

# About M&T Rewards

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## GENERAL PROGRAM QUESTIONS

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### How do I access my M&T Rewards account?

Most customers access their account by using the M&T mobile app or your online account. You can also get information about your account and redeem by phone by calling the Rewards Service Center at 1-888-448-6679.

### How do I enroll?

The M&T Credit Card with Rewards, M&T Visa Signature Card, and M&T Business Rewards Card are automatically enrolled in M&T Rewards at the time an account is opened, so point earning begins immediately.

### How do I redeem my points?

To view your Rewards Program account information, you can log into Online Banking at [www.mtb.com](http://www.mtb.com) or our mobile app.

1. Log-in to online banking or the mobile app
2. On the Account Summary Page, you can view your rewards point balances under the credit card section
3. Select the account you wish to Redeem
4. On the Account Details Page, select the "Redeem" button

From this point you will be taken via a secure portal to the Rewards site where you can view or redeem your points and other program information.

If you are a Business Credit Card with Rewards cardholder, please contact your online banking admin to gain access to the company's rewards.

### Are there hidden fees?

There are no fees of any type associated with your M&T Rewards account.

### Is there a "new account" bonus?

New account holders can earn 10,000 bonus points by spending \$500 in purchases within 90 days of account opening. That's \$100 in redemption value.

## Where can I go for a more detailed explanation of M&T Rewards?

The M&T Rewards Terms & Conditions can be found by going to [rewards.mtb.com](https://rewards.mtb.com) and clicking the Terms & Conditions link at the bottom of the page.

## POINT EARNING and RETENTION

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### How do I earn points?

M&T Credit Card with Rewards: 1 point for every \$1 spent  
M&T Visa Signature Card: 1.5 points for every \$1 spent  
M&T Business Rewards Card: 1.5 points for every \$1 spent

### Are there earning caps?

There are no point earning caps

### Which transactions earn points?

Any transaction that posts as a purchase to your M&T Visa Credit Card with Rewards, M&T Visa Signature Credit Card, or M&T Business Rewards Credit Card will earn points. The chart below gives some examples of what does or does not qualify to earn points:

TRANSACTION TYPE	EARN POINTS?
Store purchase	Yes
Online purchase	Yes
Digital Wallet purchase	Yes
Bill payment (automatic or one-time)	Yes
Tax payment	Yes
Balance transfer	No
Cash advance	No
Overdraft transfer to checking account	No
Credit card fees	No

### Are there other point earning restrictions?

We keep it simple... You may receive occasional special promotions. However, M&T Rewards has no rotating categories to keep up with and no "sign ups" or "activations".

### Can authorized users earn rewards points for my rewards account?

Absolutely. Authorized users can earn rewards points for the account.

### Will authorized users be able to use or redeem the rewards points?

No. Only Primary and Joint owners will be able to redeem points.

### **Do points expire?**

Points expire at the end of the 48<sup>th</sup> month in which they were earned. For example, a point earned in January 2018 will expire on December 31st, 2021.

### **What happens if I fail to make my minimum payment, as agreed?**

If your account is past due, you will be unable to redeem your points. However, no points will be lost and your points will be made available again once the account is brought current.

### **What happens if my credit is revoked?**

If your account is closed by us for any reason, any outstanding point balance will be forfeited.

### **What happens if I close my credit card account?**

If your account is closed by you, you will have 45 days to redeem your points by calling 1-888-448-6679. After the 45-day window, any outstanding point balances will be forfeited.

### **What happens if my card is lost, stolen or expires?**

You will continue to have access to your existing point balance and points earned with your new card will continue to be added to your existing M&T Rewards account.

## **POINT VALUE and REDEMPTION**

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### **What is a point worth?**

A point is worth \$0.01 when redeemed for cash, gift cards or airline travel and worth approximately \$0.01 when redeemed for items that may vary in value such as merchandise and travel packages.

### **Can I change the email I receive my rewards too?**

All rewards communications & digital redemptions such as e-gift cards will be sent to the primary email address on file for the cardholder with the bank. To update, customers can log-in to Online Banking and select "My Profile". Please allow up to 72 hours for the changes to take effect within your Rewards Dashboard.

