix. Upgrades are not permitted on certain itineraries. Please check with the Supplier directly.

x. Supplier policies are subject to change at any time without notice.

xi. Travel Services is not responsible for any lost or damaged luggage.

xii. Certain rate types do not permit credit for airline frequent flyer programs or car or hotel loyalty programs. The name connected to the frequent flyer program or loyalty program must match the traveler listed on the itinerary or the Supplier may invalidate the booking.

c) Hazardous Materials

i. Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 USD or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives, and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radiopharmaceuticals.

ii. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. For further information contact the airline directly.

d) Baggage Fees

i. Baggage policies and fees for carry on and checked baggage, vary by Supplier. Some Suppliers charge a fee for the first and/or second standard-sized checked bag. Please check with the Supplier for baggage charges, size limitations, weight, and other restrictions. Baggage fees may vary depending on whether the travel is domestic or international. A list of air carriers and their fees for checked baggage can be found at <http://www.airlinebaggagecosts.com>.

e) Destination Taxes

i. Government-imposed departure or entry taxes may not be included in ticket taxes. Passengers should be prepared to pay these taxes in cash, in local currency, on location.

f) Airline Terms and Conditions

i. Airline tickets are NONREFUNDABLE and NON-CHANGEABLE unless permitted by the terms of the fare and, if permitted, are subject to airline rules, airline penalties up to the full amount of each ticket plus, in the case of a changed ticket, fare difference charges, and may also be subject to Program fees. If the ticket is refundable, there may be cancellation fees to refund the ticket. Note: If there is more than one carrier on your itinerary, airline rules, airline penalties, and change fees may apply to EACH airline on your itinerary and each change made.

ii. A small number of air carriers may require Travel Services to confirm flight availability when booking. If there is any issue with availability, a travel representative will contact you within 24 hours to make alternate flight arrangements at no additional cost.

iii. In some situations an airline may issue you a credit in lieu of a refund according to the fare rules associated with the individual booking. If a credit is issued by an airline, it is held by the airline in the name of the individual who was the passenger of record on the original reservation. This credit can be used toward the payment for the booking of a new trip under the following conditions:

- a) The new reservation is in the name of the same passenger as the canceled booking;
- b) The new reservation is on the same airline as the original reservation;
- c) All travel associated with the new trip must be completed prior to the date specified by the airline which is determined by the fare rules of the original ticket and the original class of service;
- d) You are responsible to pay any exchange fees charged by the airline related to the making of a new reservation as well as any additional charges, fees or fare increase;
- e) Credit cannot be applied against an existing reservation.
- f) If a refund or a credit is not issued by the Supplier, the canceled reservation will have no value for future use.

iv. Airlines may impose additional costs and fees for baggage, meals, beverages and other services. These costs are your sole responsibility.

v. Unused tickets contain no value if not canceled prior to scheduled departure date/time as specified by the airlines fare rules.

vi. Tickets cannot be reassigned or transferred to a different passenger or airline.

vii. Flight schedules are subject to change. Travel Services is not responsible for any schedule change(s) or notifying you of such change(s). Please confirm the scheduled departure time(s) on the airlines' websites at least 48 hours prior to departure for domestic flights and at least 72 hours prior to departure for international flights to learn if your flight schedule changed.

viii. Failure to use any reservations may result in automatic cancellation of all continuing and return reservations. You must advise your carrier if your travel plans change en route.

ix. Check with each airline regarding its specific boarding and check-in requirements, it is always best to check-in within 24 hours of the flight. Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which you have a confirmed reservation. If this occurs, the airline will make alternative arrangements for you.

x. Turboprop aircraft may exist on your itinerary. Airlines reserve the right to change aircraft equipment without notice to the booking travel agency or the consumer.

xi. If a code-share flight exists in your itinerary (a flight where two or more airlines share the same flight), passengers must check in with the operating airline on day of departure.

xii. All tickets will be issued at the time of booking as e-tickets, unless e-tickets are unavailable due to airline restrictions. All paper tickets will be shipped within 48 hours.

