



REVOLUTIONARY REWARDS CLUB FREQUENTLY ASKED QUESTIONS

**** IMPORTANT NOTICE ****

*To replace a lost or worn out card, DO NOT sign-up as a new member.
Please, read Lost Card FAQ on page 6.*

FOR MEMBERS ENROLLED PRIOR TO JUNE 13th, 2012

Why should I register if I've been a loyal Rewards Member* for a long time?

We've upgraded ya'll! This is Rewards Club 2.0 and we want you to be a part of it. Don't be a party pooper- especially when registering is so easy (and you get a tasty burrito for doing it!)
{www.jumburrito.com/register}

With the Club Upgrade, Legacy Members can still earn and spend Rewards as usual but you must REGISTER your in order to receive:

- Exclusive Revolutionary-Only Bonus Offers, Freebies, Coupons, Discounts & Privileges
- In-store Account Lookup
- Hassle-Free Card Replacement
- First-to-Know Emails

**This applies to Legacy Members. If you've enrolled in our Club and have had at least one visit posted to your account prior to June 13th, 2012 you are considered a Legacy Member. See official Revolutionary Rewards Club Rules for details.*

NEW MEMBER FAQ's

How do I signup for a Revolutionary Rewards Card?

You can pick up a Card at any location, use it immediately, and then *register* online at www.jumburrito.com/register

OR you can *register* first- by following the links to sign-up at www.jumburrito.com. You'll receive a temporary account number that you can take into any location and receive a fully registered Card.

Why should I register?

No Registration means No Rewards- and that's No Fun!
Registered Membership includes:

- Ability to spend those hard-earned Rewards Dollars!
- Exclusive Revolutionary-Only Bonus Offers, Freebies, Coupons, Discounts & Privileges
- In-store Account Lookup
- Hassle-Free Card Replacement
- First-to-Know Emails

Registration is fast and easy (and you get a tasty breakfast burrito for doing it!) {www.jumburrito.com/register}

Where is my Complimentary Breakfast Burrito for enrolling?

A Complimentary Breakfast Burrito Coupon, a gift for new enrollees, will automatically load onto *registered* Cards after first two visits. New Member must be registered in order to redeem their complimentary free burrito.

Note: All Members, regardless of date of enrollment, must register in order to become eligible for future promotions and offers. See Membership Rules documents for details.

How do Points and Rewards work?

Simply put, Points go into your “Points Balance” and Rewards Dollars (as well as Bonus Offers, Discounts, Coupons & Free Burritos) go in your “Rewards Available Balance”.

You earn 1 Point for every dollar you spend. When you collect 25 Points you will receive \$2.50 in Rewards Dollars. How? Like one brilliant poof of virtual Siegfried & Roy magic, 25 Points gets pulled from your Points Balance and \$2.50 in Glorious Rewards Money is simultaneously banked right there in your Rewards Dollars account.

Technically, your Points Balance is deducted 25 Points and your Rewards Balances is credited \$2.50. Celebrate with a fist pump and enjoy.

You can spend these just like cash and enjoy even more of your favorite JumBurrito foods. Just present your Card and inform your cashier when your ready to redeem Rewards Dollars or Bonus Offers.

How are coupons and discounts automatically loaded to my card?

Once we dispatch your exclusive Bonus Offer, Freebie, Coupon or Discount, it goes whizzing and zooming through the air, safely landing in your account, patiently waiting and hoping to be put to use. Just present your card to redeem. When they safely land, we'll send you an email to let you know they are there. You will also be reminded by your cashier and can find a summary at the end of your receipt.

And don't forget that you can always log into your user account and visit them whenever you like. Just remember, once they expire, they will zoom off again into space.

What are 'Revolutionaries Only' Bonus Offers?

From time to time, Membership may include privileges such as: opportunities for you to earn "double points" during certain days or times or opportunities to use your Rewards Card to raise money for charity. Revolutionaries may also be bestowed with exclusive coupons for free food, BOGO offers, discounted meals, or entry into contests for prizes and merchandise.

These exciting offers and opportunities are always changing so keep an eye on your inbox and like us on Facebook to hear about the club's latest news and promotions.

How do I check my Point and Reward Balances?

*Ask your cashier

*Check your receipt

*Login to your user account {www.jumburrito.com}

*go directly to mybalance.jumburrito.com

How will I know if I've reached 25 points and received a reward?

After payment, your cashier will let you know if you've earned any Rewards or Bonus Offers. You can also check your receipt or your account online.

How do I use my Rewards Dollars?

Let your cashier know you want to use your Rewards Dollars. You can spend all your Rewards Dollars or just some...the remainder will be left on your balance to use at another time.

Hey, why don't my Points equal the total amount of money I spent?

You earn Points on the money you spend, excluding taxes, coupons & discounts. This is usually reflected by your Subtotal. We take that amount and round it to the nearest dollar. That's how many Points you will receive. In the unique event that your change is exactly 50 cents, we round to the nearest even number.

What if I'm worried about giving out my e-mail and personal information?

There is no need to worry; JumBurrito keeps your personal information confidential and will not sell it to a third party or bombard you with e-mail or advertisements. You will receive a welcome email, a birthday email and usually no more than one promotional email every month.

I've recently moved/had a name change, how do I update my account information?

To make changes to your name, address or password, simply log in to your account online and edit. Login to your account by going to the Revolutionary Rewards Club Section of our website www.jumburrito.com and selecting "view account".

What do I do if I forgot my password?

For your added security, JumBurrito and its employees do not have access to your password. To retrieve a lost password you must go to "view account" at www.jumburrito.com. Underneath the login prompt, click the link that states "If you are having problems logging in, [click here](#)." You will be prompted to enter your username and account number. If you've also forgotten your username, you may request it at rewards@jumburrito.com.

LOST CARD FAQ

For replacement cards, balance transfers or any other requests pertaining to your Revolutionary Rewards Club account, email rewards@jumburrito.com

REQUESTS MUST INCLUDE:

- 1) Clearly state what you need
i.e. replacement card, balance transfer, etc.
- 2) Full name
- 3) Your full account number(s), if applicable
- 5) Include any other relevant information pertaining to your request that may not be listed here.

IMPORTANT! Please review your request carefully for all required information before submitting. Including as much information as possible will help to expedite your requests. Requests that fail to contain the information required to process your request cannot and will not be processed. Please expect 2-4 weeks to process your request. Restoration of your previous balances is not guaranteed.

For additional information about JumBurrito's Revolutionary Rewards Club, please read our "Revolutionary Rewards Club Rules and Regulations" document provided online.