



Frequently Asked Questions – New Extra Awards® Program – Credit Card Effective May 23, 2016

Q: How do I enroll in Extra Awards?

A: There is no additional enrollment needed, all of our credit cards now offer Extra Awards®.

Q: What types of awards are available?

A: Points may be redeemed for cash, gift cards, and travel programs including airline tickets and car rentals.

Q: How are points earned?

A: You earn 1 point for every \$1 charged on your River City FCU credit card.

Q: How long are points good for?

A: Your points are good for 36 months. If your points are not used within this time they will expire.

Q: If I redeem for a cash award, how will I receive the award?

A: Cash awards can be credited to your River City FCU Savings or Checking account.

Q: Is there a maximum number of points I can earn?

A: There are no maximum point accumulations for Extra Awards®.

Q: Can I view my point history and balance online?

A: Yes, you are able to view your point history and balance within **rcityonline** home banking.

Q: Will my Extra Awards® point balance be listed on my River City FCU statement?

A: No, a separate monthly e-statement will be sent. e-statement enrollment for awards must take place before monthly statements are issued.

Q: Do all credit cards on my account earn points?

A: Yes, all cards associated with your credit card account will earn points. Points earned on each card associated with the credit card account will be combined. Point balances are not separated per card.

Q: How do I redeem my points?

A: Visit the awards link on **rcityfcu.org** or call 877-909-1450 from 8am – 8pm CT, Monday – Friday.

For additional information please call our Member Service Center at 210-225-6866,
Monday – Friday 8:30am – 5:30pm CT and Saturday 9:00am – 1:00pm CT