



## General Frequently Asked Questions

**Q: How can I check my Rewards Points balance?**

**A:** We'll include your points balance on your First Tech statement. You can also check your totals online anytime by visiting [rewards.firsttechfed.com](https://rewards.firsttechfed.com) or by calling 866.791.4074.

**Q: Can I purchase extra points?**

**A:** No. Points are not available for purchase.

**Q: How do I redeem my points?**

**A:** You can easily shop and redeem your points online at [rewards.firsttechfed.com](https://rewards.firsttechfed.com) or by completing our online order form, which you'll need to print and mail to the address indicated on the form. In some cases, you'll need a physical certificate for redemption. If so, you'll receive your certificate via postal mail in about 4-6 weeks. If you need it sooner, please call 866.791.4074 to arrange for expedited delivery.

**Q: Who do I contact if I have questions about First Tech Rewards?**

**A:** Please call 866.791.4074.

## Merchandise Awards FAQs

**Q: How are my items shipped?**

**A:** Items may ship together or separately. Some items will ship directly from the manufacturer.

**Q: What if the item I ordered is out of stock?**

**A:** Sometimes items may be back-ordered. Once your item is available, we'll ship it to you. If it's on back order for more than 30 days, you have the option to cancel your order and order something else.

**Q: How long will it take for my item(s) to arrive?**

**A:** Your item(s) should arrive within 4-6 weeks after you place your order. We'll notify you of any order delays.

**Q: What should I do if my merchandise arrives damaged or is missing components?**

**A:** If your merchandise arrives damaged or is missing any components, please notify us within 30 days. All the information you need to process a return is included in your package.

**Q: Are the manufacturer's warranties applicable to my merchandise?**

**A:** Most merchandise includes a manufacturer's warranty. Please retain your packing slip as proof of purchase. For extended warranties or product-specific repairs, please contact the manufacturer directly.

**Q: Where can I get a complete list of available merchandise awards?**

**A:** To get a complete list, please visit [rewards.firsttechfed.com](https://rewards.firsttechfed.com).

## Travel Awards

**Q: When are Travel Services agents available?**

**A:** Travel Services agents are available Monday – Sunday 8:00am – 12:00am (Eastern Standard Time) to book your travel arrangements.

**Q: Can I book my travel online?**

**A:** Yes, your travel can be booked online. You can book online at [rewards.firsttechfed.com](https://rewards.firsttechfed.com). In addition, you can purchase airline tickets and hotel/car reservations. When you redeem or purchase a ticket, additional booking fees may apply.



**Q: How many Points are required for a ticket?**

**A:** The actual number of Points required will be based on your travel dates, origin and destination cities, airline, availability, and how far in advance you are making your reservations. The good news is you are in control and the choice is yours!

**Q: Can I still redeem if I do not have enough points for a ticket?**

**A:** Yes! We want to make sure your next trip is within reach, which is why we've added the flexibility of allowing you to redeem the Points you do have and pay the difference via your ScoreCard or another payment card.

**Q: Are there any origin or destination restrictions?**

**A:** This new program allows you to fly from virtually anywhere to virtually anywhere in the world!

**Q: How far in advance do I need to make my travel reservations?**

**A:** You can now make reservations as close as one day prior to your actual departure date. We recommend you plan your travel at least 14 to 21 days in advance for the best availability; however you are no longer limited to a 30-day advance requirement.

**Q: I want to save my Points for an airline ticket. How will I know the number of Points I need to save?**

**A:** The actual Points required for your travel is dependent upon the specific itinerary you select. You can check point requirements via the online redemption site. **Note:** Points required for travel may change, and are not final until travel is redeemed for.

**Q: Can I change or return my airline ticket if my plans change after the ticket is issued?**

**A:** Changes and cancellations can be made only if the Supplier and specific air ticket rules permit the modifications. A \$40 per ticket service fee will be charged by the travel supplier for all exchanges, modifications, or cancellations, in addition to any applicable airline penalties and/or fare difference.

**Q: Can I book a cruise online?**

**A:** Yes you can. If you are planning to book a flight or another component to go along with your cruise, you must book the cruise as a separate order from any other travel component you wish to redeem for on the catalog.

**Q: How do I change or cancel my car, hotel, activity or cruise booking?**

**A:** You must contact the Travel Rewards Center for all modification and cancellation requests as the policies are different for each travel award.

**Q: Can I purchase airline tickets or other travel items from Travel Services without using my Points?**

**A:** Yes. Travel Services can assist in booking your purchase travel needs and you can also purchase online. When you purchase a ticket, additional booking fees may apply.

**Q: What are the fees for each award?**

**A:** The booking fees are included in the total number of points required for the travel redemption so you can use your points and you don't have to pay the booking fees out of pocket. Please note the point requirement differs between on-line and travel agent assisted booking due to a higher fee charged for the agent assistance.

**Q: What is the order process for a hotel or car travel award certificate?**

**A:** In addition to booking online, you can also order certificates to be used to cover a portion or the cost for hotel reservations and car bookings. Prior to redeeming Points for a hotel or car travel award certificate, please contact the hotel or car rental location you plan to visit to confirm they will accept the certificate with the discount offered in the certificate. Once confirmed, you can submit your order online or through an Award Headquarters representative by calling 866.791.4074. Certificates are usually shipped within 4-6 weeks of processing your order. Upon receipt of your certificate, make your advance reservation by calling the number listed on the certificate and inform the reservation agent of the certificate. **ADVANCE RESERVATIONS ARE REQUIRED IN ORDER TO USE YOUR CERTIFICATE.** At time of check in, present your certificate with your method of payment for any additional fees.

**Q: Who should I contact if I have additional questions?**

**A:** Please call 866.791.4074.