

NAVY FEDERAL'S  
GO REWARDS® CARD

# PROGRAM DESCRIPTION



**NAVY**   
**FEDERAL**  
Credit Union®

navyfederal.org  
1-888-842-6328

## Rewards

1,000	Digital downloads including apps.
3,500	Selection of merchandise and gift cards.
5,000	Selection of merchandise and gift cards; special travel-related rewards; cash back of \$50 deposited to your savings account.
7,500	\$75 airline travel discount; selection of merchandise and gift cards; special travel-related rewards.
10,000	Selection of merchandise and gift cards; cash back of \$100 deposited to your savings account.
15,000	\$150 airline travel discount; selection of merchandise and gift cards; special travel-related rewards.
17,000	Selection of merchandise and gift cards.
25,000	Max value \$250; \$250 Navy Federal Visa® Awards Card; selection of merchandise; cash back of \$250 deposited to your savings account.
27,000	Selection of merchandise.
28,000	Max value \$280; selection of merchandise.
37,500	Selection of merchandise; special travel-related rewards; cash back of \$375 deposited to your savings account.
40,000	Max value \$400; \$400 Navy Federal Visa Awards Card; selection of merchandise; special travel-related rewards.
45,000	Max value \$450; selection of merchandise; special travel-related rewards.
50,000	Cash back of \$500 deposited to your savings account.
60,000	Max value \$600.
75,000	Max value \$750; special travel-related rewards.

For a complete list of available rewards, please visit [navyfederal.org](http://navyfederal.org).

As used in this Program Description, the following definitions apply: “Card” refers to a Navy Federal-issued **GO REWARDS** card.

“Cardholder,” “you,” and “your” refer to any natural person who holds a valid Navy Federal-issued **GO REWARDS** card.

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

“Program” refers to the Navy Federal **GO REWARDS** program.

The Navy Federal **GO REWARDS** Program Description contains the terms and conditions for participation in the **GO 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. Navy Federal **GO REWARDS** Cardholders will earn 3 points for every \$1 of net purchases made at restaurants, 2 points for every \$1 of net purchases made for gas, and 1 point for every \$1 of other net purchases. “Net purchases” means the sum of your eligible purchase transactions minus returns and refunds. For example, if you purchase merchandise for \$100, but later return \$20 of merchandise from that purchase, you will receive

rewards based on a “net” eligible purchase amount of \$80. Eligible purchase transactions do not include, and rewards are not earned for, the following transactions: cash advances; convenience checks; balance transfers; or fees of any kind, including finance charges, late fees, returned check fees, ATM transaction fees, and foreign transaction fees. In addition, Navy Federal cash equivalent transactions, such as the purchase, loading, or re-loading of Navy Federal gift and prepaid cards (e.g., Navy Federal gift cards, Visa Buxx Cards, GO Prepaid Cards), are also not eligible purchase transactions and do not earn rewards. A **GO REWARDS** restaurant or gas purchase may only earn 1 point per dollar spent if:

- the merchant’s code is not categorized as a restaurant or gas purchase, even if the product or service you purchase appears to qualify for the additional points;
- the merchant uses a mobile or wireless card reader, or if the purchase is made with an electric wallet (e.g., Google Wallet™) or through a third party (e.g., PayPal™); or
- the purchase is not made directly from the provider of the goods or services.

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 a **GO REWARDS** account has been established. Only accounts enrolled in **GO REWARDS** will qualify to accumulate points. No retroactive credit will be provided. Points are not transferable between Navy Federal rewards programs.
3. **GO 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 date the eligible transaction posts to your account. Points may be used for reward redemptions once they have been credited to the account.
6. Points expire four 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. at 1-888-842-6328. For toll-free numbers when overseas, visit **navyfederal.org**. Use 1-703-255-8837 for collect international calls. Check your **GO REWARDS** point balance and redemption history through the Navy Federal app, available on iPhone®, iPad®, Android™, and Kindle Fire. The Navy Federal **GO REWARDS** Service Center is closed on the following observed holidays: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas, and such other days as shall be determined from time to time by Navy Federal.
8. In order to redeem points, your **GO REWARDS** account must be open and current. Points cannot be earned or redeemed on

delinquent accounts until the account status is in good standing. Navy Federal reserves the right to determine whether your card meets these qualifications. Points on accounts closed by Navy Federal are forfeited and no longer eligible for redemption. If you choose to close your account, points must be redeemed at time of closure, or else rewards earned by that account will be forfeited. To request redemption and closure, please call 1-888-842-6328.

