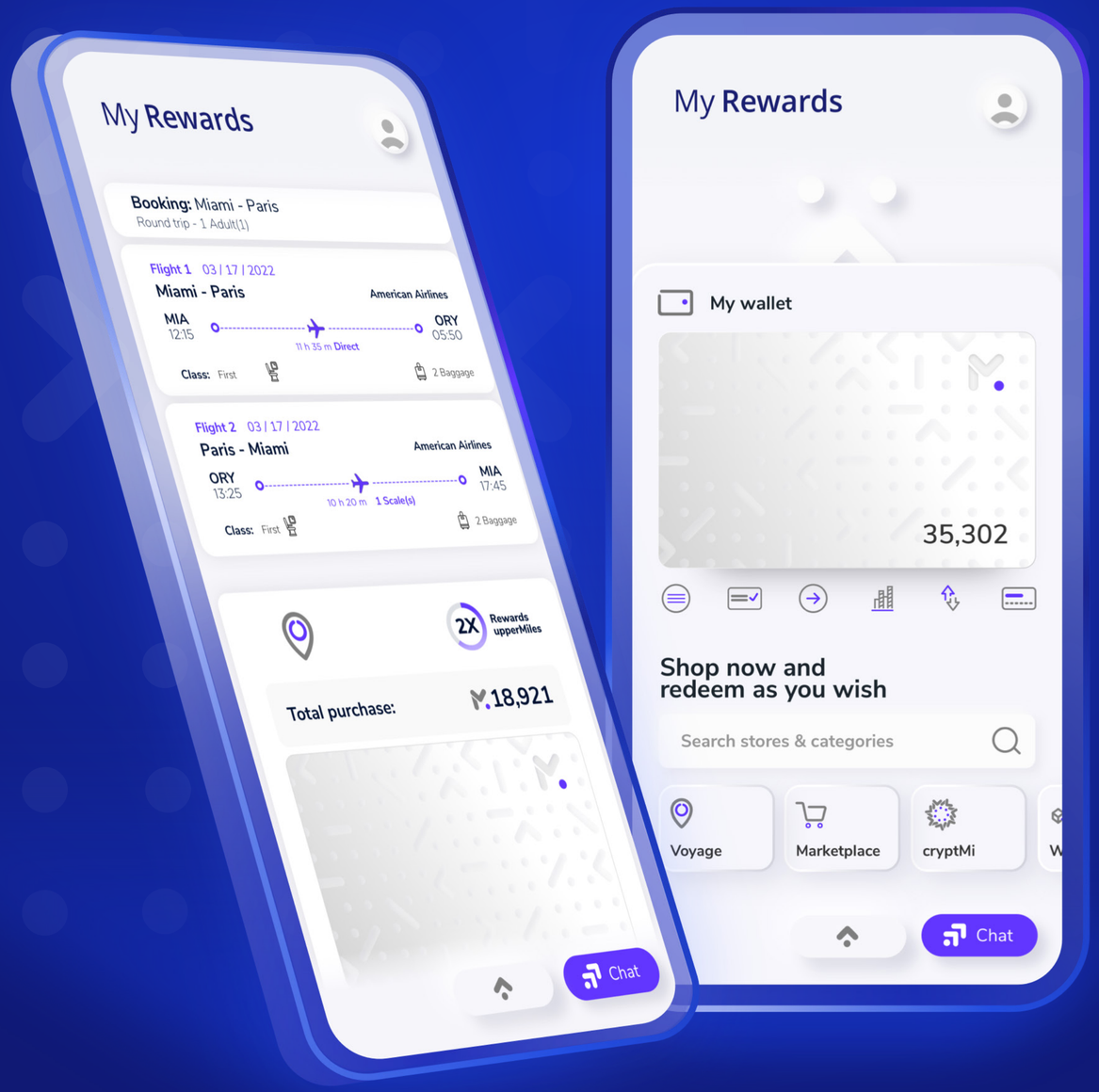
My Rewards

User Guide

Version 3.0
December 2023

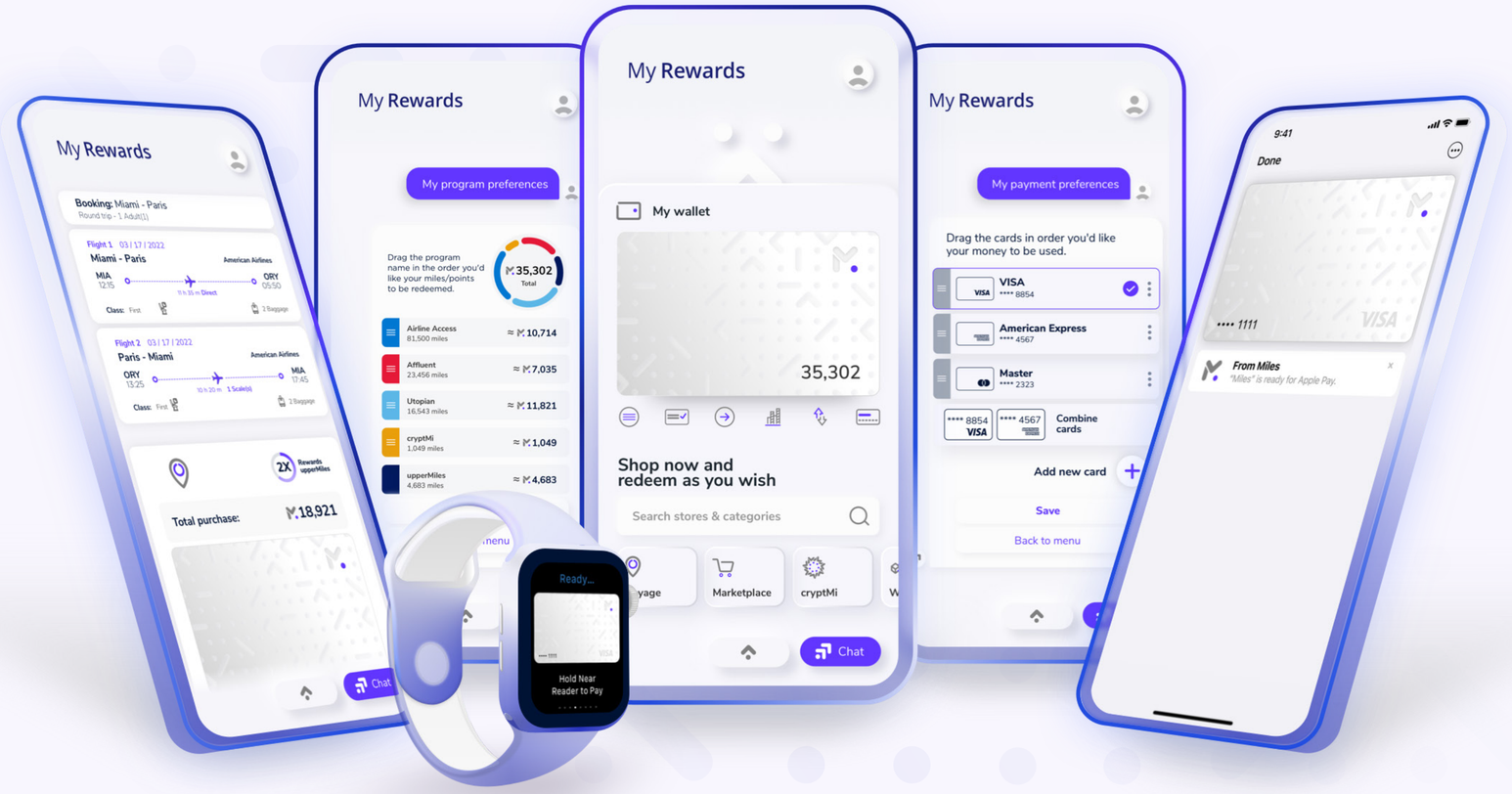


Welcome to

My **Rewards**

Get ready for '**OnlyforMi**' and discover how to maximize the redemption of your rewards.

