

## IHG® Rewards Club Traveler Card Rewards Program Agreement

### Important information about this program and this agreement

- Your IHG® Rewards Club Traveler credit card account is issued solely by JPMorgan Chase Bank, N.A. This IHG Rewards Club Traveler card rewards program is offered through Six Continents Hotels, Inc. and Chase. This document describes how the IHG Rewards Club Traveler card rewards program works and is an agreement between you and Chase. You agree that use of your account or any feature of this program indicates your acceptance of the terms of this agreement. In this document, the following words have special meanings:
  - “agreement” means this document
  - “program” means this IHG Rewards Club Traveler card rewards program
  - “account” means your credit card account that is linked to this program
  - “card” means any credit card or account number used to access your account
  - “we,” “us,” “our,” and “Chase” mean JPMorgan Chase Bank, N.A. and its affiliates
  - “you” and “your” mean the person responsible for the account and for complying with this agreement
  - “authorized user” means anyone you permit to use the account
  - “IHG Rewards Club” means the IHG Rewards Club program operated by Six Continents Hotels, Inc. (an InterContinental Hotels Group company) and governed by the IHG Rewards Club Membership Terms and Conditions, available at [ihgrewardsclub.com](http://ihgrewardsclub.com)
  - “purchases” is defined in the section of this agreement titled *How you can earn points*
- Chase may make changes to this program and the terms of this agreement at any time. For example, we may:
  - add new terms or delete terms
  - change how you earn points in this program
- Chase may temporarily prohibit you from earning points, using points you’ve already earned that haven’t been transferred to IHG Rewards Club, or using any features of this program.
- Chase may supplement this agreement with additional terms, conditions, disclosures, and agreements that will be considered part of this agreement.
- Points earned in this program are automatically transferred to IHG Rewards Club after the end of each billing cycle. IHG Rewards Club may, in accordance with the IHG Rewards Club Membership Terms and Conditions, change the IHG Rewards Club program. You’ll lose all points earned if there is no IHG Rewards Club program activity for 12 consecutive months, depending on your status.
- This version of the agreement takes the place of any earlier versions, including those that were called “IHG Rewards Club Program Rules and Regulations.” Chase may continue to refer to this agreement as the IHG Rewards Club Program Rules and Regulations in communications about this program and in supplemental terms, conditions, disclosures, and agreements.

### Notice of changes

- Chase will give you 30 days notice of the following types of changes to this program or this agreement:
  - if we add or increase fees applicable to this program

- if we change the rate at which you earn points in this program
  - if we limit the number of points you can earn in this program
  - if we cancel this program
- Chase will send this notice to you in writing, which, at our option, may be delivered to you electronically by email or through our online services, such as [chase.com](http://chase.com) or the Chase Mobile App.
  - Chase will give you notice of other changes to this program or agreement by posting an updated copy of this agreement when you log in to our website, [chase.com/ihgrewardsclub](http://chase.com/ihgrewardsclub).

### How you can earn points

- You’ll earn points when you, or an authorized user, use a card to make purchases of products and services, minus returns or refunds (collectively, the “purchases”). Buying products and services with your card, in most cases, will count as a purchase; however, the following types of transactions won’t count and won’t earn points:
  - balance transfers
  - cash advances
  - travelers checks, foreign currency, money orders, wire transfers or similar cash-like transactions
  - lottery tickets, casino gaming chips, race track wagers or similar betting transactions
  - any checks that access your account
  - interest
  - unauthorized or fraudulent charges
  - fees of any kind, including an annual fee, if applicable
- You’ll earn:**
  - 5 points** for each \$1 spent on purchases made at InterContinental Hotels Group properties including InterContinental® Hotels & Resorts, InterContinental Alliance® Resorts, Crowne Plaza®, Hotel Indigo®, Holiday Inn®, Holiday Inn Express®, Holiday Inn Resort®, Holiday Inn Club Vacations®, Staybridge Suites®, Candlewood Suites®, EVEN™ Hotels and HUALUXE™.
  - 2 points** for each \$1 spent on purchases in the following rewards categories: gas stations; grocery stores; restaurants.
  - 1 point** for each \$1 spent on all other purchases.
- Rewards Categories:** Merchants who accept Visa/MasterCard credit cards are assigned a merchant code, which is determined by the merchant or its processor in accordance with Visa/MasterCard procedures based on the kinds of products and services they primarily sell. We group similar merchant codes into categories for purposes of making rewards offers to you. Please note:
  - We make every effort to include all relevant merchant codes in our rewards categories. However, even though a merchant or some of the items that it sells may appear to fit within a rewards category, the merchant may not have a merchant code in that category. When this occurs, purchases with that merchant won’t qualify for rewards offers on purchases in that category.
  - Purchases submitted by you, an authorized user, or the merchant through third-party payment accounts, mobile or wireless card readers, online or mobile digital wallets, or similar technology will not qualify in a rewards category if the technology is not set up to process the purchase in that rewards category. For more information about Chase rewards categories, see [www.Chase.com/RewardsCategoryFAQs](http://www.Chase.com/RewardsCategoryFAQs).

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## Ways to earn bonus points

- We may offer you ways to earn bonus points through this program or special promotions. You'll find out more about the number of bonus points you can earn and any other terms at the time of the offer. The additional terms will be part of this agreement.

