

# Purchase Rewards

## Frequently Asked Questions

**Q: What are Purchase Rewards?**

A: Purchase Rewards lets you earn cash by using your Busey Debit Mastercard® to purchase merchandise and services. The program is available to all debit Cardholders ("Cardholders"). Through this program, you'll receive targeted offers to earn cash on purchases based on how you shop. As a Cardholder, there is no limit to the cash you can earn. So, the more you use your Busey Debit Mastercard, the more offers you can receive, and the more cash you can earn!

**Q: Is my personal information shared with retailers?**

A: No. Your personal information is not shared with retailers. No personal information leaves Busey.

**Q: Where do I go to see offers?**

A: You can find offers on your Busey ebank home page beneath transactions in the transaction history or in the Purchase Rewards section in the upper right part of the page. Offers can also be found on the account history page or the Purchase Rewards summary page. New offers will be labeled as "New Offers" until you click to activate them. Once clicked, the offer is "loaded onto" the associated Busey Debit Mastercard. All offers can be viewed by visiting the Purchase Rewards summary page.

**Q: How do I redeem offers?**

A: Each offer is based on how you currently shop so the offers you receive are relevant. To redeem an offer, simply click on it to see the details and automatically load the offer onto your Busey Debit Mastercard, then shop at the specified retailer using your debit card. Each offer has different details regarding when and where to shop and how much you need to spend. Offers requiring an online purchase are clearly specified and may include a redemption code. Please read the details to determine how to redeem each offer and start earning cash.

**Q: Do I need to use a coupon or code to earn Purchase Rewards?**

A: Typically, you do not need a coupon or code to redeem an offer. Each offer has different specifications regarding when and where you shop and how much you need to spend. Offers requiring an online purchase are clearly specified and may include a redemption code. Please read offer details to determine how to redeem each offer.

**Q: How long do I have to take advantage of an offer?**

A: Each offer has an offer period set by the merchant. You must redeem offers before the expiration date. The expiration date can be found in the details section of the offer by clicking on the offer.

**Q: When do I receive the Purchase Rewards for the offers I redeem?**

A: Your cash will typically be deposited to your account the month after you redeem the offer. Since we do not share your personal information with retailers, we cannot credit your account at the time of purchase. For example, any Purchase Rewards offers you redeem in the month of September typically will be credited to your account at the end of October. If you would like to see the offers you have redeemed or the total value of the offers you have redeemed, please visit the Purchase Rewards summary page.

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**Q: If I have more than one account will I see the same offers on both accounts?**

A: Offers are matched on an account level, based on the purchases made with the Busey Debit Mastercard for each account. If you make different purchases with different accounts, you will see different offers in those accounts. You must use the corresponding Busey Debit Mastercard to redeem offers for that account.

**Q: Can I use any of my Busey cards to earn Purchase Rewards?**

A: You have to use the Busey Debit Mastercard associated with the account that received the offer to earn cash.

**Q: Why don't I have any offers?**

A: Offers are based on how you currently shop to ensure the offers you receive are relevant. If you seldom use your Busey Debit Mastercard, you may not receive any offers until you begin using your card more. The more you use your Busey Debit Mastercard, the more chances you will have to receive relevant offers!

You also may not receive offers because you accidentally opted out of the program. If you cannot access the Purchase Rewards summary page or don't see the Purchase Rewards section in the upper right part of your Busey ebank home page, you are not enrolled in the Purchase Rewards program. Please call Busey Customer Support at 1.800.671 Busey (28739) to opt back in.

**Q: What if I do not want to receive offers?**

A: You can opt out by going to the account history page and clicking "Stop receiving offers" at the bottom of the Purchase Rewards widget in the lower right corner of the account history page.

If you opt out of the Purchase Rewards program but change your mind later, please contact Busey Customer Support to resume receiving offers.

**Q: Who administers this program?**

A: This program is administered through a third party. All personally identifiable information is secure and is not shared with the third party. Our third party partner will make best efforts to collect all of the Purchase Rewards due to you and assumes all liability for the collections. Busey is not liable for Purchase Rewards, but will work with the partner to ensure a great customer experience.

**Q: Is this program free?**

A: Yes, this program is free! There is no cost associated with this program, making it easy for Cardholders to earn cash. Purchase Rewards are just another benefit of using your Busey Debit Mastercard.

**Q: Who do I call if I have a question?**

A: Please contact Busey Customer Support at 1.800.671 Busey if you have any questions.