Elevate your loyalty experience and access a limitless world of redemption right at your fingertips.



Download the **My Rewards** app, available for iOS and Android.

Available on the App Store

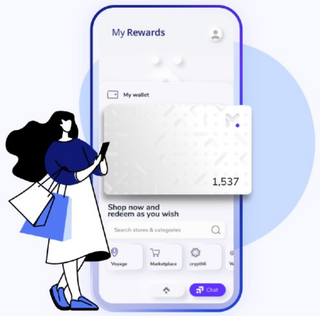
GET IT ON Google Play

About **My Rewards**

When logging into **My Rewards**, you'll always find options to enjoy a great experience.

My Rewards

Welcome to
My Rewards

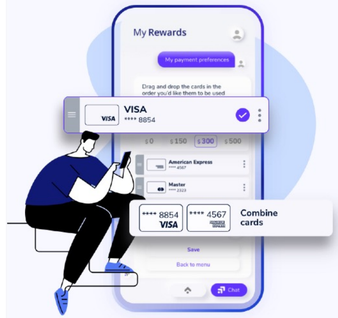


Get ready for "OnlyforMi"

The latest evolution of **Miles**, designed to elevate your loyalty experience and put the power of personalization at your fingertips!

My Rewards

Welcome to
My Rewards



Unlock Unlimited Possibilities

Combine rewards with your preferred cards or **choose any payment split preference** across different programs. **Merge up to two cards** for a unified transaction experience.

My Rewards

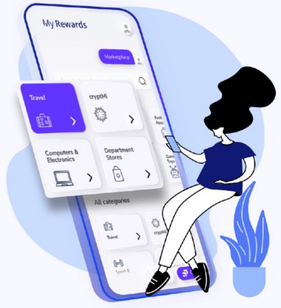
Welcome to
My Rewards

Voyage

Over 28 million incredible offers on flights, accommodations, and car rentals, access to distinctive deals with preferred rates and stellar benefits.

My Rewards

Welcome to
My Rewards

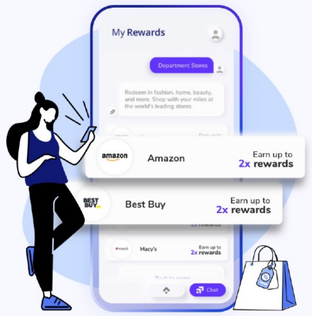


Marketplace

An exclusive in-app marketplace with **over 2,000 brands**, in more than 15 merchant categories.

My Rewards

Welcome to
My Rewards

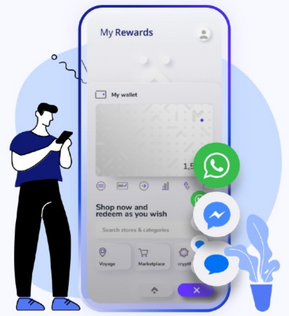


Global access

Search and make redemptions with **100M+ merchants** online directly in-app. Redeem in-store or contactless.

My Rewards

Welcome to
My Rewards



Need help?

Talk to **alle**, our smart agent and get answers 24/7 via **WhatsApp**, **iMessage** or **Facebook Messenger.**

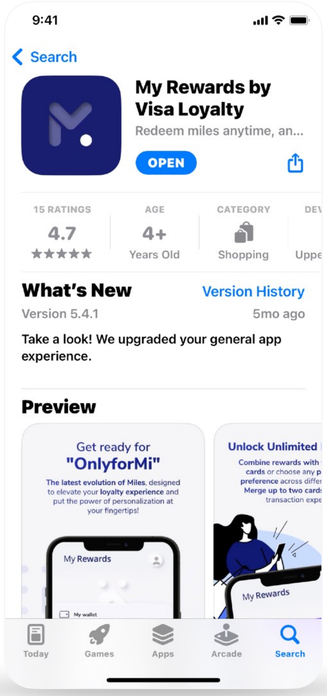
Note: Swipe right to see the next information.

How to activate your account in **My Rewards**?

My Rewards

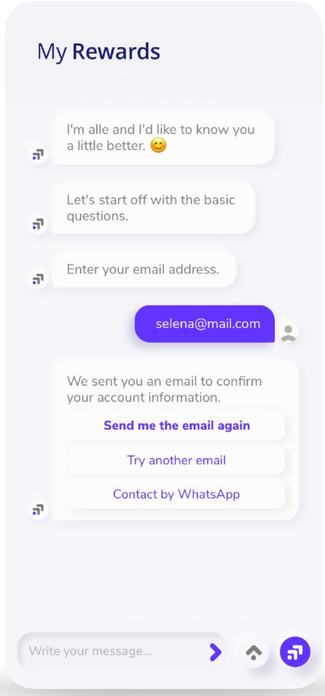
1

Download the **My Rewards** app, available for iOS and Android.



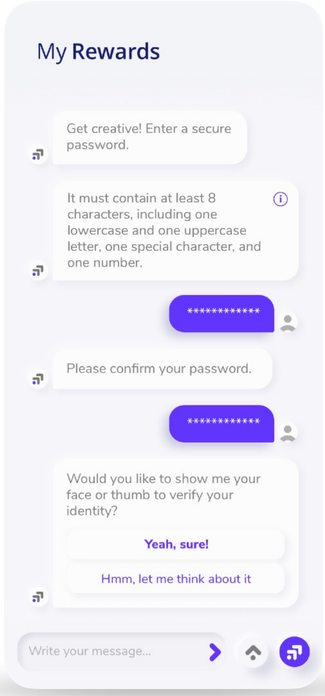
2

Enter the email address you registered with your bank.



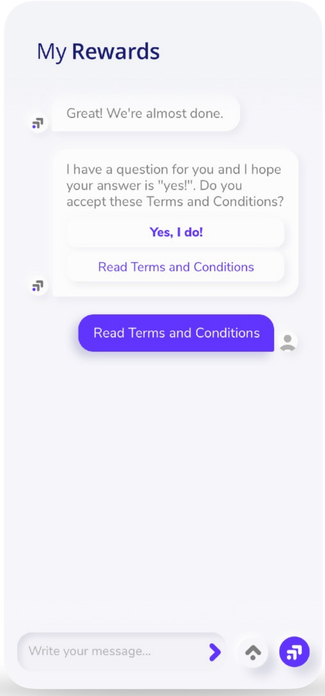
3

Create and confirm your password.



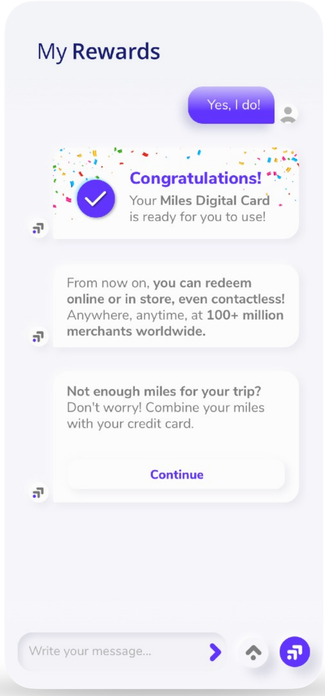
4

Accept Terms and Conditions.



5

Receive your **Miles Digital Card**.