### **Can I update my address just for Rewards?**

All rewards redemptions will be sent to the primary address on file for the Credit Card. Alternative address will not be accepted for rewards redemptions. To update your address on file, please stop into your local branch or call the Credit Card Servicing team at 1-866-279-0888. Please allow up to 72 hours for the changes to take effect within your Rewards Dashboard.

### **What can I redeem my points for?**

The M&T Rewards program offers a variety of redemption options including cashback redemptions to an M&T Checking, Savings, or Credit Card in the form of statement credit, physical and e-gift cards, merchandise, and travel options including air, car rental, and hotel.

### **What happens if I do not receive my item?**

Customers have up to 30 days from the time of redemption to notify the bank that they did not receive their redemption item for a case to be opened.

### **Can I make a purchase and pay with my points?**

Yes! There is now a feature within your Rewards Dashboard called M&T Payback Points™. M&T Payback Points™ allows you to use points to cover a transaction that has posted to your credit card account. This is not a point of sale redemption option.

### **Can I use M&T Payback Points™ to partially redeem a purchase?**

No, M&T Payback Points™ can only be used when a customer has enough points to “erase” the full amount of the purchase. Customers are still eligible to redeem for statement credit; if, they have a minimum of 2,500 points.

### **What is the minimum purchase amount I can use M&T Payback Points™ on?**

Purchases over \$1 are eligible to “erase”. This is equivalent to 100 points. Any purchase value above \$1 can be fully redeemed; if, the customer’s point balance exceeds the points needed to redeem.

### **How far back can I use M&T Payback Points™?**

Eligible purchases must be made within the last 30 days. This period will not always align with your current statement.

### **I used M&T Payback Points™ on one of my purchases but I still see the purchase on my statement, did I do it right?**

All purchases will remain on your M&T Bank statement; however, you will also see an M&T Rewards Statement Credit on your next cycle for the value of the redemption. Please allow 2-3 business days for this to process and appear online.

### **Are there airline restrictions when redeeming for travel?**

You can book flights on any major US airline through M&T Rewards.

### **Are there blackout dates when redeeming for travel?**

There are no blackout dates associated with M&T Rewards. We cannot guarantee that any given date will be available with any specific airline, but our booking process allows redemption without blackout restrictions.

### **Are there booking fees?**

There are no booking fees when booking travel through M&T Rewards.

### **Can I transfer or give away my points?**

Customers can combine their points by transferring points between M&T Rewards accounts by logging into their Rewards Program account through their online banking account, the M&T mobile app or simply call 1-888-448-6679 to transfer points to another account.

## **CASHBACK**

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### **What is cash back?**

Cash back can be a statement credit to the credit card associated with your M&T Rewards account or a deposit posted to your M&T Bank checking account or M&T Bank savings account.

### **How do I redeem for cash back?**

Cash is just one of the great redemption options available. You can view redemption options by using the M&T mobile app, your online account or calling Rewards Customer Service at 1-888-448-6679.

### **Can I redeem to an estate or trust account?**

Cash back can only be processed to an M&T Bank checking or savings account or as statement credit to the credit card associated with your M&T Rewards account.

### **How do M&T Bank Cash Back Awards to a Credit Card work?**

Customers have the option to redeem for cashback in the form of a statement credit to their credit card associated with their M&T Rewards account. When redeemed for statement credit, cash back awards will be posted as a current transaction credit not as a payment to satisfy an owed balance or minimum payment requirement.

Please note that if your statement credit pays your entire outstanding balance, you will not be assessed a late fee if you do not also submit a separate minimum monthly payment, even if online banking or the mobile app state otherwise.

**Can I avoid a late fee if I redeem for statement credit?**

If you use a statement credit to pay your entire outstanding balance, you will not be assessed a late fee if you do not also submit a separate minimum monthly payment, even if online banking or the mobile app state otherwise.

**Can I receive cash back automatically?**

Absolutely. Login to your rewards program account using your online banking account, the M&T mobile app or call 1-888-448-6679 to set up automatic redemption under the cash redemption option. You can auto-redeem for credit card statement credits or cash deposited into your M&T checking account.

**When will automatic cash back post to my account?**

Automatic cash back will post to your account within 2 business days of the date on which it is earned. For example, if you are set to auto-redeem for \$100 cash and your balance reaches 10,000 points on Monday, your points will redeem that night and you will see the cash in your account by Wednesday.