



## FAQS

### **What is this mail I received?**

It is a promotion to explain the benefits of using your MidCountry Bank Debit card and offers you an opportunity to earn rewards when you make purchases with your card.

### **My family has two check cards on the same account. Do they both count?**

We look at transactions by card at the checking account level. If there are two cards on one account, they count together in determining points earned and where threshold offers would be made. If there were an additional checking account within the same household with its own card, those transactions would be specific to that card and checking account. Offers will be based independently per card and its' assigned account.

### **Does it matter if I use my PIN or sign for the purchase?**

Yes. You get more points for signature purchases, but you get points for all purchases. Remember: You earn 1 point for every \$100 spent with a signature, and ½ point for every \$100 spent with PIN.

### **Does the dollar amount purchased matter?**

It does for your ongoing usage points, but not for other specific offers.

### **Do ATM transactions count?**

Only purchase transactions count for the rewards program.

### **I used my card the required amount and have not received my rewards points or I did not receive the prize I ordered.**

Let me give you our rewards customer service number. It is 910-202-3097. They will be happy to assist you with your questions about the program.

### **How do I track my points?**

No need to track your points. They will be automatically calculated for you based on your purchases.

### **Will my points show up on my statements?**

Your points balance will not appear on your statement. You can check your balance anytime on the website [www.MidCountryBankRewards.com](http://www.MidCountryBankRewards.com) or by calling customer service at 910-202-3097.

### **Where do I go to logon to view my points and redeem certificates?**

Visit [www.MidCountryBankRewards.com](http://www.MidCountryBankRewards.com) to redeem certificates, add to your wish list and order your gift.

### **How soon will I receive my gift?**

Once you submit your order, it takes 24 hours to process and the gifts are sent out from the warehouse within 3 days of the order being placed. 90% of your customers will receive their gifts within 7 days from the date it was shipped.