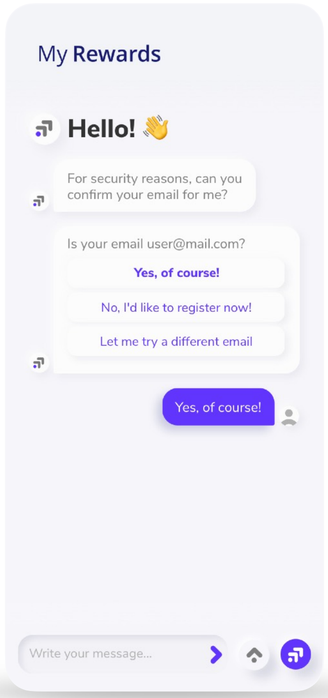


How to login in **My Rewards** app?

My **Rewards**

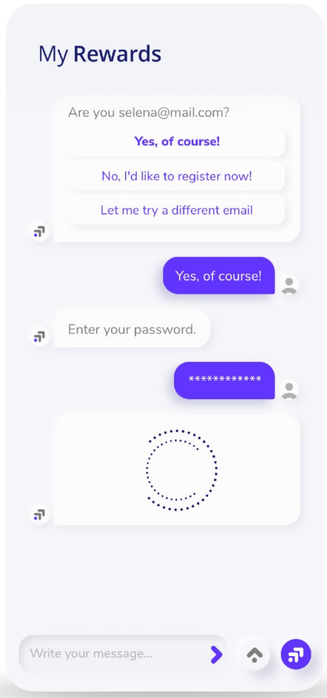
1

Log in with the email address you registered with your bank.



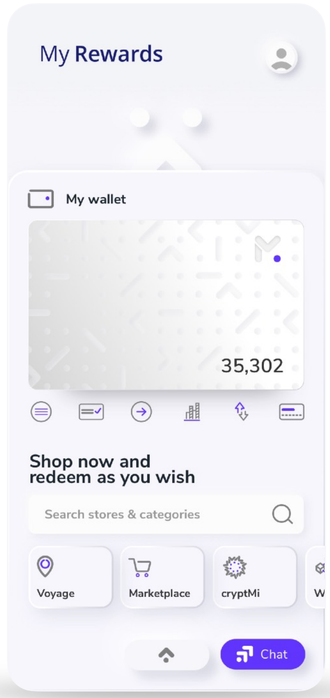
2

Enter your password.



3

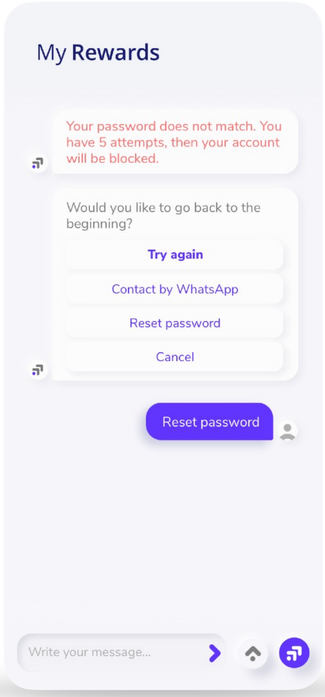
Start to enjoy your rewards



Login **Reset password**

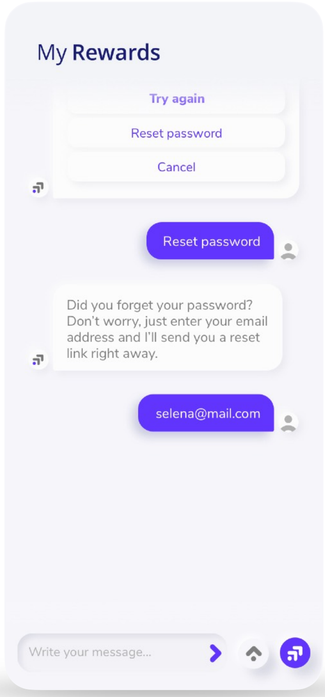
1

Press the '**Reset Password**' option.



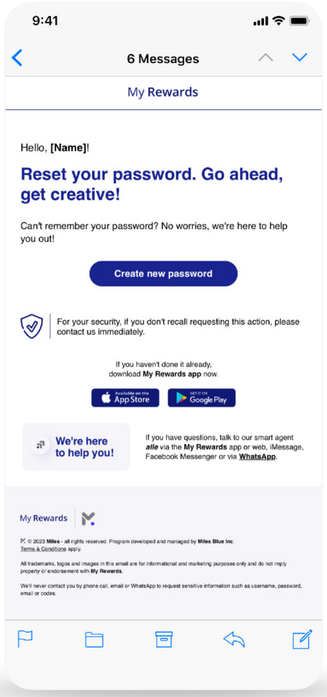
2

Enter your verification email to change your password.



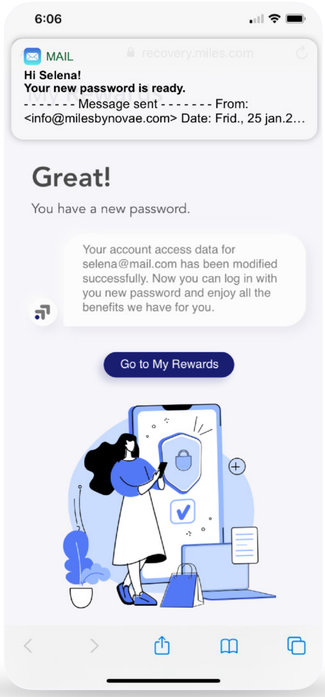
3

Open the email, press the '**Create New Password**' button.



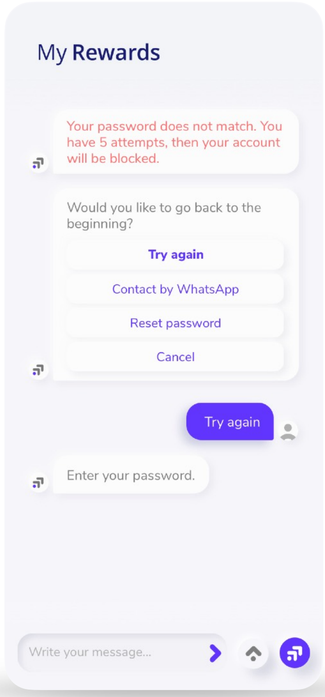
4

Create your new password and confirm it.

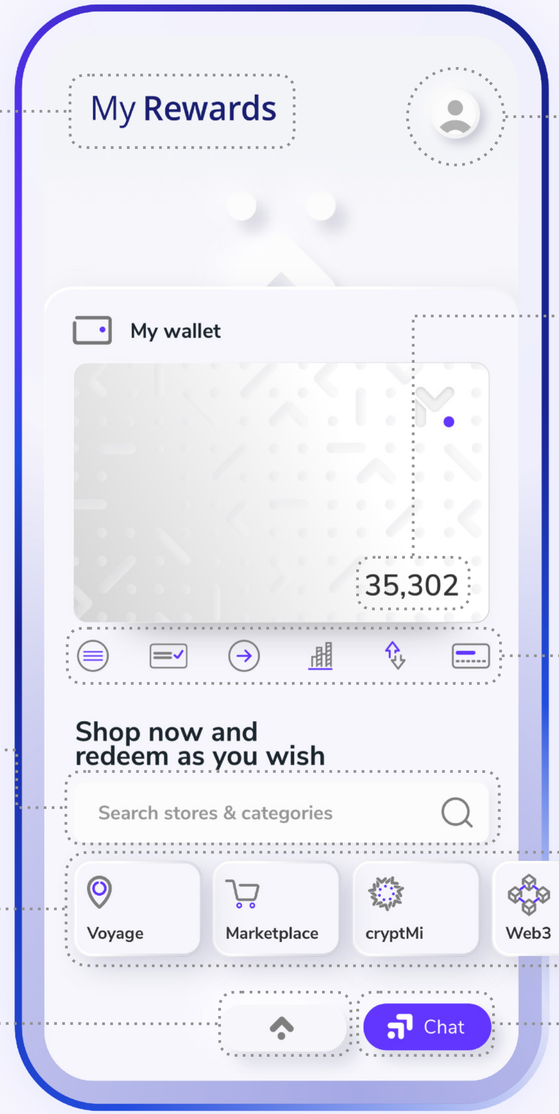


5

Try again and enter your new password.