xiii. If your paper ticket(s) is lost, stolen, or destroyed, contact Travel Services immediately for details on how to process your claim. You may need to purchase a new ticket to travel while you are waiting for any permitted refund or credit. You remain responsible for payment due for the lost, stolen, or destroyed ticket(s) unless a refund or credit is issued by the carrier.

xiv. Advance seat assignments, if available and allowed by airline, are not guaranteed and could be subject to additional fees. Please inquire with the airline about your boarding pass(es).

xv. Please go to <http://www.dot.gov/office-policy/aviation-policy/aircraft-disinsection-requirements> to learn about the use of insecticides in certain aircraft.

xvi. For information regarding airline liability limitations, baggage liability, and other regulations of the Montreal Convention and other regulations, please consult your air carrier.

xvii. More than six (6) tickets booked on the exact same flights for the exact same dates, is not permitted. If we determine that you have booked reservations for more than six (6) tickets in separate reservations, those reservations are subject to cancellation and will incur applicable cancellation fees in accordance with the airline's individual fare rules.

xviii. For flights that are destined for, transit through, or depart Canada, passengers may be entitled to certain standards of treatment and compensation under the Air Passenger Protection Regulations, which can be found at <http://www.gazette.gc.ca/rp-pr/p2/2019/2019-05-29/html/sor-dors150-eng.html>. For more information about your passenger rights, please contact your air carrier or visit the Canadian Transportation Agency's website at <https://www.otc-cta.gc.ca/>.

g) Hotel Terms and Conditions

i. Hotel rooms are **NONREFUNDABLE** and **NON-CHANGEABLE** unless permitted by the terms of the room/rate description. Check the terms carefully before making a hotel reservation for cancellation or change terms and fees. For rooms that are nonrefundable, if you change or cancel your reservation at any time, you will still be charged the full reservation amount of room and tax for the entire stay.

ii. If permitted, cancellations or modifications received at any time may be subject to a Program fee in addition to any Supplier fees. Such fees will appear on your monthly card statement as "CL *Trip Charges."

iii. More than nine (9) rooms booked at the same hotel during the same dates, even if all the dates are not identical, is not permitted. If we determine that you have booked reservations for more than nine (9) rooms in separate reservations, those reservations are subject to cancellation and will incur applicable cancellation fees in accordance with the rate description.

iv. Hotel room reservations cannot be transferred or reassigned to another traveler and cannot be resold. If we determine that you have transferred or resold a reservation, those reservations are subject to cancellation and will incur applicable cancellation fees in accordance with the rate description.

v. No shows are nonrefundable and will result in a forfeiture of all payments made and points used by you in connection with the reservation without credit due. If you think you may arrive at a hotel late, please contact the hotel directly to arrange for late arrival, if available. Actual times for "late" vary by hotel.

vi. Early check-out from a hotel is not subject to a refund, unless allowed by the Supplier.

vii. Contact Travel Services via the number listed on your itinerary for all cancellation or change requests. Cancellations or changes handled by the hotel directly may result in additional fees and/or the forfeiture of any refund due.

viii. Government-issued photo identification is required at check-in and must match the name on the reservation. Some properties have a minimum age requirement for check-in.

ix. Policies for children vary by hotel. Please contact the hotel directly to learn whether child benefits are offered and whether there are child restrictions.

x. Hotel reservations include room and applicable hotel taxes only. Any additional hotel charges, such as resort fees and hotel energy surcharges and cleaning fees, and any charges for incidentals that you incur are not included in your reservation rate and must be paid directly to the hotel. Incidental charges may include but are not limited to parking fees, babysitting, room service, telephone fees, internet usage fees, in-room movies, mini-bar charges, and gratuities.

xi. Due to hotel Supplier policies applicable to our preferred rates, your name may not be provided to the hotel until 24 hours prior to your arrival. Please contact Travel Services directly for any special requests, such as bed type, smoking preferences or in-room amenities. Special requests are subject to hotel availability.

xii. The hotel will require a major credit card in the name of one of the guests or a cash deposit upon check-in.

xiii. Reservations do not include services not specified in the reservation confirmation.

xiv. A reasonable attempt will be made to notify guests of hotel renovation or refurbishment if Travel Services knows of the same; however, Travel Services shall not be liable for any failure to provide such notification or for damages that may result from renovation or refurbishment.

