

Navy Federal's Flagship Rewards Card

Program Description



Rewards	
5,000	Annual Fee credit
10,000	\$150 airline travel discount; selection of gift cards and merchandise; cash back of \$100 deposited to your share account.
15,000	Free airline ticket – max value of \$300; selection of gift cards and merchandise; cash back of \$150 deposited to your share account.
18,000	Selection of gift cards.
20,000	Free airline ticket – max value of \$400; selection of merchandise; special travel rewards; cash back of \$250 deposited to your share account.
22,000	Selection of gift cards.
25,000	Special travel-rewards.
30,000	Free airline ticket – max value of \$600; selection of merchandise; special travel rewards; cash back of \$450 deposited to your share account.
35,000	Selection of gift cards and special travel rewards.
40,000	Free airline ticket – max value of \$800; selection of gift cards and merchandise; special travel rewards; cash back of \$600 deposited to your share account.
50,000	Selection of merchandise; special travel rewards; cash back of \$750 deposited to your share account.
60,000	Free airline ticket – max value of \$1200; selection of merchandise; cash back of \$900 deposited to your share account.
80,000	Selection of gift cards and special travel rewards.
100,000	Free airline ticket – max value of \$2,000; selection of merchandise and special travel rewards; cash back of \$1,500 deposited to your share account.

*For a complete list of available rewards, please visit navyfederal.org.

As used in this Program Description, the following definitions apply: "Card" refers to a Navy Federal[®] issued Flagship Rewards card.

"Cardholder," "You," and "Your" refers to any natural person who holds a valid Navy Federal issued Flagship Rewards card.

"Account" refers to a cardholder's Flagship Rewards account, which is established to keep a record of reward points earned, redeemed, credited or adjusted.

"Program" refers to the Navy Federal Flagship Rewards program.

The Navy Federal Flagship Rewards Program Description contains the Terms and Conditions for participation in the Flagship Rewards program. Please read the following Terms and Conditions and keep this Program Description for your records. By using your card, you agree to all of the Terms and Conditions within this Program Description.

1. Navy Federal Flagship Rewards cardholders will earn one point for every \$1 of net purchases made with a Navy Federal Flagship Rewards card. Points are not earned for cash advances, convenience checks, balance transfers, or fees of any kind, including, but not limited to annual fees, finance charges, overlimit fees, late fees, returned check fees and ATM transaction fees. Navy Federal reserves the right to amend the types of transactions that qualify to earn points, including special reward promotions that may be offered from time to time.

2. Points cannot be earned until a Flagship Rewards account has been established. Only accounts enrolled in Flagship Rewards will qualify to accumulate points. No retroactive credit will be provided. Points are not transferable between Navy Federal reward programs.
3. Flagship Rewards is not associated with any other credit card or rewards program offered by Navy Federal, or any third party. Reward points may not be used in conjunction with any other discount or coupon offer.
4. There is no limit on points earned in a monthly billing cycle, and you can earn up to 100,000 points in a yearly cycle based on the month you enroll.
5. Points earned are updated on the date the eligible transaction posts to your account. Points may be used for reward redemptions once they have been credited to the account.
6. Points expire 5 years from the month in which they were earned.
7. Points may be redeemed by accessing your account on navyfederal.org, or by calling Navy Federal and accessing your rewards information. Call toll-free in the U.S. 1-888-842-6328; For toll-free numbers when overseas, visit navyfederal.org/overseas/. Use 1-703-255-8837 for collect international calls. The Navy Federal Flagship Rewards Service Center is closed on the following observed holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas, and such other days as shall be determined from time to time by Navy Federal.
8. In order to redeem points, your Flagship Rewards account must be open, current and within your approved credit line. Points cannot be earned or redeemed on delinquent accounts until the account status is in good standing. Navy Federal reserves the right to determine whether your card meets these qualifications. Points on closed accounts are forfeited and no longer eligible for redemption.
9. Only the primary cardholder or the co-applicant (if any) of a Flagship Rewards account may request to redeem reward points. Cardholders who have more than one Navy Federal Flagship Rewards account may not combine reward points. A cardholder must pass verification by Navy Federal (or any agent acting on behalf of Navy Federal) in order to redeem reward points. Navy Federal reserves the right to determine, in its absolute discretion, whether a cardholder has been satisfactorily identified.
10. Reward points are the property of Navy Federal. Reward points cannot be purchased, sold, transferred, bartered or assigned in any way. A cardholder is not entitled to compensation from Navy Federal or any other entity if reward points are forfeited or a Flagship Rewards account is terminated for any reason.
11. Navy Federal reserves the right to prohibit any cardholder from participating in the Program. Navy Federal, in its sole discretion, reserves the right to suspend or cancel participation in the Program and declare all reward points forfeited in the event a cardholder is suspected of, or has committed, fraud or a violation of the Program Description or Navy Federal Credit Card Agreement.