My Rewards - Main screen



Tap to return to the main screen

My profile

My balance

My wallet

1. Program Preferences
2. My Payment Preferences
3. Buy Miles
4. My Balance
5. My Transaction History
6. My Miles Digital Card

Search stores

Redeeming options

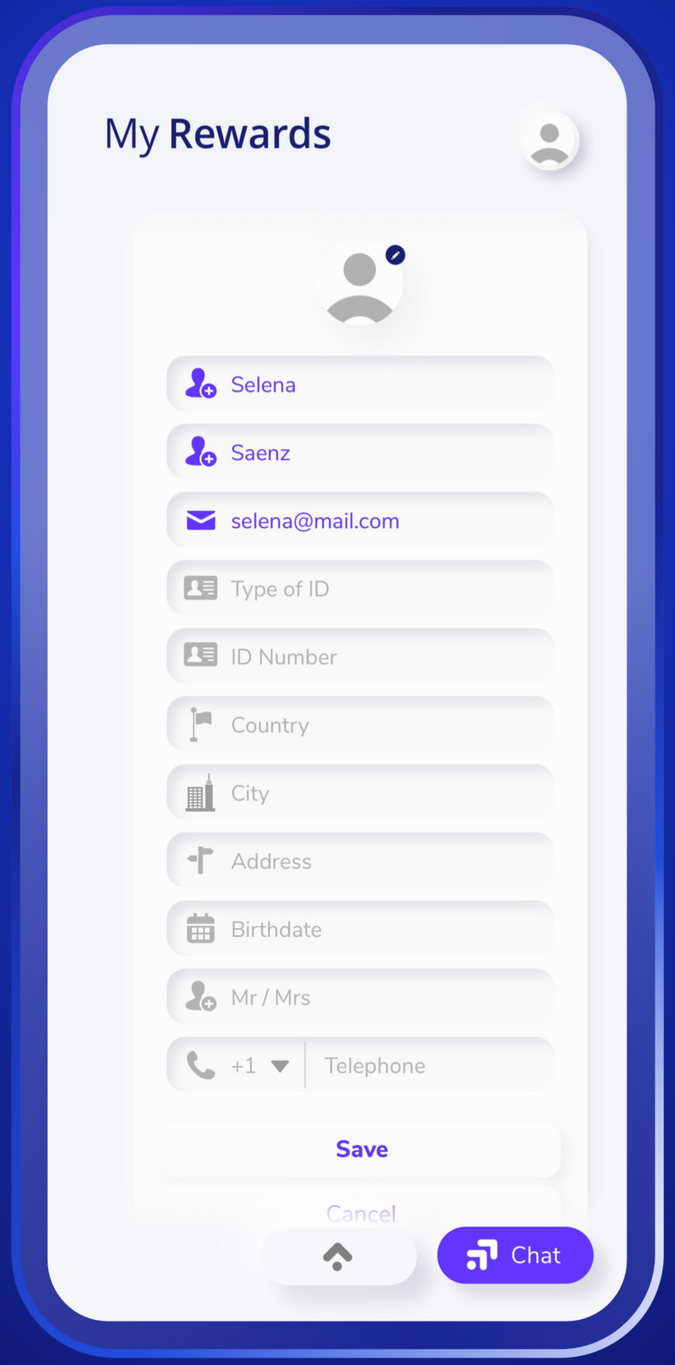
About My Rewards

Chat with alle

My Rewards

My Account

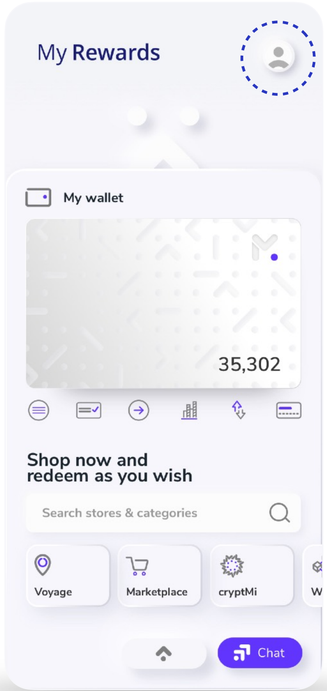
Once your account is activated, you can complete your profile, change your password, and edit your personal information. Additionally, discover all the benefits and access to your digital travel coverage certificate.



My Account - **My Profile**

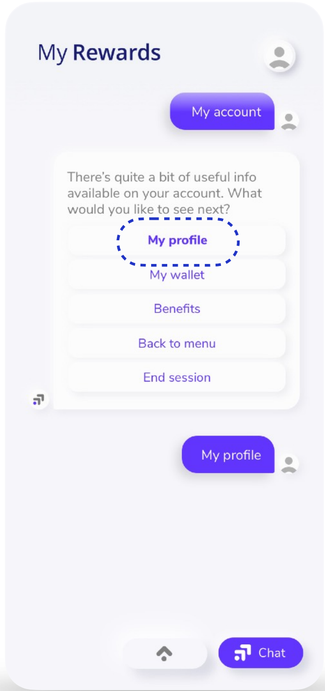
1

On the main screen, press the icon for your account.



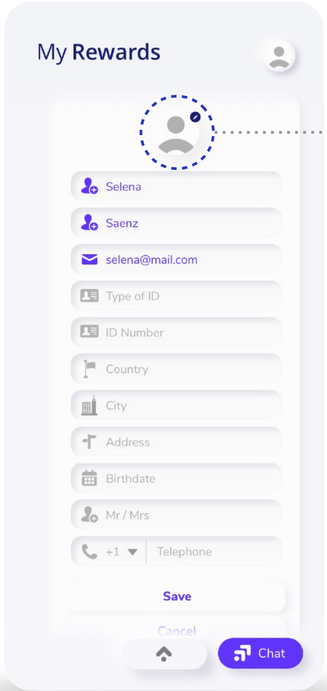
2

Tap on the menu '**My Profile**'.

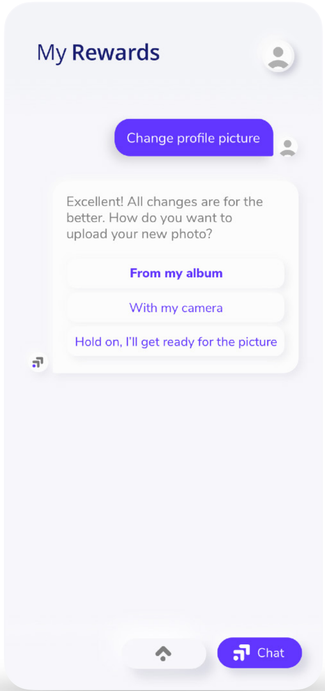


3

Add or edit your personal information.

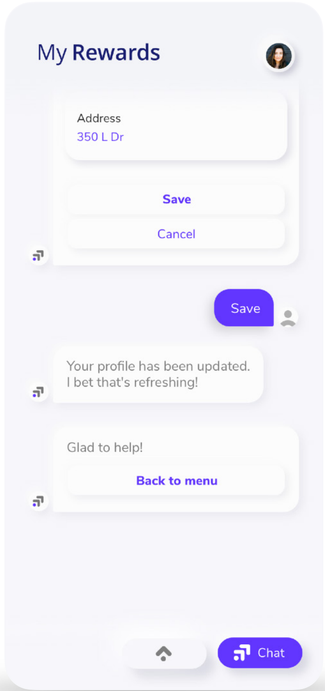


Add or change your profile picture.



