

Landmark Rewards - Frequently Asked Questions

Refer to the LANDMARK REWARDS TERMS AND CONDITIONS for specific details regarding the Landmark Rewards program.

What is Landmark Rewards?

Landmark Rewards is a reward program offering points on qualifying purchases. Points can be redeemed for items, such as gift cards, airfare, hotels, cash, merchandise and travel packages.

Who is eligible for the Landmark Rewards?

“Eligible Landmark Bank Card” means a Landmark Bank Plutonium Credit Card, a Landmark Bank Signature Credit Card, a Landmark Bank Small Business Credit Card Account, an enrolled Landmark Bank Consumer Debit Card, an enrolled Landmark Bank Business Debit Card, an enrolled Landmark Bank HSA Debit Card, or an enrolled Landmark Bank Concierge Debit Card. Landmark Bank Commercial Credit Cards, Fleet Cards and ATM-Only Cards or any other card types are not an Eligible Landmark Bank Card.

How do I earn Points?

- Landmark Bank Plutonium Visa Credit Card - for every one dollar charged for purchases, you will receive three Landmark Rewards Points.
- Landmark Bank Visa Signature Credit Card - for every one dollar charged for purchases, you will receive five Landmark Rewards Points.
- Landmark Bank Small Business Visa Credit Card Account - for every one dollar charged for purchases, you will receive three Landmark Rewards Points.
- Enrolled Landmark Bank Consumer, HSA, Business and Concierge Debit Card - for every one dollar in purchases where no PIN is entered, you will receive one Landmark Rewards Point.

Note: If you return a purchase and receive a credit to your account, those points will be deducted from your total. Points earned for fraudulent transactions reversed from your account will also be deducted from your points total.

What is the URL for the Landmark Rewards website?

www.LandmarkBank.com/Rewards

How do I view and redeem points?

The first time you go to the Landmark Rewards website, www.LandmarkBank.com/Rewards, you will create a Landmark Rewards user name and password. If your account has authorized cardholders, each cardholder may be able to create his or her own user name and password. Upon accepting terms and conditions you will be able to view and redeem points. Points displayed will be the accumulation of all points earned by all cardholders.

Why do I have to enter my full 16-digit card number?

As part of the registration process you will be prompted to select your own user name and password. Entering your 16 digit card number is necessary for validating eligible reward cards.

Are there a maximum number of Points?

No.

Do my Points expire?

Yes. Points for purchases have an expiration date of 3 years. The expiration date for Bonus Points may differ from the expiration date of other earned points.

Can Points be gifted or transferred to another card or product?

No.

Who can redeem the reward points earned on my account?

Reward points can be redeemed by all primary or joint cardholders on the credit card or checking account per the Landmark Rewards Program Terms and Conditions. All cardholders (primary signer, co-borrower and/or authorized users) can redeem the accumulated points earned.

What happens to my Points if I close my account?

We encourage you to redeem your points prior to your closing the account. Otherwise you will lose all of your points.

Can I combine my Points if I have multiple Landmark Bank Cards?

Yes, you are able to link your accounts through the rewards website at www.LandmarkBank.com/Rewards. You agree that you will only request linking if you are a owner on the associated account. You must be a signer of the enrolled Debit or Credit Card, or of the associated account for those products. You cannot link Consumer and Business products in the same Landmark Rewards account.

How are points posted to my account?

Points are posted to your account on a daily basis.

Who can I contact for assistance or questions about Points?

Rewards Representatives are available by phone at 855-445-6830. You may also send an e-mail to customersupport@breakawayloyalty.com. Business hours are Monday - Friday, 7:00 a.m. to 10:00 p.m. (EST) and Saturday - Sunday, 9:00 a.m. to 10:00 p.m.

For what items can I redeem my Points?

You may redeem your Landmark Rewards Points in five major categories: travel, cash, gift cards, donations and merchandise. To redeem points, call the Landmark Rewards Redemption Service Center at 855-445-6830, or redeem points online at www.LandmarkBank.com/Rewards. Redemption fees may apply for certain items.

Can I upgrade my airline ticket to Business Class or First Class?

For the majority of our airline rewards, you can redeem your Points for any class of service. You may not upgrade your ticket once booked. You may contact the airline for questions on upgrades or other changes to itinerary once tickets are booked.

Who do I contact if something goes wrong with my flight?

You may contact the airline directly. You will receive contact numbers on your flight itinerary, which will be emailed to you after you redeem Points for air travel.

What happens if I cancel a flight booked through Landmark Rewards website?

Tickets are non-changeable and non-refundable. Any changes to itinerary must be handled directly with the airline listed on your itinerary. You may be subject to fees enforced by the airlines for changes to your flight itinerary.

Can I receive airline frequent flyer miles for airline tickets using Points?

To receive airline miles for flying, you should provide your airline frequent flyer number when you redeem your Points. You must work directly with the airline in question if you forget to provide your frequent flyer number or in cases of any discrepancies.

Can I combine my Points and my frequent flyer miles for free airline tickets?

No, our Landmark Rewards is unique to our bank and you can only redeem your Points for rewards. If you have airline miles, you need to work with each individual airline frequent flyer program separately. Certain Restrictions may apply. See Landmark Rewards Program Terms and Conditions for more information.

How do I redeem my points for hotels, car rentals, cruises, experiential travel?

Travel redemptions may be made online at www.LandmarkBank.com/Rewards or by phone through a Rewards Representative at 855-445-6830. Redemption fees may apply. Certain Restrictions may apply. See Landmark Rewards Program Terms and Conditions for more information.

How do I redeem my points for general merchandise?

Merchandise redemptions may be made online at www.LandmarkBank.com/Rewards or by phone through Rewards Representative at 855-445-6830. Merchandise may take up to 4-6 weeks for delivery.

How do I redeem Points for cash?

Cash redemption may be made online at www.LandmarkBank.com/Rewards or by phone through Rewards Representative at 855-445-6830. Deposits may take up to 3-5 business days to post to the available account you choose.

How do I redeem my points for gift cards?

Gift card redemptions may be made online at www.LandmarkBank.com/Rewards or by phone through Rewards Representative at 855-445-6830. Gift cards will be processed within 3-5 days from the date your order is placed.