

Frequently Asked Questions About TruCa\$h Rewards

What do I do if I forgot my password?

If you forget your password, enter your card number and click on the 'Forgot Password?' link. You will then be given two options: 1) Send your password in an email to the listed email address, or 2) Allow you to log in immediately after providing your Security Answer. If you still are not successful after completing one of these two options, contact customer service at 1-800-624-6171.

How do I receive my 300 registration bonus points?

To receive your 300 bonus points, you must enter your email address when you first register. After you complete your registration, a welcome email will be sent to the email address you provide on your profile. Click on the link within the email and you will be rewarded with 300 bonus points immediately. You should see a pop-up window in your browser stating you received your 300 points. If you encounter a problem, contact customer service at 1-800-624-6171.

How many points do I have on my card?

Your name and total points are displayed in the upper left hand side of the screen once you login to TruCa\$h. To view your activities, click on the Account Tab, then Activities. Click on Total Points Earned to view your transaction history. Click on Total Points Redeemed to view your redemption history.

What can I receive for my points?

CASH! Directly on a TruCa\$h gift card that will be mailed to you.

How do I redeem my points for cash?

- 1) Click on the Redeem Tab, then TruCa\$h Gift Card to request your card online, OR call customer service at 1-800-624-6171 and one will be mailed to you.

How many points do I need to convert to gift cards?

You can see the redemption values within the Redeem Tab section of the website.

How can I donate my TruCa\$h points to worthwhile charities?

Donate all or a portion of your points to one of our TruCa\$h charities. Click on Redeem, then Charity, call our Customer Service Center toll free at 1-800-624-6171 or send an email to service@trucash.com.

How many passwords do I need for my TruCa\$h account?

One: the TruCa\$h website password

How can I contact TruCa\$h?

- 1) Click on the Info/Help Tab once you log in to the TruCa\$h site (www.trucash.com). Then click Contact Us.
- 2) Email TruCa\$h at service@trucash.com
- 3) Call our Customer Service Center at 1-800-624-6171.