

## Buzz Points Wind Down – Member FAQs March 2019

Since we emailed all of our Buzz Points users on March 7<sup>th</sup>, we've received a few questions from our valued members.\* Please know that all of us at Ripco are truly sorry for the inconvenience and disappointment you're experiencing due to the end of this rewards program. Listed below are some of the most frequently asked questions, and our answers, which we hope will make your redemption process a little easier.

**\*If you didn't receive the email or deleted it prior to reading, here's what it said:**

*Ripco Credit Union continually strives to give you the very best in member service and value, and for this reason, we introduced the Buzz Points Debit Rewards program back in March of 2017.*

*Buzz Points has been providing Ripco members with opportunities to earn points redeemable for goods and services, and has offered incentives to shop locally. The emphasis on supporting local businesses while allowing members to receive added value for each debit card transaction were the two main things that initially drew Ripco to the Buzz Points Program.*

***Unfortunately – sometimes things just don't work out as planned.***

*We entered into the partnership with Buzz Points with our very best intentions to provide additional value to our Ripco debit cardholders and support our local merchant partners.*

*Our Buzz Points partners have made several changes to their offering since we contracted with them, and at this time we do not feel that the changes meet the needs of our members moving forward.*

*Accordingly, we have decided to terminate the relationship with this company.*

***What does this mean to you?***

*Although you will no longer accrue points under the Buzz Points Program as of 03/06/2019, you will be able to use your existing accrued points through 05/07/2019. **After 05/07/2019, all unused points will automatically expire.***

***Effective immediately, all point redemptions should be claimed through national business partners in the form of gift cards.***

***We appreciate your understanding.***

*Your membership and satisfaction with Ripco is our number one priority. We apologize for any inconvenience and disappointment caused by the discontinuation of the Buzz Points Program.*

*Any questions or concerns may be emailed to [ripco@ripco.org](mailto:ripco@ripco.org) with the subject line "Buzz" and we will do our best to assist you in every way.*

*Thank you in advance for your understanding and for your continued confidence in Ripco.*

## FAQs

**Q** How do I use my points?

**A** Here's the link to log in: <http://buzzpoints.com/ripco>

Your username should be your email address. If you don't recall your password, there is a "forgot password" option that should generate a reset link sent to your email. If this doesn't work for you, please call our office and we'll be happy to help.

Once you're logged in, you should be able to redeem your points for gift cards at national retailers and restaurants from now until May 7<sup>th</sup>. Our best advice is to do this as soon as convenient! Don't wait until the last minute, so that in the event you have problems, we'll be able to help you resolve them well before the cutoff deadline.

**Q** How do I know how many points I have?

**A** Once you log in to your account, you'll see your point total near the upper left corner of the screen on a PC or Laptop – The upper right corner on the mobile app.

**Q** Where do I find the rewards?

**A** That depends on how you're viewing Buzz Points.

**On a PC or Laptop**, there will be a blue bar across the top of the page with links that say "Summary" "Earn More" "Offers" and "Rewards". You'll want to click on "Rewards", and then "National" or "Charity." Unfortunately, local rewards are no longer available due to the wind-down of the program, however some of the National rewards – which come in the form of e-gift certificates, and will show up in your email after you redeem – are for national retailers and restaurants you can find right here in the Northwoods of Wisconsin. It generally takes 1500 points for a \$10 e-gift certificate, or 900 points for a \$10 charitable donation.

**On the Buzz Points Mobile app**, when you choose Rewards, you may see a page that says "Sorry. There are no rewards available in your area." That's what comes up for "Local" rewards, but look closely – you'll see the options "Gift Cards" and "Charity." If you have at least 1500 points you can redeem for an e-gift card at places like Walmart, Kohl's and many others! Charity redemptions of 900 points will direct a \$10 donation to a local organization like the Oneida County Humane Society and the Rhinelander Area Food Pantry, Wild Instincts or NATH.