h) Car Rental Terms and Conditions

i. Cancellations or modifications received at any time are subject to the Supplier's cancellation policies and cancellation fees which could be up to the full amount of the reservation and may also be subject to a Program fee. Such fee will appear on your monthly card statement as "CL *Trip Charges."

ii. No shows are nonrefundable and will result in a total forfeiture of any payments made and points used by you in connection with the reservation, without credit due.

iii. The early return of car rentals is not eligible for a refund, regardless of situation or notification from the car rental company.

iv. Any additional taxes, fees, and surcharges are subject to change without notice, may vary by location, and may be charged to the customer at pick-up.

v. Rental rates are based on 24-hour periods and may be subject to additional fees depending on time of return, including but not limited to hourly rental charges, which will be billed directly to you by the car rental company. Certain car rentals may have a minimum rental period. Any rentals less than the required minimum days may be charged the minimum rental period.

vi. Advance purchase car rental rates in the United States include unlimited mileage, taxes and fees. Car rental rates outside of the United States may not include unlimited mileage, taxes and fees and these will be assessed by the car rental location directly. Charges are billed directly by the car rental company and rates are subject to change.

vii. Charges for optional services such as insurance waivers, fuel, additional or underage drivers, and special equipment charges, are not included in your rental and must be paid directly to the car rental company.

viii. Travel Services does not guarantee a specific make, model, or color of vehicle no matter what vehicle is reserved.

ix. Geographic and cross border restrictions may apply.

x. Renters must meet the minimum (and maximum, if applicable) age requirement where the car is being rented, have a valid driver's license and a major credit card, and some Suppliers require a good driving record. Most rental car companies do not accept debit cards. Some Suppliers charge a surcharge for drivers above or below certain ages, which would be collected by the Supplier at the time of pickup. Suppliers reserve the right to deny car rentals for any reason, including past driving records.

xi. Rentals outside the country in which you reside may require an international driver's license or compliance with other local requirements.

xii. One-way rentals may or may not be permitted. If there are additional fees for one-way rentals, when permitted, these fees will not be included in the cost of the reservation. A reasonable attempt to advise of these fees will be made when this information is available to Travel Services.

xiii. Car rental redemptions may not be available for all locations and destinations.

xiv. Local renters and renters driving out of state/country may be subject to additional restrictions.

xv. Car rental rates do not include Collision Damage Waiver insurance and Theft Protection unless specified. Please contact your insurance company if you are unsure whether to accept rental car company insurance at the counter.

i) Supplier Taxes and Fees (Applies For Transactions That Are Not Points Redemptions Only)

i. In connection with facilitating your transaction, the charge to your debit or credit card will include a charge for taxes and fees which varies based on a number of factors including, without limitation, the amount paid to the Supplier, the location of the Supplier and your destination. This charge includes an estimated amount for taxes owed by the Supplier including, without limitation, sales and use tax, occupancy tax, room tax, excise tax, value-added tax, and/or other similar taxes. In certain locations, the tax amount may also include government-imposed service fees or other fees required by law to be collected by the Supplier. The actual amount paid to the Supplier for taxes in connection with your reservation may vary from the amount estimated and included in your charges, but the total amount you pay will not vary from the amount quoted. The balance of the charge for taxes and fees, if any, is retained by Travel Services to cover the costs of your reservation, including, customer service costs.

ii. Travel Services is not the vendor collecting and remitting taxes to taxing authorities. Suppliers include all applicable taxes in the amount billed to Travel Services and Travel Services pays all such

taxes directly to the Suppliers. Travel Services is not a co-vendor associated with any Supplier. Taxability, the tax rate and the type of applicable taxes vary by location.

iii. For transactions involving Suppliers located within certain jurisdictions, the charge to your debit or credit card for taxes and fees includes a tax that Travel Services is required to collect and remit to the jurisdiction owed on amounts retained as compensation for services.

iv. If you book accommodations in a location that charges a Goods and Services Tax or similar tax that is refundable to nonresidents, Travel Services is unable to facilitate a rebate of such tax.