12. Determination of tax liability (if any) is the sole responsibility of the cardholder.
13. Administrative point management, redemption and reward fulfillment services are provided by TSYS Loyalty. TSYS Loyalty assumes all liability and responsibility for the provision of services. TSYS Loyalty operates as an independent contractor and is not affiliated with Navy Federal. Neither Navy Federal nor TSYS Loyalty shall be liable for any bodily harm, property damage and/or loss that may result from participation in the Program or a service provider's lack of provision or failure to provide services, for any reason.
14. Navy Federal reserves the right to amend, modify or change this Program Description and the reward offerings at any time and without prior notice. For example and without limitation, Navy Federal may amend or omit some or all of the Program membership levels; change the number of reward points awarded for eligible card transactions or the number of points required to redeem rewards; discontinue offering particular rewards; or increase the membership fee associated with the Program or impose additional fees. Navy Federal also reserves the right to terminate the Program at any time without prior notice.
15. The reward requested by the cardholder may be subject to reward specific conditions, restrictions, limitations and/or terms. The following paragraphs identify the general conditions, restrictions, limitations and/or terms applicable to specific rewards and are not intended to be considered an exhaustive recitation of all such conditions, restrictions, limitations and/or terms that may govern the use of specific reward items. Reward item conditions, restrictions, limitations and/or terms may change from time to time and may not be specifically reflected in this document or other Program communications. Cardholders will be subject to all conditions, restrictions, limitations and/or applicable terms or governmental actions relating to the specific reward at the time of redemption. Conditions, restrictions, limitations and/or terms placed in Program communications and listed on or attached to the reward item are binding on the cardholder.
16. All rewards are subject to availability and specific rewards may only be available for certain dates.

AIRLINE TICKETS

17. Flagship Rewards points may be redeemed for airline tickets or discounts at the following levels and amounts:

10,000 Points	\$150 airline travel discount
15,000 Points	Free airline ticket – max value \$300
20,000 Points	Free airline ticket – max value \$400
30,000 Points	Free airline ticket – max value \$600
40,000 Points	Free airline ticket – max value \$800
60,000 Points	Free airline ticket – max value \$1,200
100,000 Points	Free airline ticket – max value \$2,000

Cardholders may redeem points for a free ticket on a major airline carrier providing that the fares, schedules and the ability to generate a ticket (electronic or paper) is possible through the airline reservation system (Global GDS and ARC). Participating air carriers are subject to change. The ticket will be a non-refundable, non-changeable ticket valued at no more than the applicable amount listed in the accompanying redemption chart, including taxes and destination charges. All travel itineraries and supporting documentation will be sent via email when available, otherwise paper documents will be sent via First Class Mail. When electronic tickets are available, and the Cardholder selects paper tickets, a service fee will be assessed by the participating airline at the time of ticketing. Additional costs, such as expedited delivery, are at the Cardholder's expense. Reservation and ticketing must be completed at time of redemption. Round-trip tickets must be booked on the same airline.

