



VISA ScoreCard Program
Frequently Asked Questions

Q: What is ScoreCard?

A: ScoreCard offers a choice of Bonus Point (gift and travel awards) or CashBack (cash rebates) programs. Card users earn points or cash back for simply using their Visa Platinum, Gold, or Classic Card.

Q: What is the ScoreCard Bonus Point program?

A: You receive one point for each dollar spent with your Dort Federal Visa Platinum, Gold or Classic Card. Points may be redeemed for a variety of gift and travel awards. Available awards are shown in the Awards Catalog.

Q: What is the ScoreCard CashBack program?

A: Cardholders earn 1% of net purchases made with your Dort Federal Visa Platinum, Gold, or Classic Card— regardless of often you use it or how much your purchases total. A check in the amount of 1% of your net annual purchases will be sent annually.

Q: What is Platinum Preferred Rewards?

Platinum Preferred Rewards is included with either ScoreCard Bonus Point or ScoreCard CashBack programs for Platinum Card holders. Platinum Preferred Rewards is a service dedicated specifically to serving you. From limousine, dinner, golf, or theatre reservations to gift delivery, you can plan ahead from anywhere! And, Platinum Preferred Rewards automatically provides \$1,000,000 Travel Accident Insurance when you purchase your entire travel fare on a common carrier with your Dort Federal Visa Platinum card.

Q: Who should I contact with questions regarding the ScoreCard Bonus Point program?

A: For questions about the program, follow-up on orders, available point balance, or to request another catalog, call the ScoreCard Service Center at **1-800-854-0790**.



Q: Who should I contact with questions regarding the ScoreCard CashBack program?

A: DORT Federal's Member Service Representatives are available from 8:00 a.m. to 6:00 p.m. Monday thru Friday by phone at 810-767-8390 or 800-521-3796. Live Chat on www.DortOnline.org is also a convenient way to speak with Member Service Representative during business hours. You may also send questions to feedback@dortfcu.org.

Q: When can I redeem points from the ScoreCard Bonus Point program?

A: Points may be redeemed when sufficient points have been earned for the travel or gift award desired. The minimum required is 3,300 points. Cardholders with statused (delinquent, over limit, etc.) accounts can not redeem points until the account is open and clear.

Q: I want to book travel using my ScoreCard Bonus Point program, who should I call?

A: For those awards listed as "ScoreCard Travel Services" in the travel catalog, you may call **1-800-842-3006**. The travel network agency will book reservations, reserve seats and issue tickets.

Q: When will I receive the cash rebate from the CashBack program?

A: Purchases will be calculated through the year end – December 31st of each year. Rebate checks (in the amount of 1% of net purchases) will be sent within 16 days of the year-end close.

Q: Do Bonus Points have an expiration date?

A: The ScoreCard Bonus Point program allows you to accumulate points for 60 months from the start of the program.