4

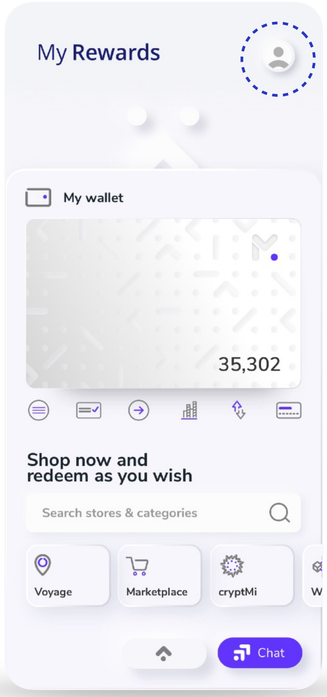
Save your settings.



My Account - **Change password**

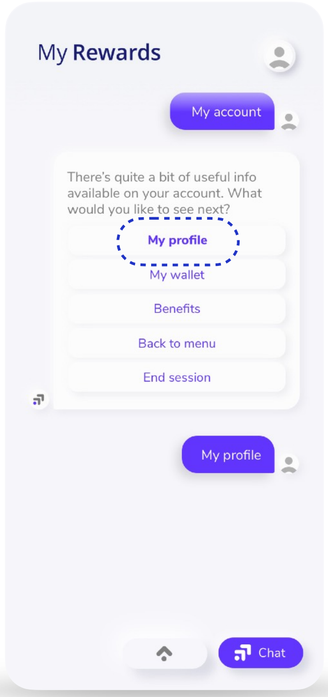
1

On the main screen, tap the icon for your account.



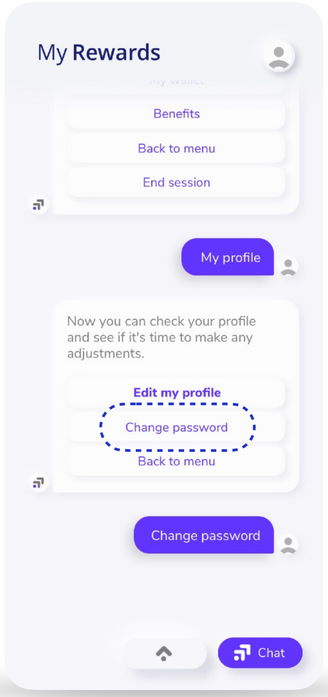
2

Select the option '**My Profile**'.



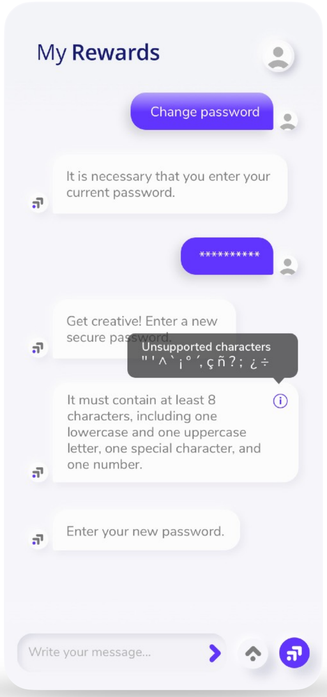
3

Select the option '**Change password**'.



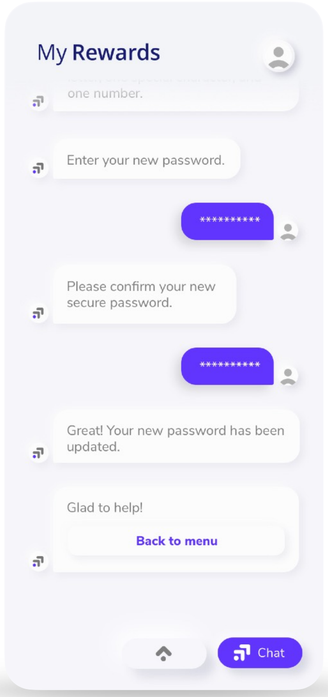
4

Enter your current password.



5

Enter and confirm your new password.

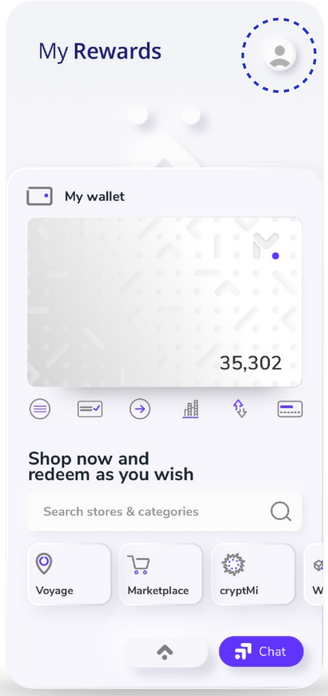


My Account - **Benefits**

Discover all the available benefits. Access your digital certificate and familiarize yourself with the Terms and Conditions of your benefits. Additionally, you can enhance your current coverage with the 'more benefits' option.

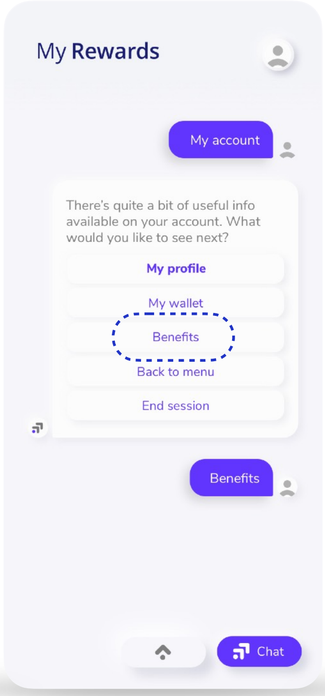
1

On the main screen, tap the icon for your account.



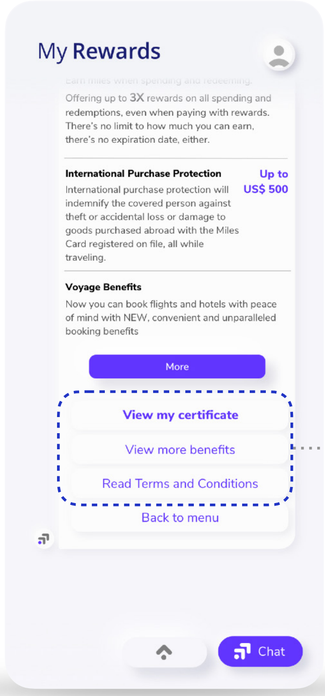
2

Select the option '**My Benefits**.'

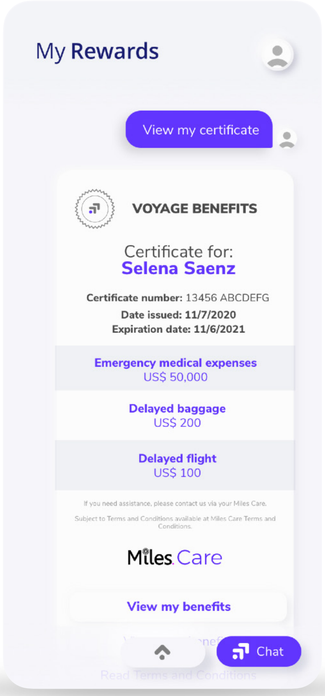


3

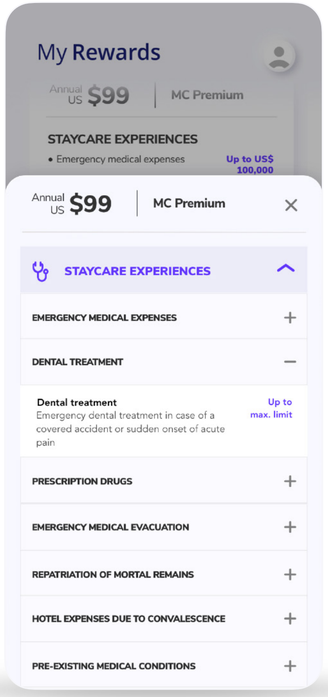
Explore all your benefits and choose the option you need from the menu.