9. Only the primary Cardholder or the joint Cardholder (if any) of a **GO REWARDS** account may request to redeem reward points. Cardholders who have more than one Navy Federal **GO REWARDS** 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.
10. Reward points are the property of Navy Federal. Reward points have no cash value and cannot be purchased, sold, transferred, bartered, or assigned in any way (including upon death, divorce, or a bankruptcy filing). A Cardholder is not entitled to compensation from Navy Federal or any other entity if reward points are forfeited or a **GO REWARDS** account is terminated for any reason.
11. 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 rewards 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. Unauthorized transactions will not earn rewards.
12. Determination of tax liability (if any) is the sole responsibility of the Cardholder.
13. 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.
14. 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. If we do make any changes to this Program Description guide, we will post an updated copy on [https://www.navyfederal.org/pdf/creditcards/NFCU\\_821V.pdf](https://www.navyfederal.org/pdf/creditcards/NFCU_821V.pdf).
15. The reward requested by the Cardholder may be subject to reward-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.

16. All rewards are subject to availability, and specific rewards may only be available for certain dates.
17. Upon the death of a Cardholder, a surviving joint Cardholder, if any, becomes the sole credit card account owner, and all previously earned rewards are available for redemption to the surviving joint Cardholder. If there are no surviving joint Cardholders, but the deceased is survived by an authorized user on the credit card account, the authorized user is not eligible to redeem previously earned rewards. The authorized user may, however, redeem the rewards if he or she applies and is approved to assume the credit card account balance. To be approved to assume the credit card account balance, the authorized user must submit an application for a credit card account and be approved for a credit line equal to or greater than the amount of the remaining account balance. If approved, the authorized user will be liable for the remaining account balance. Authorized users seeking to assume an account balance should carefully consider whether the value of the earned rewards outweighs the liability of the remaining account balance. If there are no surviving joint Cardholders or authorized users, earned rewards are forfeited. The deceased's estate, regardless of how it is established, is not eligible to redeem or receive rewards earned on the credit card account.

### Airline Tickets

18. **GO REWARDS** points may be redeemed for airline tickets. Please see examples below:

7,500 Points	Max value \$75	35,000 Points	Max value \$350
15,000 Points	Max value \$150	45,000 Points	Max value \$450
22,000 Points	Max value \$220	60,000 Points	Max value \$600
28,000 Points	Max value \$280	75,000 Points	Max value \$750

Participating air carriers are subject to change. The ticket will be a non-refundable, non-changeable ticket valued at no more than the applicable amount listed in the accompanying redemption chart, including taxes and destination charges. All travel itineraries and supporting documentation will be sent via email when available, otherwise paper documents will be sent via First-Class Mail. When electronic tickets are available and the Cardholder selects paper

tickets, a service fee will be assessed by the participating airline at the time of ticketing. Additional costs, such as expedited delivery, are at the Cardholder's expense. Reservation and ticketing must be completed at time of redemption. Round-trip tickets must be booked on the same airline.

Reservations for tickets exclude the use of charters, wholesalers, consolidators, and any internet fares that are not published, available through the GDS, or available for ticketing through a certified travel agency. Tickets may be purchased in any individual's name, but the ticket will be sent to the Cardholder's mailing address for security reasons. Airline tickets may not be used in conjunction with any type of coupons, vouchers, internet fares, or companion fares. Any changes to a travel reservation must be made directly with the corresponding airline and are subject to penalty fees or other charges enforced by that carrier. The Cardholder may be subject to customs fees, excess baggage charges, or any other charges assessed by governmental entities as a result of travel.

Neither Navy Federal nor TSYS Loyalty will be responsible for notifying the Cardholder of airline schedule changes. Same-day air travel is not available. Traveler should confirm flight reservations at least 72 hours prior to departure. Cardholders are responsible for obtaining the appropriate international travel documentation, such as passports and visas. All travelers must have valid photo identification upon check-in.

### **Companion Travel or Non-Redemption Air Travel Booking**

19. The Cardholder may elect to have the Service Center book airline tickets through a major airline carrier, provided that the fares, schedules, and ability to generate a ticket are available through the Global Reservation System. This service will be subject to a service fee at time of booking.

All airline tickets will be issued the same day as booking and delivered by email (Electronic Ticketing) or U.S. Postal Service, First-Class Mail, postage prepaid for all paper tickets. Priority, 3-5 day delivery, Saturday, or international deliveries will be subject to additional shipping charges as imposed by the shipping vendor. All shipping charges beyond First-Class Mail will be the sole responsibility of the Cardholder and will be charged to the Cardholder's credit card at time of reservation.