j) Liability Disclaimers

i. Travel Services acts only as an agent for the Supplier in regard to travel, and assumes no liability for injury, damage, loss, accident, delay, or irregularity which may be caused due to a defect in any vehicle, acts of God, war, riots, or by any company or person involved in conveying the passenger or in carrying out travel arrangements.

ii. Travel Services reserves the right to accept minor adjustments in the passenger's travel itinerary made by the Supplier. In the event of Supplier trip cancellation prior to departure, a full refund will constitute a full settlement of all liability.

iii. Travel Services is not responsible for any changes initiated by the passenger with the Supplier.

iv. Travel Services and its affiliates do not guarantee the accuracy of, and disclaim liability for inaccuracies relating to, the information and description of the hotel, air, cruise, car, and other travel products displayed (including, without limitation, photographs, logos/icons, prices/rates, lists of hotel amenities, and general production descriptions), which information is provided by the respective suppliers. Hotel ratings are intended as general guidelines, and Travel Services and its affiliates do not guarantee the accuracy of the ratings.

v. In instances where an incorrect (lower) price/rate is charged, Travel Services will use reasonable efforts to get suppliers to honor the quoted rate. If the supplier will not honor the rate, Travel Services will contact you and you may elect to cancel the booking or agree to keep the booking at the correct rate (or other rate offered by the supplier.)

vi. Travel Services, its affiliates, and the Suppliers make no representations about the suitability of the information, products, and services contained on this site for any purpose, and the inclusion of any products or services on this site does not constitute any endorsement or recommendation of such products or services by Travel Services or its affiliates. All such information, products, and services are provided "as is" without warranty of any kind. Travel Services, its affiliates, and the Suppliers disclaim all warranties and conditions with regard to this information, products, and services, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title, and noninfringement.

vii. The Suppliers providing travel or other services are independent contractors and not agents or employees of Travel Services or its affiliates. Travel Services and its affiliates are not liable for the acts, errors, omissions, representations, warranties, breaches, or negligence of any such suppliers or for any personal injuries, death, property damage, or other damages or expenses resulting therefrom.

viii. Travel Services and its affiliates have no liability and will make no refund in the event of any delay, cancellation, overbooking, strike, bankruptcy, force majeure, or other cause beyond their direct control, and they shall have no responsibility for any additional

expense, omissions, delays, rerouting, or acts of any government or other authority. In no event shall Travel Services, its affiliates, and the Suppliers be liable for any direct, indirect, punitive, incidental, special, or consequential damages arising out of, or in connection with, the use of this site or any information, products, and services obtained through this site, or otherwise arising out of the use of this site, whether based on contract, tort, strict liability, or otherwise, even if Travel Services, its affiliates, and/or the Suppliers have been advised of the possibility of damages.

ix. Some jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, so the above limitation may not apply to you.

k) Governing Law as It Pertains to Travel Redemptions

These Travel Disclosures and any action or proceeding related thereto, whether in contract or tort, at law or in equity, shall be governed by, construed, and enforced in accordance with the laws of the state of New York, USA as they are applied to agreements entered into and to be performed entirely within such state. Any action in connection with any matters related to these travel disclosures, shall be brought only in the state or federal courts located in the state and city of New York, and you expressly consent to the jurisdiction of said courts. All disputes which cannot be resolved between the parties shall be resolved individually, without resort to any form of class action.

l) Modification of Travel Rules

Travel Services reserves the right to change these Travel Rules at any time without notice.

m) Seller of Travel Registration Numbers

Loyalty Travel Agency LLC, who acts only as an agent for the Suppliers, makes the travel arrangements for you on behalf of Travel Services. State Seller of Travel registration numbers for Loyalty Travel Agency LLC in the states that require registration are: California 2097389-50 (registration as a seller of travel does not constitute approval by California. Loyalty Travel Agency LLC is not a participant in the Travel Consumer Restitution Fund); Florida ST38239; Hawaii TAR-6750, Iowa 987; and State of Washington 602 868 200.

