

BayREWARDS Frequently Asked Questions

How can I check my point total?

Your point summary is available 24 hours a day, 7 days a week. You can check your points on the My Account page or by calling the BayREWARDS Service Center at 1-877-7BAYRWD (1-877-722-9793).

How often are my points updated?

Points are credited to your account monthly. It may take up to 45 days for points to be applied to your account.

What is the minimum amount of points I can redeem?

BayREWARDS Points can be redeemed for as little as 2,500 points for merchandise and travel. Downloadable rewards may be redeemed for as little as 750 points.

Is there a limit of points I can earn?

You can earn up to a maximum of 100,000 points in a year.

Do the points ever expire?

The points are good for three years from the end of the calendar year in which they are earned.

What is the best way to redeem my points?

Our online Redemption Center is the best way because your order is instantly received, and you have many more merchandise and redemption opportunities. Music, ringtones, books, and most of the gift certificates are only available online, and they cannot be ordered through the Service Center.

How do I redeem points for merchandise, gift cards, downloadable music, ringtones, and books?

You can do all of your redemptions online. Select any item in the program brochure, or from the hundreds more available on the website, and compare your available points with the number needed for the item you want. Downloadable rewards can be received instantly. If you need assistance, you can call the BayREWARDS Service Center at 1-877-7BAYRWD (1-877-722-9793). A Redemption Specialist will be happy to help you.

How do I redeem points for travel?

Redeeming your points for travel is easy. Simply use our airline booking engine, explore U-Choose to apply your points to pay for all, or part, of your trip, or take advantage of one of our Travel Packages. If you need assistance, call our Service Center toll-free at 1-877-7BAYRWD (1-877-722-9793) 24 hours a day, 7 days a week.

Why is there a reduction of points?

If you returned purchased merchandise, the points are removed from your account which will result in a reduction of your points. In rare instances, it could actually give you a negative point balance.

Who do I call for more information?

1-877-7BAYRWD (1-877-722-9793) – our representatives are available 24 hours a day – 365 days a year.