Reservations for tickets exclude the use of charters, wholesalers, consolidators and any Internet fares that are not published, available through the GDS or available for ticketing through a certified travel agency. Tickets may be purchased in any individual's name, but the ticket will be sent to the Cardholder's mailing address for security reasons. Airline tickets may not be used in conjunction with any type of coupons, vouchers, Internet fares or companion fares. Any changes to a travel reservation must be made directly with corresponding airline and are subject to penalty fees, or other charges enforced by that carrier. The Cardholder may be subject to customs fees, excess baggage charges or any other charges assessed by governmental entities as a result of travel.

Neither Navy Federal nor TSYS Loyalty will be responsible for notifying the Cardholder of airline schedule changes. Same day air travel is not available. Traveler should confirm flight reservations at least 72 hours prior to departure. Cardholders are responsible for obtaining the appropriate international travel documentation, such as passports and visas. All travelers must have valid photo identification upon check-in.

Companion Travel or Non-Redemption Air Travel Booking

The Cardholder may elect to have the Service Center book airline tickets through a major airline carrier providing that the fares, schedules and the ability to generate a ticket are possible through the Global Reservation System. This service will be subject to a service fee at time of booking.

All Airline tickets will be issued the same day as booking and delivered by email (Electronic Ticketing) or via US Postal Service, First Class Mail, postage prepaid for all paper tickets. Priority, 3-5 day, Saturday or international deliveries will be subject to additional shipping charges as imposed by the shipping vendor. All shipping charges beyond First Class Mail will be the sole responsibility of the Cardholder and will be charged to the Cardholder's credit card account at time of reservation.

Cash back Rewards

18. Flagship Rewards points may be redeemed for cash back at the following levels and amounts:

10,000 Points	\$100
15,000 Points	\$150
20,000 Points	\$250
30,000 Points	\$450
40,000 Points	\$600
50,000 Points	\$750
60,000 Points	\$900
100,000 Points	\$1,500

No partial redemptions can be made. Cash redemptions may be requested by logging into *Navy Federal Online*[®] Account Access and using the available link for redemptions. You may also call 1-888-842-6328 and follow the automated prompts to access your Flagship Rewards account options. Your share savings account will be credited for the cash within 10 business days.

Annual Fee Credit

19. You may redeem 5,000 points to receive a credit to your Flagship Rewards account as a refund of your annual fee. Annual fee redemptions may be requested by logging into *Navy Federal Online* Account Access and using the available link for redemptions. You may also call 1-888-842-6328 and follow the automated prompts to access your Flagship Rewards account options. The credit will post to your account within 10 business days.

Merchandise Rewards.

20. Merchandise rewards are offered and provided by independent manufacturers. Merchandise rewards include applicable sales tax and shipping and handling (via first-class Mail or ground delivery or motor freight service within the continental U.S.). Merchandise will not be delivered to PO Boxes and APO or FPO addresses. Merchandise will be shipped to cardholder's statement mailing address unless otherwise authorized by Navy Federal. For security reasons, parcel or motor freight couriers may contact the cardholder to arrange delivery of merchandise. It is the responsibility of the Cardholder to respond to the courier in a timely and reasonable manner to facilitate the delivery process. Additional shipping and handling fees for merchandise returned to vendor due to the Cardholder's failure to make delivery arrangements would be the responsibility of the Cardholder. Please allow four to six weeks for delivery from time of order. The Cardholder will be notified of any delays by postcard, letter or phone call. All merchandise reward orders are subject to product availability and Navy Federal reserves the right to substitute merchandise of equal or greater value. The Cardholder will be notified if the merchandise reward ordered is not available and when it will become available. Navy Federal reserves the right to alter or substitute any

or all merchandise rewards at any time without prior notification. Returns are only accepted for merchandise that is damaged, defective, or incorrectly shipped. Notification of same must be made within 48 hours of delivery and must be returned within 30 days for credit or shipment of replacement item. If the item is damaged or defective, please contact Navy Federal to report the problem and obtain assistance. Call toll-free in the U.S. 1-888-842-6328. For toll-free numbers when overseas, visit navyfed-eral.org/overseas/. Use 1-703-255-8837 for collect international calls. The manufacturer's warranty applies to all merchandise rewards. Navy Federal and TSYS Loyalty make no express or implied representation or warranty and will not be liable for injury, damage, loss or expense resulting from your acceptance of use of the reward or from a reward's defect or failure. Navy Federal and TSYS Loyalty disclaim any implied warranty of merchantability or fitness for a particular purpose.