### **Cash-Back Rewards and Pay with Points Rewards**

20. **GO REWARDS** points may be redeemed for cash back at a per point basis (e.g., 10,000 points for \$100), credited to your savings account.

5,000 Points	\$50	35,000 Points	\$350
10,000 Points	\$100	40,000 Points	\$400
15,000 Points	\$150	45,000 Points	\$450
20,000 Points	\$200	50,000 Points	\$500
25,000 Points	\$250	75,000 Points	\$750
30,000 Points	\$300	100,000 Points	\$1,000

**GO REWARDS** points may also be redeemed through Pay with Points for transactions that have already posted to your account in the past 90 days. Pay with Points is valid for up to three transactions totaling a minimum of \$50. Transaction redemptions are at a per point basis (e.g., \$51.11 Sports Authority backpack for 5,111 points) and will be credited to your statement.

No partial redemptions can be made. Cash redemptions may be requested by logging on to Navy Federal Online Banking and using the available link for redemptions. You may also call 1-888-842-6328 and follow the automated prompts to access your **GO REWARDS** account options. Pay with Points redemptions may be made on the NFCU rewards site. Your savings account or statement credit will be credited for the amount within 10 business days.

## Merchandise Rewards

21. 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 the 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 the 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 Credit Union reserves the right to substitute merchandise of equal or greater value. The 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

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

### **Navy Federal Visa Awards Card**

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

The funds on your Awards Card expire with the Card. Your Awards Card expiration date is embossed on the front of the Card. You can make purchases using your Card until either you reach the expiration date shown on the Card or you have used the full value of the Card. Any transaction attempted after the expiration date will be declined.

Additional terms and conditions apply. You will receive a full copy of the terms and conditions with the Card.

### **Car Rentals**

24. The renter must meet rental car company standard driver and credit qualifications at the time and place of rental. The renter will be required to execute a rental agreement at the time of rental. The minimum age for rental of a vehicle is 25 unless specifically approved by the 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 the 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 the 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 the 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 the 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 3-5 day express delivery via Federal Express and Saturday delivery are available for additional charges. All additional shipping charges for express shipping will be the sole responsibility of the Cardholder and will be charged to the Cardholder's credit card at time of redemption.

### **Hotel Certificates, Gift Cheques, Checks, or Currency Certificates**

25. 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, 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 3-5 day express delivery via Federal Express and Saturday delivery are available for additional charges. All additional shipping charges for express shipping will be the sole responsibility of the Cardholder and will be charged to the Cardholder's credit card at time of redemption.

### **Vacation Packages and Cruises**

26. All travel packages must be booked a minimum of 60 days prior to the travel date, or Cardholder will incur additional fees. Traveler must meet the eligibility requirements established by the travel provider. Travel packages may only be booked through the Service Center. Travel packages may not be combined with upgrade certificates, frequent traveler promotions or other reward programs, promotional or discount certificates, vouchers, internet fares, companion fares, group travel, convention fares, or special rate programs. Travel packages that have been booked may not be canceled and are not eligible for any refund in part or whole. No interim price reductions will

be considered or offered once the booking has been completed. After booking, any additional special handling may result in the imposition of additional fees. Vacation packages do not include airfare unless specifically stated as part of the package.

## **JustGive Certificates**

27. Gift Certificates have no expiration date. Gift Certificates must be redeemed through JustGive's website, **justgive.org**, for charitable donations to any of the 1,000,000 nonprofits that we have listed on our website. Gift Certificates cannot be used to purchase Gift Certificates. Gift Certificates are not redeemable for cash and cannot be returned for a cash refund. Any unused balance will be placed in the recipient's Gift Certificate account and is not transferable. If your transaction exceeds the amount of your Gift Certificate, you must pay for the balance with a credit card. JustGive is not responsible for lost or stolen Gift Certificates. JustGive will have the right to close donor accounts and request alternative forms of payment if a fraudulently obtained Gift Certificate is redeemed through the JustGive website. In the event a Gift Certificate code is non-functional, your sole remedy, and our sole responsibility, shall be the replacement of said Gift Certificate.

## **GO REWARDS Online**

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

24 hours a day by logging on to Navy Federal Online Banking and using the available link when viewing **GO REWARDS** account information.

## **GO 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 GO REWARDS point balance 24 hours a day on your Navy Federal app.**

**Available on iPhone, iPad, Android, and Kindle Fire.**

**To redeem points by phone, call between 9:00 am and 9:00 pm, Eastern Time.**

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