

## **FREQUENTLY ASKED QUESTIONS**

### **What is the Moo Money Got Milk? rewards program and how does it work?**

The Moo Money Got Milk? rewards program allows consumers to earn points based on the purchase of real milk. Points can be redeemed for virtual reward cards. Anyone eligible for the Moo Money Got Milk? rewards program can register using the online registration form available at <https://moomoney.com>.

- Once registered, you will be eligible to earn Moo Money points for purchases of qualifying real milk. To earn points for qualifying purchases, you must upload receipts showing your purchase of real milk from 1/28/19 through 4/28/19. You must log-in and click “Upload Receipt” from the menu bar.
- As you submit valid receipts, earned Moo Money points will accrue in your account. When you have enough Moo Money points, you can redeem them for a virtual rewards card.

### **Are there any special rules for participation?**

Yes. This program is open to legal residents of the state of California, 18 years of age or older. See Terms and Conditions for complete details.

### **When can I start earning points?**

Immediately upon completing your membership registration, your “online wallet” will be established in your account. Each time you submit a valid receipt, you will accrue points in your wallet. Once you collect enough Moo Money points from your purchase of real milk, you can redeem them for a virtual rewards card.

## **REGISTRATION & LOGIN**

### **Do I have to register in order to participate in the Moo Money Got Milk? rewards program?**

Yes, registration is required to track your points. You must be 18 years of age or older to register.

## **How do I register for the Moo Money Got Milk? rewards program?**

You can register using the online registration form available at <https://moomoney.com>

## **What if I forgot my user ID or password?**

Your user ID is the email address you entered at registration. Click on the 'Forgot password?' Link on the log-in screen at <https://moomoney.com> if you forgot your password.

## **Can I have multiple Moo Money accounts?**

No. There is a limit of one account per person, per email address.

## **Does it cost anything to join the Moo Money Got Milk? rewards program?**

There is no cost to join the Moo Money Got Milk? rewards program.

## **Do I have to give any personal information to register for the Moo Money Got Milk? rewards program? If so, what specific information is required?**

You will need to provide: Name, Email Address and Mailing Address and create a username and password for your account.

## **MY ACCOUNT QUESTIONS**

### **How can I view my Moo Money points?**

You can view your Moo Money points balance by logging into your account and selecting the Points Balance option from the menu bar.

### **How can I view my rewards?**

You can view your rewards history by logging into your account and selecting the My Account option from the menu bar.

### **How do I change my account information or email address?**

Sign in, go to the My Account section and select Edit My Account Information. There, you can change your personal information entered at

registration.

**What should I do if I want to cancel my membership?**

You will need to contact customer service at customerservice@moomoney.com.

**How do I unsubscribe from emails about Moo Money?**

Sign in, go to the My Account section and select Edit My Account Information. There, you can unsubscribe from future emails.

**MOO MONEY POINTS QUESTIONS**

**Can I exchange my reward for something else, or for cash?**

No, reward selections are final and may not be exchanged for cash.

**Can I transfer my Moo Money points to another account?**

Sorry. Moo Money points are not transferable.

**Who do I contact if my Moo Money points balance showing on my dashboard is incorrect?**

You may send an email to customerservice@moomoney.com

**Do Moo Money points expire?**

Yes, the Moo Money points expire when the promotion ends on 4/28/18.

**VIRTUAL REWARDS CARDS QUESTIONS**

**Do I need to activate my virtual reward card?**

No, you do not have to activate your virtual reward card before use. Once you print it out, it's ready to use.

### **What is the value of my virtual reward card?**

The value of your virtual reward card is located on the front of your virtual reward card.

### **How do I use my virtual reward card?**

1. Select a retailer that accepts MasterCard.
2. At checkout, select MasterCard as the method of payment, to be processed as a credit card (*you will have to hand the printed out virtual reward card to the cashier*). If your purchase is more than the value of your virtual reward card, you will be required to pay the difference first, then use your virtual reward card for the remaining balance.
3. Enter the 16-digit account number located on your virtual reward card, along with the security code.

### **What happens if my purchase is more than/less than the value of my virtual rewards card?**

If your purchase is more than the value of your virtual rewards card, you will be responsible for paying the difference. If your purchase is less than the value of your virtual rewards card, no cash is provided as change.

### **What if I don't spend the full amount on my first use of the virtual reward card, will the remaining value still be available to me?**

Yes, the virtual reward card can be used until it expires or until you have spent the full amount available on it, whichever comes first.

### **I lost my virtual reward card, can it be replaced?**

Your virtual reward card cannot be replaced if lost, stolen, damaged or expired.

### **Is this a credit card?**

No, your virtual reward card does not function like a credit card. You are limited to the value that is already on the card.

### **How long will I be able to use this virtual reward card?**

The virtual reward card can be used until the expiration date on the front of the card or until you have spent the value available on it, whichever comes first.

**Can I add money to my virtual reward card?**

No, your virtual reward card is not re-loadable.

**Is there someone I can contact if I need any other information?**

Yes, you can email customer service at [customerservice@moomoney.com](mailto:customerservice@moomoney.com)