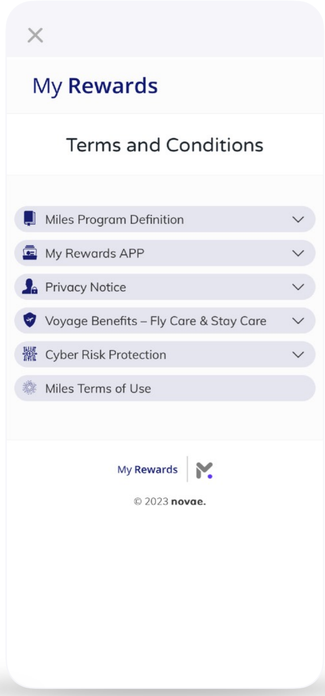
View my certificate.



See more benefits.



View Terms and Conditions.



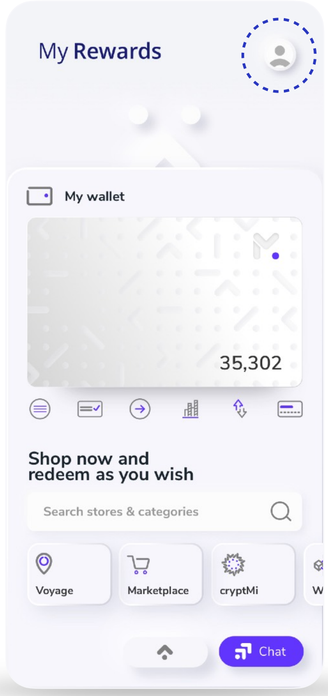
Note: Terms and Conditions apply.

My Account - **Discover more benefits**

Enhance your basic coverage with plans that suit your needs.

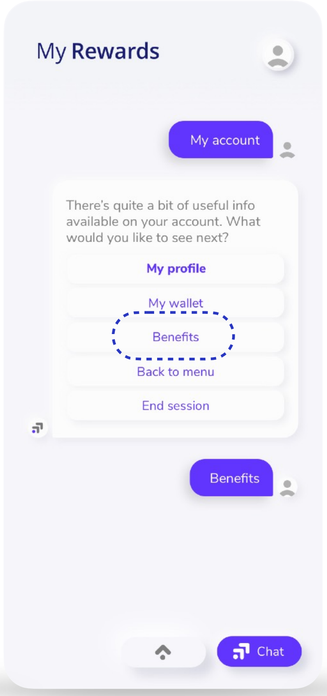
1

On the main screen, tap the icon for your account.



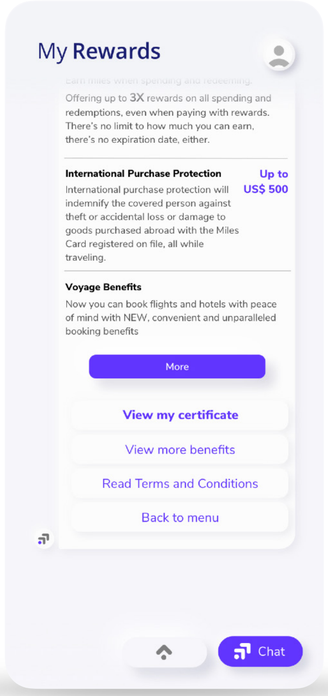
2

Select the option "**My Benefits**".



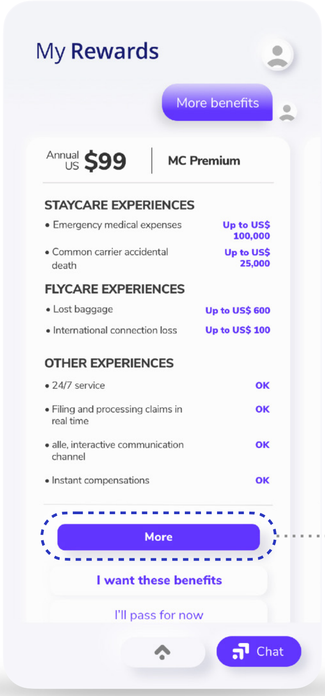
3

Press the option "**See more benefits**".

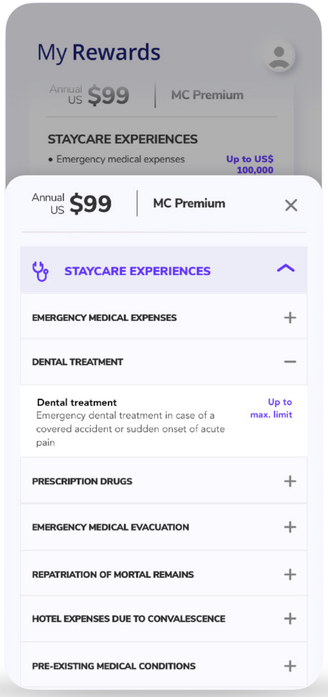


4

Select your preferred option and press "**I want these benefits**".

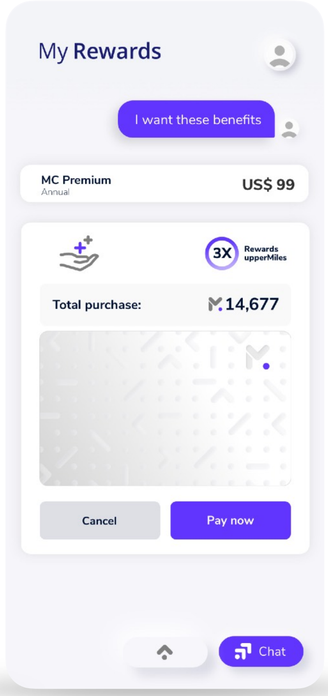


To know all the coverage details of the plan, press the "**More**" option.



5

Pay for your additional benefits with your miles or combine them with your cards.