Gift Cards and Certificates

21. Gift Cards and Certificates (Gift Certificates) may be used to purchase goods or services at participating retailers and, where applicable, for Internet purchases. Gift Certificates are non-transferable unless otherwise noted on the certificate. In the event goods or services received are less than the face value of the Gift Certificate redeemed, the policy of the Gift Certificate provider will determine whether credit or Gift Certificate value for the difference will be given. Gift Certificates are valid at participating reward suppliers only through the expiration date printed on the certificate. Use of any Gift Certificate may be subject to additional restrictions as listed on the certificate. Gift Certificate(s) are not replaceable if lost, stolen, destroyed or expired and are not returnable, exchangeable, refundable or redeemable for cash or credit under any circumstances. Gift Certificates must be surrendered at redemption, are void if altered and no photocopies of Gift Certificates will be honored. Gift Certificates have no value except when used in accordance with the Terms and Conditions of the Program and participating suppliers.

Gift Certificates will be processed next business day and will be delivered by U.S. Postal Service, 1st Class Mail, postage prepaid within 7-10 days of the redemption. Next day or 3-5 day express delivery via Federal Express, and Saturday delivery are available for an additional charge. All additional shipping charges for express shipping will be the sole responsibility of the Cardholder and will be charged to the Cardholder's credit card at time of redemption.

Navy Federal Visa Gift Card

22. The Card is not an account, does not earn dividends, is not reloadable, and is not federally insured by the National Credit Union Administration. The Card cannot be used to obtain cash, except in the event of its cancellation; for gambling or any unlawful activity; to make regular, pre-authorized payments to third parties; to obtain cash from automated teller machines (ATMs) or any other kind of cash advance; or outside of the United States.

The Card is valid through the expiration date shown on the Card,

or until the entire prepaid value associated with the Card has been depleted, whichever comes first. Any transaction attempted after the expiration date will be declined. If a balance remains on your Card after the expiration date, you can request a refund check or a replacement Card. A replacement Card will be mailed to you with the remaining balance less the replacement fee. If you choose a refund, a check will be mailed to you for the remaining value less the cash value unload fee. If you do not request a refund or a replacement Card, a monthly maintenance fee will be deducted until the value becomes zero. Monthly Maintenance Fee (starting the month after expiration) - \$5.00. Lost/Stolen or Replacement Fee - \$5.00. Express Delivery Fee - \$5.00. Cash Value Unload Fee \$10.00. By signing, activating, or using the Card or by permitting anyone else to use the Card, you agree to the full terms and conditions. Additional terms and conditions apply. You will receive a full copy of the terms and conditions with the Card.

Car Rentals

23. The renter must meet rental car company standard driver and credit qualifications at the time and place of rental. The renter will be required to execute a rental agreement at the time of rental. The minimum age for rental of a vehicle is 25 unless specifically approved by rental car provider. Rewards do not include taxes, insurance, extra drivers, optional service charges such as refueling or any other fees or charges imposed by the rental location and/or company. The renter may be provided a voucher or certificate as an instrument of securing a rental vehicle. The voucher or certificate must be presented to the rental car company at the time of the rental pickup. Vouchers and certificates are negotiable instruments for the purpose of securing car rental services and cannot be replaced if lost, stolen or destroyed. No change or credit will be issued for unused portions of rewards. The renter is subject to the restrictions and vehicle type listed on the voucher or certificate. Some blackout dates may apply. Neither Navy Federal nor TSYS Loyalty is responsible for the performance of the car rental company. Additional terms and conditions may be imposed by the respective rental car service providers and are incorporated herein by reference. Participating car rental companies and reward offerings are subject to change without notice.