## Information about earning and transferring points to IHG Rewards Club

- Points are earned at the close of each monthly billing cycle, based on the purchases made during that billing cycle, plus any bonus points posted during that billing cycle, but minus any returns or refunds. If you have more returns or refunds than points earned from purchases or bonuses, then points will be deducted from your total points balance and may result in a negative points balance.
- You'll see points you've earned from card purchases on chase.com and on your monthly card billing statement.
- Points earned during a billing cycle will be automatically transferred to IHG Rewards Club after the end of each billing cycle.
- This agreement governs the receipt of points in connection with the use of your account and is in addition to the IHG Rewards Club Membership Terms and Conditions that govern your participation in the IHG Rewards Club program. The IHG Rewards Club Membership Terms and Conditions are available online at ihgrewardsclub.com. Information in this agreement that relates to the IHG Rewards Club program isn't complete or comprehensive and doesn't include all of the information that you should know about the IHG Rewards Club program.
- IHG Rewards Club Membership Terms and Conditions, benefits, conditions of participation, redemption option and tier levels in whole or part of the IHG Rewards Club program may be changed, limited, modified or canceled at any time.
- If your membership in the IHG Rewards Club program is terminated for any reason by you or IHG Rewards Club, you'll no longer be eligible to use the points you've earned in this program.
- Chase's sole obligation concerning the award and redemption of points is to make a valid request to IHG Rewards Club to award points to your associated IHG Rewards Club account. Chase disclaims liability or responsibility for IHG Rewards Club's failure to award or redeem points to your associated IHG Rewards Club account after Chase has met its obligations to IHG Rewards Club in connection with such a request.
- If you haven't earned or redeemed points through your IHG Rewards Club account in accordance with the IHG Rewards Club Membership Terms and Conditions for 12 consecutive months, all points that have accrued to that date will expire, depending on your status.

## How you can use your points

- To use your points, go to ihgrewardsclub.com or call IHG Rewards Club directly at 1-800-421-5162.

## How you could be prohibited from earning or having points transferred

- We may temporarily prohibit you from earning points and we may not transfer points you've already earned to IHG Rewards Club:
  - › if you don't make the minimum payment on your account within 30 days of the due date.
  - › if we suspect that you've engaged in fraudulent activity related to your account or this program.

- › if we suspect that you've misused this program in any way, for example:
  - by repeatedly opening or otherwise maintaining credit card accounts for the purpose of generating rewards
- You can begin earning points again and any points that we've held will be transferred to IHG Rewards Club in the next billing cycle after your account becomes current or when we no longer suspect fraud or misuse of the account or this program.

## How you could lose your points

- You'll immediately lose all points that haven't been transferred to IHG Rewards Club if your account status changes, or your account is closed, for any of the following reasons:
  - › you don't make the minimum payment on your account within 60 days of the due date
  - › you fail to comply with this or other agreements you have with Chase
  - › we believe you may be unwilling or unable to pay your debts on time
  - › you file for bankruptcy
  - › we believe that you've engaged in fraudulent activity related to your account or this program
  - › we believe that you've misused this program in any way, for example:
    - by repeatedly opening or otherwise maintaining credit card accounts for the purpose of generating rewards
- If your account is closed for any other reason, we'll automatically transfer any points earned to IHG Rewards Club, as long as you don't lose them for any of the reasons described in this agreement.
- We won't reinstate points you lose, unless we've made an error.

## Other important information you should know

- Points aren't your property and have no cash value. Additionally, points can't be transferred by operation of law, such as by inheritance, in bankruptcy or in connection with a divorce.
- Your participation in this program may result in the receipt of taxable income from Chase and we may be required to send to you, and file with the IRS, a Form 1099-MISC (miscellaneous income). You are responsible for any tax liability, including disclosure requirements, related to participating in this program. Please consult your tax advisor if you have any questions about your personal tax situation.
- We may assign our rights and obligations under this agreement to a third party, who will then be entitled to any of our rights that we assign to them
- We're not responsible for any disputes you may have with any authorized users on your account about this program.
- Chase, Six Continents Hotels, Inc. and their respective third party service providers, affiliates, directors, officers, employees, agents or contractors make no representations or warranties, either express or implied, including, those of merchantability, fitness for intended use or a particular purpose and otherwise arising by law, custom, usage, trade practice, course of dealing or course of performance. You release Chase, Six Continents Hotels, Inc. and their respective third party service providers, affiliates, directors, officers, employees, agents and contractors for all activity in connection with this program, including but not limited to, use of this program, and any redemption for or purchase of products or services through this program.

## **IHG<sup>®</sup> Rewards Club Traveler Card Rewards Program Agreement**

- You agree to indemnify and hold Chase, Six Continents Hotels, Inc. and their respective third party service providers, affiliates, directors, officers, employees, agents and contractors harmless from and against any loss, damage, liability, cost, or expense of any kind (including attorneys' fees) arising from your or an authorized user's: use of this program, any fraud or misuse of this program, violation of this agreement and/or violation of any applicable law or the rights of any third party.
- The merchants and third party service providers that participate in this program are not affiliated with us and are not sponsors or co-sponsors of this program. All participating merchant and third party service provider names, logos, and marks are used with permission and are the property of their respective owners. Participating merchants and third party service providers are subject to change without notice.
- Participating merchants and third party service providers are responsible for the quality and performance of any products or services they provide. Chase is not responsible for any aspects of the products and services provided by participating merchants or third party service providers.
- This program is void where prohibited by federal, state, or local law.
- This agreement and use of this program is governed by federal law, as well as the law of Delaware, and will apply no matter where you live or use this program.
- We may enforce the terms of this agreement at any time. We may delay enforcement without losing our right to enforce this agreement at a later time. If any term of this agreement is found to be unenforceable, we may still enforce the other terms.

### **Communications**

- We may send communications about this program to you at any mailing or email address in our records or through our online services, such as chase.com or the Chase Mobile App.
- Let us know right away about any changes to your contact information using the Cardmember Services address on your card billing statement or call the phone number on the back of your card.

### **Telephone monitoring**

- You agree that Chase and its third party service providers may listen to and record telephone calls as part of providing program services.