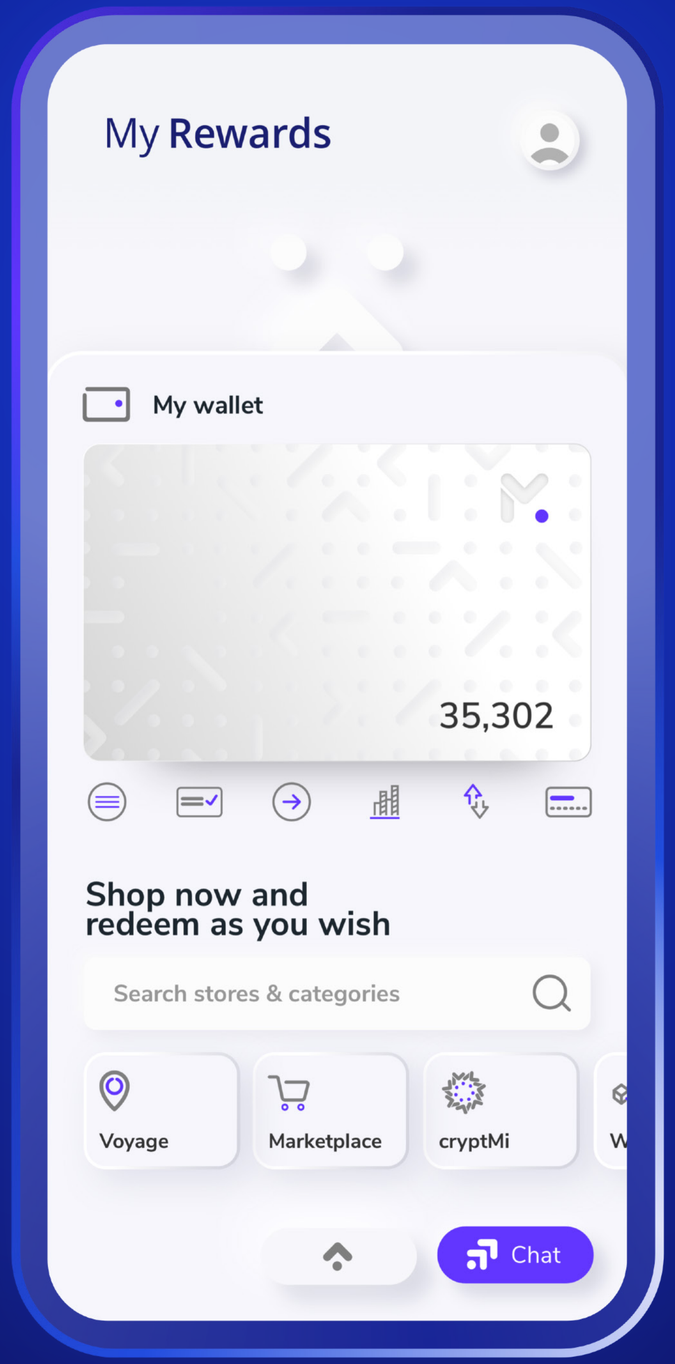


Note: Terms and Conditions apply.

My Rewards

My wallet

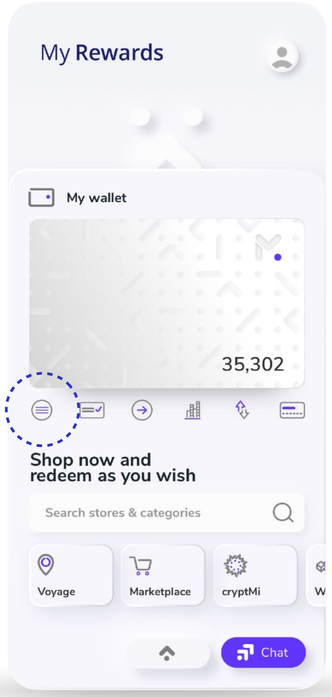
- Manage **loyalty programs** from different accounts in the **Miles digital wallet**.
- Set up your **payment preferences**.
- Check your balance, purchase miles, and much more.



My wallet - **Program Preferences**

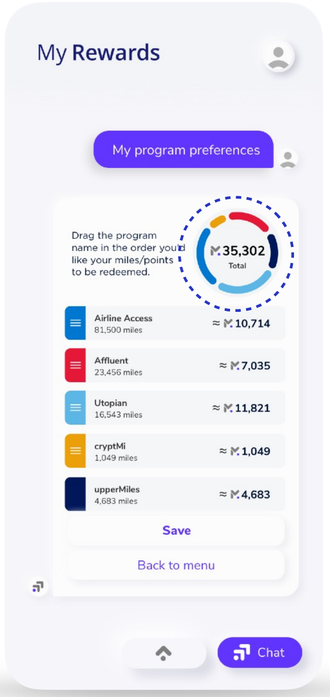
1

On the main screen, tap the icon for "**My Program Preferences**".



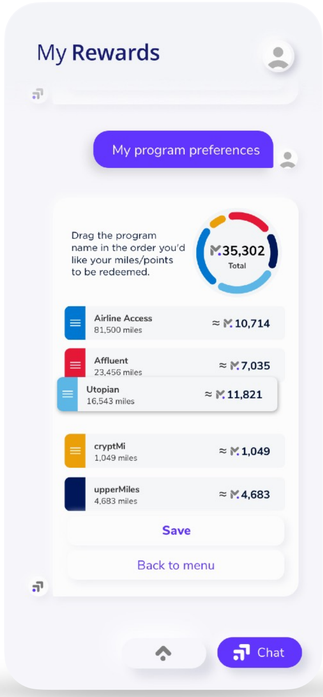
2

Find your available miles balance and each loyalty program you transferred.



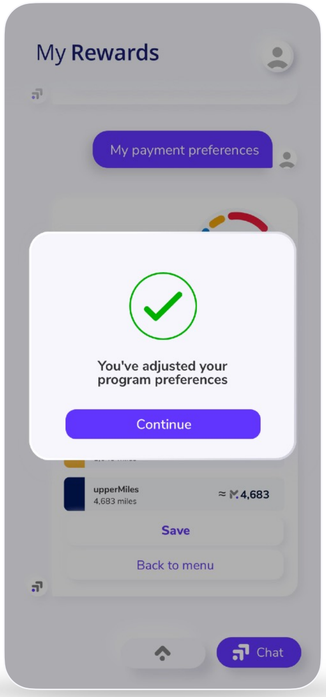
3

Drag each loyalty program and organize them in the redemption order you desire.



4

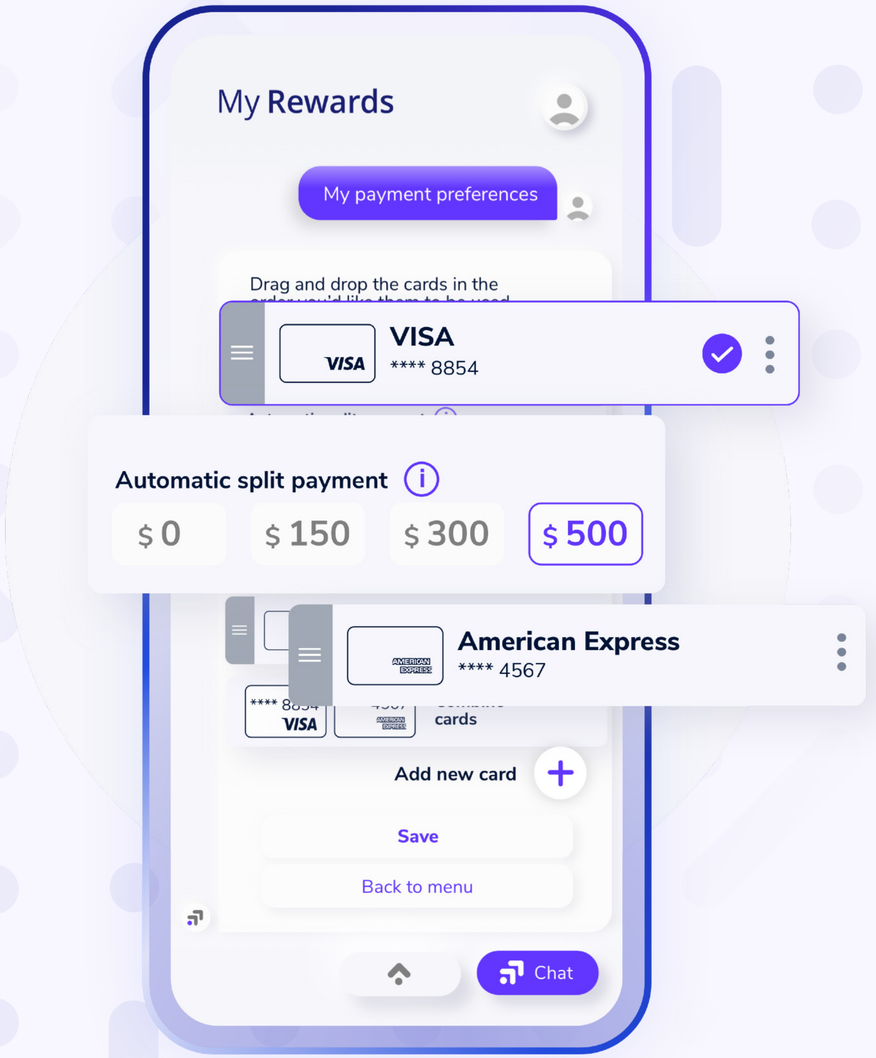
Save the changes and enjoy your miles.



