



BOB

My Rewards

Frequently Asked Questions

December 2024



1. What is My Rewards?

BOB's My Rewards (My Rewards) is a digital loyalty platform that is linked to your BOB Visa Gold Credit Card.

2. How do I access My Rewards?

To access BOB My Rewards, download the My Rewards by Visa Loyalty mobile app in the iOS or Google Play Store. You must register using the email address that you provided to the Bank for your Visa Gold Credit Card account.



My Rewards can also be viewed by visiting <https://go2redeem.com>

3. How do I apply for My Rewards?

Once your BOB Visa Gold Credit Card is approved, your Gold Credit Card account is automatically enrolled in My Rewards with the email address on file for your customer records.

4. I received some emails telling me about My Rewards. How do I know these are valid communications from BOB or My Rewards?

As with all email communications you should carefully check the address of the sender.

BOB My Rewards emails will be sent from **Bank of The Bahamas Limited: bob.info@bankbahamas.bs**

Emails directly from My Rewards will be sent from **noreply@go2redeem.com** and **myrewards@go2redeem.com**

Do ensure that you follow all security best practices when receiving and reviewing emails with links. ONLY when and once you are satisfied that the email messages are from the verified email sender, should you set the sender as safe. Emails flagged as safe senders will be delivered directly to your Inbox.

5. I did not receive the emails from the Bank nor from My Rewards and I've already checked my Inbox, Spam and Junk folders.

The welcome and informational emails about My Rewards are sent from:

Bank of The Bahamas Limited - bob.info@bankbahamas.com

My Rewards - noreply@go2redeem.com

There may be an issue with the email address that BOB has on file for your customer records. You may contact BOB's Customer Care Unit at (242) 225-5262 (CALLBOB) or (242) 461-3510 to confirm your current email address and receive instructions about how to update it, if necessary.

6. I already have a BOB Credit Card. How do I sign up for My Rewards?

BOB My Rewards is available to Visa Gold Credit Cardholders. Your Gold Credit Card will automatically be registered for My Rewards once the bank has a valid email address on record for you.

7. Do I need an email address to activate My Rewards?

Yes. The email address that is registered with your card will be required to activate your My Rewards account.

8. Help. I am having a challenge with activating My Rewards on my device.

Here are a few pointers that may help you:

Use your email address to which the BOB and My Rewards emails were received.

Use the same device to activate your My Rewards user account that you are using to access your email inbox.

9. Where do I get help for the My Rewards service and My Rewards App ?

You should use the very helpful My Rewards App's Smartbot named "alle" for all of your questions. When you chat with alle in the My Rewards App or via WhatsApp, type a specific question in the chat and alle will respond with information to assist you.

10. What is the Miles Digital Card in the My Rewards App?

The Miles Digital Card is a virtual card issued by My Rewards to store the Gold Reward Points you earn from your BOB Visa Gold Credit Card purchases.

You can combine these points with your own added credit card in My Rewards, to redeem goods and services. Plus you can see your transaction history and point balance.

11. Which card can I add to my BOB My Rewards wallet?

Visa Gold Credit Cardholders may add their BOB Gold Credit Card to their My Rewards Wallet.

12. How do I earn points?

You will earn one Gold Reward Point for each USD\$1 or equivalent purchase on your BOB Gold Credit Card. Points are not earned on adjustments, fees nor any other transaction that is not deemed a purchase by BOB. Your account must also be in good standing to earn points.

The more you spend using your BOB Visa Gold Credit Card the more points you will earn.

13. When do my points expire?

BOB Gold Reward Points expire 36 months after the date on which they were earned.

14. What can I use my points for?

The points you earn may be redeemed in the My Rewards App for flights, hotels, travel activities, car rentals and shopping for merchandise and services.

15. How do I redeem my points?

Points are redeemed in the My Rewards App or website. Login using your email address and password to view your miles and redemption options.

***The number of points required for redemptions including purchases is determined based on cost of the goods or service. You may contact BOB Customer Care or use the app calculator option to determine how many points you will need for a purchase.**

16. I have tried chatting with alle in the My Rewards App for help but I am not getting the specific support I need.

You may try contacting BOB at our Customer Care Unit (*Sunday - Saturday: 7:00 a.m. - 11:00 p.m. EST*) at the best contact number listed below. We will work with My Rewards to help you:

(242) 461-3510 Local-New Providence

(242) 225-5262 CALL BOB Local-New Providence

(242) 300-0111 Family Islands Toll Free

(877) 204-5110 International Toll Free

(242) 557-5516 WhatsApp (Messages only)

**17. How can I become a member of BOB My Rewards?**

You need to be a BOB Visa Gold Credit cardholder. Your Visa Gold Credit card account is registered for BOB My Rewards by the Bank.

