



## Frequently Asked Questions

### **1. How many rewards options are available from the AmazIng Rewards store?**

The AmazIng Rewards store has over 6 MILLION merchandise items, activities, travel options and events available for redemption. The AmazIng Rewards store is operated and controlled by RAZR MARKETING, INC., not by National Bank of Arizona.

### **2. Does AmazIng Rewards have real-time, internet access to my point balance? Are redemptions done real-time?**

Yes. All point balances and redemptions are available online and in real-time.

### **3. How will my award merchandise be shipped? Can I select a quicker shipping method?**

Items are shipped and tracked via a traceable method. Once an item has been shipped, the customer will receive a shipment confirmation email with an order number and tracking ID. At this time expedited shipping is not available, but this is an enhancement being reviewed for 2009.

### **4. Is there an annual fee for AmazIng Rewards?**

Yes. The annual fee for AmazIng Rewards is \$25.

### **5. Do I pay a ticket processing charge for each airline ticket redeemed?**

No. The cost of all processing charges is included the point total.

### **6. Are fuel surcharges, security fees, and baggage handling fees included in the price of an airline ticket?**

Fuel surcharges, security fees, basic baggage handling fees and ticketing charges are included in the point total for the airline ticket. Examples of fees not included would be extra baggage fees, animal containers and transport, meal service, etc.

### **7. How are awards valued?**

All merchandise, event, activities, travel and other award redemptions are based on their actual dollar value. For example: if an airline ticket or a hotel stay costs \$225 (including all taxes and fees), then the points needed to purchase this ticket would be approximately 22,500 points or fewer.

### **8. What restrictions does the cardholder have with travel tickets?**

There are no restrictions when purchasing travel tickets. Tickets can be purchased in any fare class, in any class of service, without blackout dates, advance notice or other restrictions. Any ticket available for purchase in a participating airline's inventory is available for purchase online using points. Note that once purchased, tickets are non-refundable.

### **9. Can I get first class airline tickets with this new platform?**

Yes! You can select your class of service and will be able to review corresponding point values.

**10. Can I double dip and earn airline miles on my air travel redemptions with AmaZing Rewards?**

Yes! When you redeem AmaZing Rewards points for an airline ticket, you can contact the airline on which you're traveling and add your frequent flyer number to your itinerary. This means you can earn 3rd party miles on AmaZing Rewards air travel redemptions!

**11. If I don't have enough points, can I pay for the additional amount using a credit/debit card?**

Yes! The remaining value of the item can be purchased online with a credit/debit card.

**12. Can items be returned? Does this include travel tickets?**

Merchandise can be returned (see Merchandise Terms & Conditions on the AMAZING REWARDS Website). Travel is non-refundable and is subject to the airline's Terms & Conditions – although most travel tickets can be changed for a \$100 change fee. Event tickets are non-refundable. Activities are non-refundable but can be changed or exchanged by working with the vendor directly (all activities are subject to the vendors Terms & Conditions for exchanges and changes).

**13. How quickly do I receive my award?**

Items typically ship within 3-5 days, although there are some minor exceptions. You will be notified once your item is shipped.

**14. Does the catalog include items that a business card user would be interested in?**

Yes! The online catalog includes more than 6 MILLION items and options including office electronics, computers and other relevant categories. Any cardholder is sure to find something to be excited about.

**15. If an award is damaged during shipment, how is this handled?**

Damaged items can be returned via the Merchandise Return Policy Terms & Conditions (available online at the AMAZING REWARDS Website). A cardholder would generally call customer service for help returning an order. A return shipping label is printed directly by the participant to send back the damaged item and a new item is then sent out.

**16. Can I monitor the shipment of my award?**

Yes. All shipment information will be available online. You will be able to view your order number and shipment tracking ID. Customer Service can also provide shipment status and information.

**17. What are the hours supported by the AmaZing Rewards call center?**

24 hours a day, 365 days a year.

**18. Do you offer vacation packages? (i.e. air, hotel, activities, etc)**

Yes! Vacation packages are available on the site and include: air, hotel, events and other activities. See AMAZING REWARDS Website for more details.

**19. Are there gift cards that can be redeemed?**

Yes! Gift cards from most major nationwide retailers are available for redemption.

**20. What happens if the item I'm trying to redeem is discontinued?**

Only items that are available will be viewable on the redemption website. Out of stock or back-ordered items will not be displayed. Discontinued items are removed real-time and would not be available to view or for point redemption.

**21. Does AmaZing Rewards have theme park awards?**

Yes! Theme park tickets (including Disney, Six Flags, etc.) are available for redemption on AmaZing Rewards.

**22. Are taxes applied to the award items redeemed?**

Yes! All taxes are included in the purchase price.