

My Rewards

For Mobile and Desktop Devices

Quick Start Guide



Now it's even easier to earn and redeem Clarien Visa® reward points! Rewards is the new loyalty platform that allows cardholders to enjoy 500,000+ redemption options in flights, hotels, entertainment, and more –anytime, anywhere, from any personal device.

LET'S GET STARTED

My Rewards features a user-friendly mobile app and web portal.

My Rewards App

1. Download the My Rewards Mobile app from the Google Play Store or iOS App Store (search for “My Rewards Loyalty Solutions”).
2. Select the option “I want to use My Rewards”.
3. Register your email and the card associated with My Rewards.
4. Create a password and complete registration by accepting the Terms and Conditions.

Once registered, you can access your My Rewards account anywhere, anytime.

View the My Rewards App Tutorial

1. Select “About My Rewards”.
2. A screen carousel will appear, introducing the main features and benefits of the app.

Welcome Screen

Once all the information has been verified, a personalized welcome screen displays. On this screen, several options are shown:

1. Book flights: Search available options for travel around the world.
2. Book hotels: Choose destinations, dates, rooms and other preferences for your itinerary.
3. Book tourist activities: Choose destinations, dates and other preferences.
4. I have a question: Scroll up and down to view available help options.

Settings Menu

Update your profile such as editing passwords, validating emails, viewing the tutorial, and reading the Terms & Conditions.

Making a Purchase

1. After selecting the product and validating its price, the payment screen is displayed.
2. You may now choose to pay with your card on file, use your points or pay with a combination of your card and points.
3. Select your payment preference and confirm your payment.
4. You may now select “Transaction Details” to view your complete transaction information.

My Rewards Web Portal

1. Visit **go2redeem.com** via Firefox, Google Chrome, or Microsoft Edge.
2. Register your email address and your card information.
3. Create a password and complete registration by accepting the Terms and Conditions.

Web Homepage

The homepage features a brief description of one of My Rewards' many benefits, followed by an invitation to download the app via the App Store and Google Play buttons.

1. Use the scroll feature at the bottom of the page for more information about My Rewards.
2. A language switcher is placed at the top right corner, while the initial form will appear on the smart phone's screen, simulating the app.
3. The featured email field is used to confirm your identity or to register for the first time.

Redeem Reward Points

1. Select "Redeem Points Now"
2. A new screen will provide access to the travel search engine, where you can find flights, hotels and activities.
3. Choose Hotels, Flights or Activities.
4. A QR code is displayed at the time of redemption, which must be scanned using the My Rewards app to complete your transaction.

Gibbons Company and Colonial Voucher Redemption

To request Gibbons gift card or Colonial voucher redemption, please contact Visa via chat or by phone. You will be able to confirm how many points and which offer you would like to redeem. You will receive an email confirming the redemption request.

Access Real Time Client Support

1. To view FAQs and additional information about the My Rewards app or web portal features, select "I have a question" in either platform.
2. You will then have the option of communicating and switching from chat to voice for real time support from a Visa® agent.

Need Help? Please view the My Rewards User Guide available on clarienbank.com.

For additional assistance please call the Clarien Service Centre on **441-296-6969** (Monday to Friday, 8:30am to 5pm) or email us at servicecenter@clarienbank.com.



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