

Travel Rewards FAQ:

Q: Where do end users have access to travel rewards?

A: End users have exclusive access to these travel reward offers from the Purchase Rewards product located in your online banking platform.

Q: How do end users book travel?

A: When the user activates the travel reward, they will be directed to the travel booking site powered by Travel.win. From there they search for the city they plan to travel to and explore the options available for booking.

Q. When do end users receive their reward?

A. Rewards earned through the travel rewards platform are delivered to the end user 45 days after checkout from their stay.

Q. Where are the rewards deposited?

A. The reward will be returned to the account used to book the end users' stay 45 days after checkout.

Q. Will end users receive confirmation for their bookings?

A. Yes. Users will be sent an email from Travel.win confirming their stay after they complete their booking.

Q. Who should end users contact if they have a question or need help or cancel their hotel booking?

A. Hotel Booking Support can be contacted at [800-254-7780](tel:800-254-7780). This number can also be found in the confirmation email they receive when they have booked their hotel.