V. Non-Travel Rewards

A. Merchandise

a) When necessary, the Administrator may substitute a reward with an updated model of equal or greater value. Members will be notified of any change when ordering. The Rewards Program Administrator reserves the right to replace or remove certain sections within any Program literature or website. All rewards are subject to availability.

b) Merchandise rewards may take two to four (2-4) weeks to be delivered from the time of order. Multiple rewards may arrive at different times because they may be provided by different vendors. Delivery times may increase during peak holiday periods.

c) No shipments of merchandise can be made to APO/FPO or PO box addresses.

d) Merchandise shippable by UPS will be available to all U.S. territories. Items being shipped to Alaska, Hawaii, Puerto Rico, Guam and the U.S. Virgin Islands will have an additional freight charge billed to the Members Rewards card.

e) Merchandise pictured in any Reward's Program brochure or website may not necessarily reflect exact colors or models of actual rewards due to printing variations and/or manufacturers' updates. Information

is accurate to the very best of our knowledge. The Sponsor and the Administrator are not responsible for errors or omissions.

f) The number of Points required for reward items are subject to change.

g) Members may exchange merchandise only in the event of merchandise defects or damage in shipment. Some items are delivered by common carrier, in which a delivery time is scheduled and someone must be present to accept delivery. When this is the case, the item must be opened in the presence of that carrier and any exceptions, damages, or shortages must be noted on the delivery receipt before Members sign to accept shipment of merchandise. For those items that are delivered without being scheduled, please inspect the item within 24 hours of delivery and notify the customer service center if you find any exceptions, damages, or shortages.

h) All merchandise is covered by manufacturer's warranties. Any such defect should be handled through the standard manufacturer repair facility as noted with product.

B. Gift Cards/Certificates

a) Points may be redeemed for physical gift cards/certificates from select merchants. Most physical gift cards and certificates are delivered within two to three (2-3) weeks, to the address specified on the order file with the Administrator, as long as it is within the United States and its territories. Delivery times may increase during peak holiday periods.

b) Physical gift cards/certificates cannot be returned and are not redeemable for cash or credit.

c) All other sales and/or use taxes including shipping and handling charges of items purchased using a gift card or certificate are the responsibility of the Member and are subject to the merchants' policies in effect at the time of redemption. Purchases in excess of the amount of the gift cards are at the Member's expense.

d) Gift cards may also be subject to other restrictions imposed by the merchant. Gift cards purchased to provide services are subject to the terms and conditions of the vendor providing the services.

e) Additional terms and conditions may be specified on the gift card.

f) If a merchant declares bankruptcy, the Sponsor and Administrator are not liable for the underlying funds on the gift card or certificate.

g) Once the gift card is redeemed and/or used, they are not returnable, exchangeable, or replaceable.

h) Each merchant sets a policy in regard to lost or stolen gift cards or gift certificates. If a gift card or certificate is lost or stolen the Member should report the occurrence to the Administrator immediately. The Administrator reserve the right to decline to replace lost or stolen gift cards or certificates.

i) If gift cards or certificates have been ordered and not received by the Member, they must notify the Administrator using the provided customer service number. The Member must notify the Administrator no earlier than fifteen (15) days after the expected receipt date and no later than sixty (60) days from the expected ship date. Upon receipt of such notification, the Administrator will investigate. The Administrator with its sole discretion may replace any non-received shipment, in which a full balance remains on a gift card or gift certificate.

j) The Administrator is not responsible if a recipient or Member defaces, damages, or otherwise renders unsuitable for redemption a gift card or certificate that was received from this Reward site.

C. Charity Choice

- a) Support the greater good by choosing Charity Choice donation gift cards.
- b) By selecting a Charity Choice redemption, the Member will receive either certificate/card to be redeemed at <https://www.charitygiftcertificates.org/>.
- c) With this certificate/card, the Member may designate the funds for up to three charities of their choice, exclusively from our online list of over 250 major charities and many local causes, totaling over 1,000 in all. Follow the easy instructions on the back of the card to donate the funds.