Certificates or vouchers will be processed next business day and will be delivered by U.S. Postal Service, 1st Class Mail, postage prepaid within 7-10 days of the redemption. Next day or 3-5 day express delivery via Federal Express, and Saturday delivery are available for an additional charge. All additional shipping charges for express shipping will be the sole responsibility of the cardholder and will be charged to the cardholder's card at time of redemption.

Hotel Certificates, Gift Cheques, Checks or Currency Certificates

24. All reward certificates, gift cheques, checks or currency certificates must be presented and surrendered at time of check-in or time of transaction. Hotels and/or resorts may require advance deposits to reserve accommodations.

Accommodations are subject to availability at time of reservations and blackout dates may apply due to seasonal periods or special events. Reward certificates, gift cheques, checks or currency certificates are not redeemable for cash and are void if sold for cash or other consideration. Reward certificates are not replaceable if lost, stolen, destroyed, or expired. Reward certificates are not redeemable and are void if altered, photocopied, reproduced or damaged in any way. Reward certificates may not be resold and are valid through the expiration date printed on the front of the certificate and cannot be extended beyond the expiration date. Reward certificates, gift cheques, checks or currency certificates may not be valid where restricted by law. Certificates and Cheques will be processed next business day and will be delivered by U.S. Postal Service, 1st Class Mail, postage prepaid within 7-10 days of the redemption. Next day or 3-5-day express delivery via Federal Express, and Saturday delivery are available for an additional charge. All additional shipping charges for express shipping will be the sole responsibility of the cardholder and will be charged to the cardholder's card at time of redemption.

Vacation Packages and Cruises

25. All travel packages must be booked a minimum of 60 days prior to travel date or Cardholder will incur additional fees. Traveler must meet the eligibility requirements established by the travel provider. Travel packages may only be booked through the Service Center. Travel packages may not be combined with upgrade Certificates, frequent traveler promotions or other reward programs, promotional or discount Certificates, vouchers, Internet fares, companion fares, group travel, convention fares or special rate programs. Travel packages that have been booked may not be cancelled and are not eligible for any refund in part or whole. No interim price reductions will be considered or offered once the booking has been completed. After booking, any additional special handling may result in the imposition of additional fees. Vacation packages do not include airfare unless specifically stated as part of the package.

JustGive Certificates

26. Gift certificates have no expiration date. Gift certificates must be redeemed through JustGive's website, <http://www.justgive.org>, for charitable donations to any of the 1,000,000 nonprofits we have listed on our website. Gift certificates cannot be used to purchase gift certificates. Gift certificates are not redeemable for cash and cannot be returned for a cash refund. Any unused balance will be placed in the recipient's Gift Certificate account and is not transferable. If your transaction exceeds the amount of your Gift Certificate, you must pay for the balance with a credit card. JustGive is not responsible for lost or stolen Gift Certificates. JustGive will have the right to close donor accounts and request alternative forms of payment if a fraudulently obtained Gift Certificate is redeemed through the JustGive website. In the event a Gift Certificate code is non-functional, your sole remedy, and our sole responsibility, shall be the replacement of such Gift Certificate.

Flagship Rewards Online
Members with NFO access may
view their Flagship Rewards
point history and redeem points
on navyfederal.org

24 hours a day by logging on to
Navy Federal Online Account Access
and using the available link when
viewing the Flagship Rewards
account information.

Flagship Rewards Service

Call Toll Free • 1-888-842-6328

For Toll-Free Numbers When Overseas,
visit navyfederal.org/overseas/

Collect Internationally • 1-703-255-8837

Check your Flagship Rewards point balance
24 hours a day. To redeem points call
between 9:00 am and 9:00 pm, Eastern time.