

# FAQ New PREMIA® Program

## 1 Why are we making changes to the PREMIA® Program?

We are updating the PREMIA® Program to provide a better experience and offer you products and services to better suit your needs. Featuring a new platform to facilitate use and redemption of points.

## 2 What changes will I see beginning February 8, 2021?

- A new digital experience.
- A wide variety of options to plan your vacation.
- Promotions to earn more points.
- Visibility on the expiration of your points, so you can plan your redemptions.
- New Program Terms & Conditions.

## 3 What happens to my points earned?

- All points accumulated until January 29, 2021 will be transferred with the current expiration term.
- Points earned after January 30, 2021 will expire according to the expiration rule assigned per the PREMIA® Points Accumulation and Expiration Table.

## 4 Will there be any changes in the expiration of my transferred points?

There are no changes.

## 5 Who is eligible to participate in the PREMIA® Program?

Credit card customers that have the program as part of their credit card benefits will be automatically enrolled and customers who as of February 8 have their membership active are eligible to participate. The Customer must be the primary cardholder and comply with the terms and conditions set forth in the Program.

## 6 How do I earn PREMIA® points?

- You earn points for eligible purchase transactions made with a PREMIA® program credit card. For example, the Black Dual account earns two points per each \$1 spent on purchases, while the Visa PREMIA® Rewards earns 1.5 points per each \$1 spent on purchases. To see the full list of products and earn rates please refer to the PREMIA® Points Earning and Expiration Table in the Terms & Conditions of the Program.
- Earn 50 points per every other financial relation with Popular, up to a maximum of 200 points per month. Points for other relations with Popular will be awarded to the credit card with the best expiration rule.

Credits for reversed transactions, returns or adjustments may reduce or eliminate points, causing a negative balance of points. Unauthorized charges incurred on a credit card will not earn points.

## 7 How can I redeem my PREMIA® points?

Redeem your points at the new PREMIA® website:

- Flights, with no blackout dates, car rentals and hotel reservations.
- Vacation packages, cruises and experiences.
- Cash as a statement credit to reduce the balance of your credit card registered in the Program or direct deposit to your Popular checking or savings account.
- Pay with Points transactions made with your eligible credit card.
- Physical and digital gift cards from a variety of merchants and websites.

## 8 What if I don't have enough Points to redeem for travel?

Now, when booking flights, hotels or other travel experiences, you enjoy the flexibility to pay with PREMIA® points, your Popular credit card, or a combination of both.

## 9 How do I redeem for cash?

Now you have 3 options:

- As a statement credit to reduce your credit card balance.
- Pay with Points allows you to pay with points specific purchases, already made with your eligible credit card.
- Direct deposit to your Banco Popular checking or savings account.

## 10 How can I redeem for a digital gift card?

Choose the gift card for the amount you want to redeem on the new PREMIA® website, as per your points balance and you will receive the digital card at the registered email address in your Mi Banco Online account.

## **11 Where can I see my points balance?**

You can view your points balance in Mi Banco Online, the new PREMIA® website or by calling 1-800-3PREMIA. To log in, you must use the same username and password that you use in Mi Banco. If you are not already enrolled in Mi Banco visit this [link](#).

## **12 When can I redeem my points?**

You can redeem your points at any time through the new PREMIA® website or by calling 1-800-3PREMIA; as long as you have the points for the desired reward. To redeem, your accounts must be open and up to date.

## **13 When do my points expire in the new PREMIA® Program?**

Points earned with Black Dual, Mastercard Black and Visa Infinite credit cards do not expire. Points earned with other credit card products will expire on December 31, four years after they were earned. In the event that you do not have a credit card eligible for the Program, bonus points awarded for other Popular relationships will expire on December 31, four years after they were awarded.

## **14 What credit card transactions earn points in the Program?**

Credit card transactions made through cash advances, through an ATM and other cash-equivalent transactions, such as buying foreign or local currencies, money orders, traveler's checks, casino bet chips or lottery tickets will not earn points. Payments to loans, including, but not limited to, payments to home or car loans, will also not earn Points. Also excluded from earning points are the following products: Club del Ahorro, Commercial Accounts (except B-Smart®), Visa Corporate, Visa Return, Visa AAdvantage®, Mastercard AAdvantage®, Visa Cash Rewards, JetBlue Mastercard, JetBlue Mastercard Eleva and JetBlue Card and any other products or accounts that do not include the Program in the Opening Disclosures.

## **15 What can I do if I don't have a credit card that earn PREMIA® points?**

Learn about the available cards with the PREMIA® Program included and reward yourself. Choose a card that fits your needs and style. Visit [here](#).