D. Cash Back Rewards/Statement Credits

- a) The cash back reward(s) will appear as a credit on the Member's primary savings, checking account, or Platinum Rewards Credit card.
- b) Cash back rewards may be redeemed at a minimum of \$5 per redemption.
- c) Cash back deposits to checking or savings will take up to two (2) business days to post to your account.
- d) The Member is responsible for any outstanding balance owed on the account after the credit is applied.
- e) Cash back reward(s) cannot be applied toward the payment amount owed on a Member's Platinum Rewards Mastercard.

E. Fuel Redemption

- a) The Member may redeem points at the pump or inside at the register by swiping a participating financial institution's Rewards card at a participating fuel retailer. If the Member has at least 2,000 points available, they will receive a message on the pump or at the register asking if they would like to use 2,000 rewards points to get \$0.50 off per gallon. The offer will also display if they are prepaying for fuel.
- b) If the Member selects, "Yes," the per gallon charge will be lowered by \$0.50, subject to a maximum limit of \$0.50 per gallon discount on 20 gallons (or \$10.00 off) during each visit.
- c) Points required and discount at the pump may vary by retail brand and card program. Please refer to the Program website for a list of current offers and participating retailers.

F. Checkout With Points

- (i.) The Cardholder may redeem Points at the point of sale by using a Sponsor's Rewards Card at a participating merchant. If the Cardholder has sufficient Points available and makes a purchase of at least the minimum required value (after any merchant exclusions), the Cardholder will receive a message at the point of sale asking if they would like to use the applicable number of rewards Points to get the current merchant discount.
- (ii.) If the Cardholder selects, "Yes," the applicable merchant discount will be applied at the point of sale, reducing the total charged during that visit.
- (iii.) Points required and discount may vary by merchant and card program. Please refer to the program website for a list of current offers, participating merchants, and applicable merchant minimum purchase value and exclusions.
- (iv.) Refund policies may vary by merchant and card program. Refunds at a merchant may result in a full or partial refund of the Points redeemed or a credit or gift card from the merchant.

G. Pay With Points

By clicking "Accept," I accept the terms and conditions below and authorize my payment card network (e.g., Mastercard, Visa, American Express) to monitor and share transaction data with Administrator to match my offers and transactions to earn rewards at participating merchants and provide me with targeted and/or location-based offers. I also acknowledge and agree that Administrator may share details of my qualifying transactions with certain third parties to support the rewards programs in which I participate in accordance with the Terms and Conditions and Privacy Policy.

i. With Pay With Points, Cardholders may redeem Points for credit/signature debit card purchases via text messaging, by email or online. Pay With Points is only available for credit card and signature debit card transactions. PIN-based debit transactions are not eligible. The Points redemption comes in the form of a statement credit to Cardholders' monthly billing statement or debit account. Points will be deducted from your Points balance and a statement credit for the purchase amount will be applied to your account billing statement or debit account when the Cardholder requests redemption. For transactions which include a gratuity, fees, or estimated taxes, the statement credit may not equal the Cardholder's final purchase amount. Auto bill pay transactions may be part of Pay With Points Rewards text messages and emails if the purchase falls within Cardholder's preference selections. The following purchases are not eligible for Pay With Points: (a) any transaction that is not directly processed or submitted through the Visa U.S.A. payment systems, as applicable; and (b) any purchase that Visa U.S.A. is unable to monitor (including purchases you initiate through identification technology that substitutes for a PIN). Pay With Points text messages and emails are available for transactions with U.S. merchants. International transactions may also be available, subject to conversion to USD and the merchant processing under categories included in the program.

ii. Cardholders may sign up for Pay With Points notifications using their 10-digit U.S. mobile number or email address. Only one mobile number and/or email address may be used per household. If any changes are made to Cardholder's account that will affect the card number, account ownership, or your rewards program, Cardholder may need to re-enroll in Pay With Points Rewards. Message and data rates may apply. Message frequency is based upon the preferences Cardholder selects and the purchases Cardholder makes on Cardholder's account. Once the text program is launched, you may text 'HELP' in response to our text messages for Help. Text 'STOP' in response to our text message or return to the Alerts page on our website to cancel participation in Pay With Points Rewards text notifications. All cancellations completed via text message will remove that mobile number from all accounts registered for Pay With Points Rewards. E-mail or text messaging may be canceled by visiting the Alerts page.