18. How can I log in to redeem points with My Rewards?

My Rewards is a fully digital solution platform that you can access via a mobile app or an online website. To redeem your points, you must be connected to a wi-fi network, activate your data usage plan on your cellphone, or have internet access from another device.

19. What are the terms of use for BOB My Rewards?

The My Rewards Terms and Conditions are published on the My Rewards website at:

<https://mr-tc.milesbygennius.com/#/myrewards?lang=en>

There you will find information on all topics related to the program.

20. On what airlines can I redeem my points with My Rewards?

You can redeem your points for thousands of national, regional or international flights on hundreds of airlines.

21. On what hotel chains can I redeem my points with My Rewards?

You can redeem your points with the principal hotel chains and properties around the world*.

*Except Cuba, Iran, Syria and Sudan.

22. Can I change an airline ticket redeemed with points?

Airline tickets may have restrictions or costs associated with any change or cancellation.

If the ticket allows it, you might be able to make changes (dates, information, etc.) at an extra cost.

23. Can I modify a hotel or activity reservation redeemed with points?

We can help you! Reservations for hotels, tours, shows and tourist activities can have restrictions or extra costs when you make changes or cancellations. If the reservation, ticket or activity allows it, you might be able to make changes (dates, duration, passengers, etc.) at an extra cost.

24. App user question: How many points do I have?

From the main screen, choose the option

"I have a question." Tap on "See my points" or "Redeem points NOW" to see your point balance.

25. Web user question: How many points do I have?

Download the My Rewards app from Google Play or the App Store. Once you log in, you can choose the option "See my points" or "Redeem points NOW" and your balance will appear immediately.

26. App user question: How can I redeem my points?

On the home screen, tap on "Redeem points NOW" and choose between flights, hotels, car rentals or tourist experiences. Once you select the best option, enter your personal information, tap on "Pay now" and that's it! If you do not have enough points to redeem, simply combine them with your card.

27. Web user question: How can I redeem my points?

Download the My Rewards app from Google Play or the App Store. Once you log in, tap on "Redeem points NOW" and choose among more than 250,000 options. Once you select the best option, enter your personal information, tap on "Pay now" and that's it! If you do not have enough points to redeem, simply combine them

28. Can I transfer my points to another person?

For now, redemption is exclusively for the registered My Rewards user receiving Gold Reward Points from the BOB.

29. Will my card be charged fees for activating BOB My Rewards ?

You will not incur fees for activating My Rewards for your BOB Visa Gold Credit card.



30. How can I see my account information?

Easy! In the My Rewards app, you'll find the option "I have a question." Once there choose "I'd like to edit my account" and finally, "My account." Your information will appear immediately.

31. Can I pay only using points?

Of course! As long as you have enough points to redeem what you want, you can. If not, do not worry! You can combine your points with the card registered in My Rewards and turn your wishes into reality

32. What if the cardholder needs proof of payment for a hotel stay?

The cardholder can log in to the My Rewards app and select "See my points NOW." There the cardholder will find his/her transaction details.

Additionally, the voucher that we send is proof of the amount that was prepaid for the trip. The cardholder can use it to claim his/her reservation.

33. Can I register another card?

Right now, the process is disabled. However, you can combine the card registered in My Rewards with your points.

34. Can I combine points and my card?

Of course! You can combine your points with the card registered in My Rewards to turn anything you wish into reality.

35. Do I need to pay to become a member of My Rewards?

You do not need to pay to become a member of BOB My Rewards since it is a benefit offered by Bank of The Bahamas. Remember that the only way to enjoy all the benefits is by learning and using all the options offered by the program.

36. What is the status of my points and cash reimbursement?

The credit period for reimbursements is 30 business days.

37. Where are my points stored?

Your points are stored in a virtual card inside the My Rewards app, where the Bank will credit your points. You can combine your points with your card registered in My Rewards to redeem goods and services. Plus, you can see your transaction history and point balance. How about that?

38. Where can I see the transaction history?

You can view your transactions in 3 different ways from the app. 1) Select the option "I have a question" and then "See my points." 2) Using the icon on the lower right side of the screen, select the \$ symbol. 3) Just before paying, an information icon appears on the right side of the card. Click on it and your transaction history appears.

39. Do I earn extra points when I pay for flights, hotels or activities with money from my credit card registered with My Rewards?

Not at the present time.

40. What can I do if I have no access to internet or data, and I wish to redeem with My Rewards?

My Rewards is a totally digital app that you can access from any mobile phone or an online website. To redeem your points you need to be connected to a wi-fi network, activate your data plan from your mobile phone, or have access to the internet from another device.

