UChoose Rewards® Frequently Asked Questions

What is UChoose Rewards®?

Our UChoose Rewards Program allows you to earn points for purchases you make using your TVACCU Visa Credit Card. You will be able to redeem your points for various rewards from a huge online rewards catalog. Log into your Online Banking and go to **My Cards** – then **Rewards**.

How do I earn points?

You earn points every time you make a purchase using your TVACCU Visa Credit Card. Earn points for every $1 you spend.

Can I earn additional points?

Yes! You can earn additional UChoose Reward points when you shop at participating retailers on-line. You can also view a complete list of participating retailers when you log into your online banking – My Cards – then **Rewards**.

Where can I earn points?

You can earn points everywhere your card is accepted.

What can I redeem my points for?

It's your choice. You can redeem your points for literally thousands of options, whether it is airline tickets, event tickets, or products such as electronics and hi-tech gadgets, apparel, spa treatments or more! The list goes on and on. Browse the redemption section to see all the exciting options available to you.

We keep track of all the points you earn and will help you find just what you are looking for when you are ready to redeem. We even have a **Wish List** that will help you track when you have earned enough to redeem a specific item.

When can I redeem my points?

It can take up to 60 days for your points to be credited to your account. You must accumulate 1,500 points before you can redeem your points. After that, you can redeem for any number of amazing items. Simply look for your "Total Points Available for Redemption" on the Point Details page to see how many points you have available for redemption.

Can points be redeemed at the point of purchase or can they only be redeemed online?

You can redeem your points when you log into your online banking – My Cards – then **Rewards**.

Can I share points with family members?

Yes, all cards within an account automatically earn points together. In addition, if you have multiple accounts with TVA Community Credit Union, you can link them together to earn rewards faster. Just visit Preferences on the **Rewards** page to link more accounts to your program.

Where can I view my point activity?

You can access the history of your point activity on the **Point Details** page.

What if I shopped at a participating retailer, but my points are not showing up?

It can take up to 30 days for transactions to appear on the **Point Details** page. If points from a qualified transaction do not appear after 30 days, please contact the e-mail listed on the **Contact Us** page for assistance.

When I redeem for a product, can I ship my redemption to an address other than the one TVACCU has on file for me?

Yes – you will have the opportunity to change the address for your redemptions as long as the address is located in the United States.

When redeeming can I send to a work address?

Yes – you will have the opportunity to change the address for your redemptions as long as the address is located in the United States.

What will happen to my points if my card is lost or stolen?

If your card is lost or stolen and a replacement is issued, points will automatically be transferred to the new card. Once you receive your new card, you will need to re-register on the website with your new card.

If someone manages to get access to my UChoose Rewards username and password, can they redeem my points?

Yes, they can redeem your points if the login information is compromised and used improperly.

Can I return my redemption item, and if yes, how do I do it?

Some redemption items can be returned and some cannot. To understand the various redemption policies and processes, please review the **Terms and Conditions**.

What if I have another question about the program?

If you have other questions not answered here, send an e-mail to us through the Contact Us page when you log into your UChoose Rewards from online banking.