iii. Cardholders will not receive Pay With Points Rewards text messages or emails until they confirm their enrollment and preferences, unless initial preferences are set by the Sponsor. Cardholders will receive a Pay With Points Rewards request text or email message if their credit or signature debit card purchase falls within the criteria they have set up in Pay With Points Rewards preferences and they have enough Points to redeem. Merchants who accept your card are assigned a merchant code based on the kinds of products and services they sell. Administrator or Sponsor does not control how purchases are processed by merchants or the merchant codes they use; therefore, Administrator or Sponsor cannot guarantee that a specific transaction will qualify.

- iv. Cardholder's account must remain in good standing in order to redeem. Cardholder may redeem by replying 'REDEEM' within 72 hours of when the text was sent, selecting the one-click redemption option in an email notification, or by selecting from eligible transactions online. Cardholder may only redeem the most recent Pay With Points text or email message. Online redemption of eligible transactions will be available for up to 45 days. Upon confirmation of a redemption request, Points will be deducted from your Points balance immediately, and a statement credit to Cardholder's statement or debit account will be processed within three (3) business days and will appear on Cardholder's next billing statement. Please allow up to ten (10) days for your statement credit to appear.
- v. The account statement credit for a Pay With Points Rewards redemption will reduce the account balance but will not count toward the minimum payment due for credit accounts. All redemptions are final. If Cardholder returns the item or service for which Points were redeemed to the merchant, the Points will not be reinstated, but Cardholder may receive a monetary credit to their account (in accordance with the merchant's return policy).
- vi. There is no fee to receive text messages or emails related to Pay With Points Program. Message and data rates may apply – this can be checked with the mobile service provider. Charges are billed and payable to your mobile service provider or deducted from Cardholder's prepaid account. Consent is not a requirement for purchase.
- vii. Data obtained from Cardholder in connection with this text and email message service may include Cardholder's phone number and email address, your carrier's name and the date, time, and content of your messages. The Administrator or Sponsor may use this information to contact you and to provide the services you request from us.
- viii. The Administrator or Sponsor will not be liable for any delays in the receipt of any text or email messages as delivery is subject to effective transmission from network operator or internet service provider.
- ix. Pay With Points Rewards messages sent via text message may not be delivered if the mobile phone is not in range of a transmission site or if sufficient network capacity is not available at a particular time. Even within a coverage area, factors beyond the control of the wireless carrier may interfere with message delivery, including terrain, proximity to buildings, foliage, weather, and equipment.
- x. As a participant of the Pay With Points Rewards Program, Cardholder may choose to receive text or e-mail messages based on participation and preferences. Cardholder can opt out from this service at any time by visiting our website or calling the Rewards Center. After opt-out, Cardholder may still receive text or email messages for up to 24 hours. Opting out via text message or through any other process will remove Cardholder's mobile number from all accounts registered with Pay With Points Rewards. By participating in the Pay With Points Rewards Program, Cardholder consents to receive from time to time further text messages and emails from the Program, its affiliates, and partners. Message and data rates may apply.
- xi. The terms and conditions of this service with participating U.S. mobile carriers may change at any time with or without notification.

VI. Toll-Free Participant Access & Contact Information

a) For questions, concerns, or complaints, please contact the Administrator's customer service center at 866.665.4707. You should expect a response to all inquiries within three (3) business days. Should a voicemail need to be left, the call will be returned the following business day.

(i.) Customer service specialists are available Monday through Friday from 8am to 11pm ET, weekends from 8am to 8pm ET.

(ii.) Travel redemption specialists are available Monday through Friday from 9am to 10pm ET, weekends from 9am to 5pm ET. After-hours emergency service is available 24/7 for trips within the next 48 hours.

b) Both centers will be closed on select holidays, which will be published each calendar year.

c) To contact Financial Partners Credit Union, call 800.950.7328.

d) To access the Program's website, visit rewards.fpcu.org

**7800 EAST IMPERIAL HIGHWAY
DOWNEY, CA 90242
800.950.7328
CALLCENTER@FPCU.ORG
FPCU.ORG**



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by NCUA.**

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