Manage **My Wallet**

Set up your payment preferences to redeem your rewards without limits.

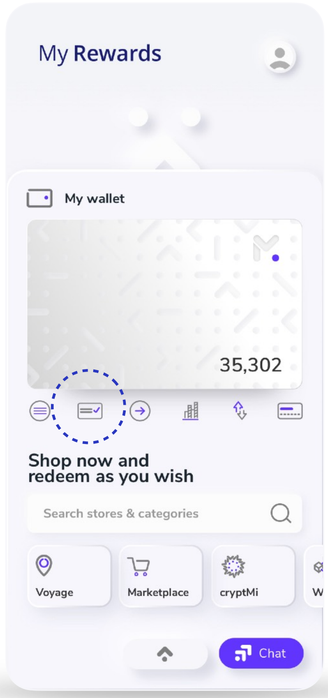
- Add additional cards.
- Choose the maximum amount you want to cover with your card if your miles are not sufficient.
- Combine two cards to complete your payment in a single transaction.



My Wallet - **Add Card**

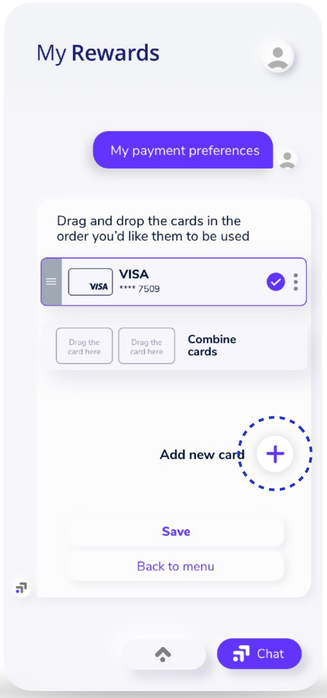
1

On the main screen, tap the icon for "**My Payment Preferences**".



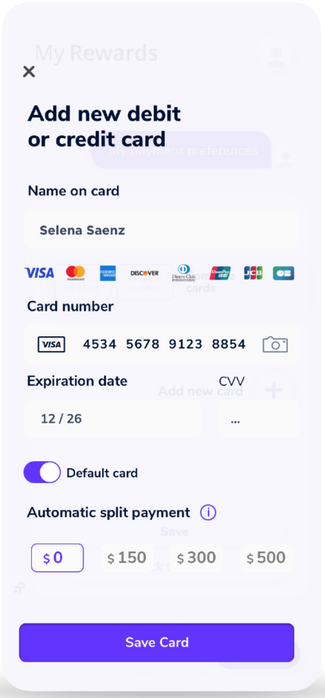
2

Click on the '**+**' sign.

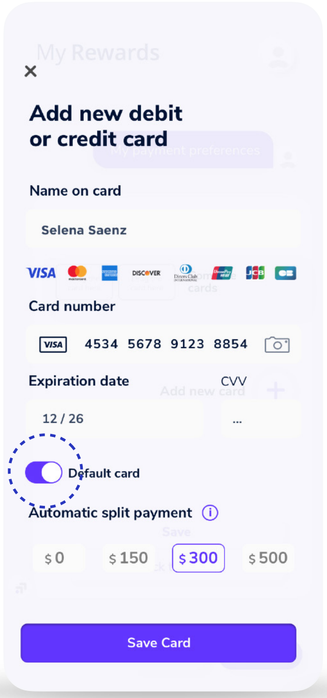


3

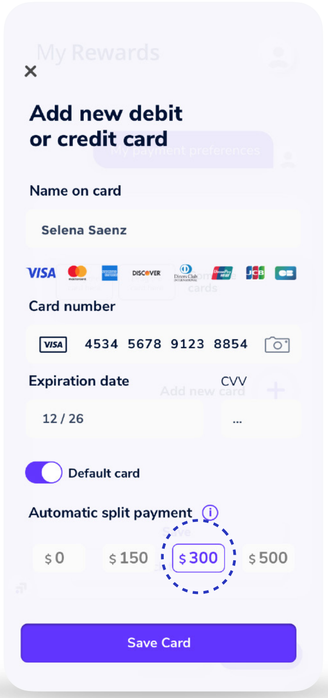
Enter the details as they appear on your card.



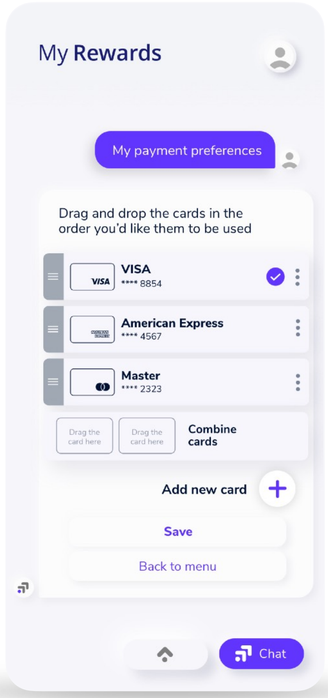
To mark a card as a favorite, activate the switch to select the default card.



Set up your payment preference for combined payments: Choose the desired amount for the combined payment, and the value will be charged to your preferred card.



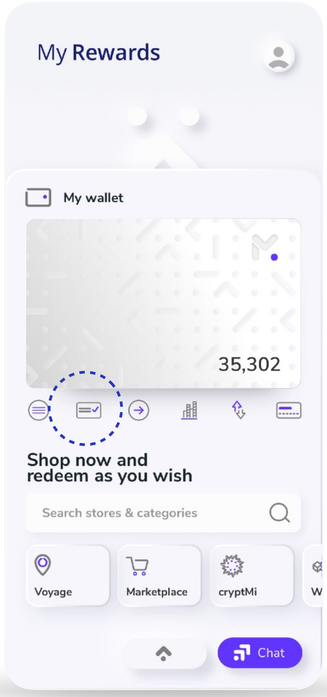
Add more cards: You can add as many as you want. Set up your preferences and redeem without limits.



My Wallet - **Remove Card**

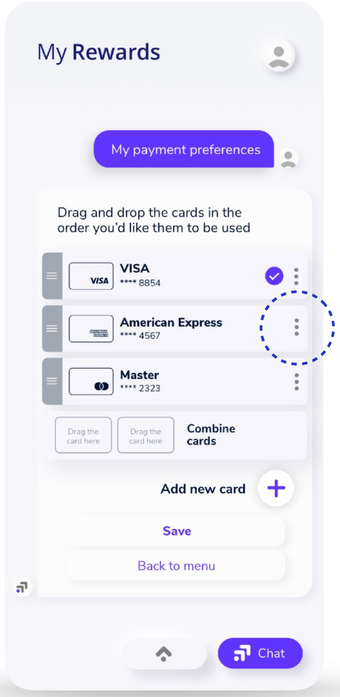
1

On the main screen, tap the icon for '**My Payment Preferences**'.



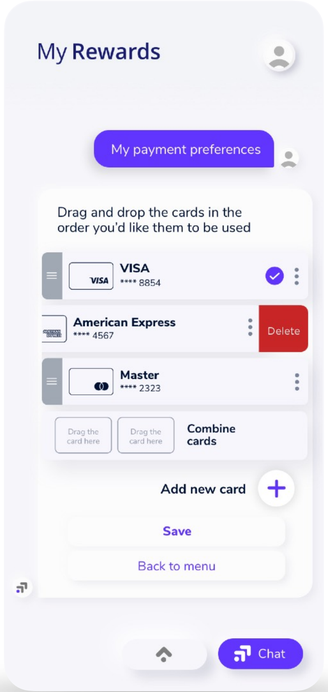
2

Click on the three dots icon.



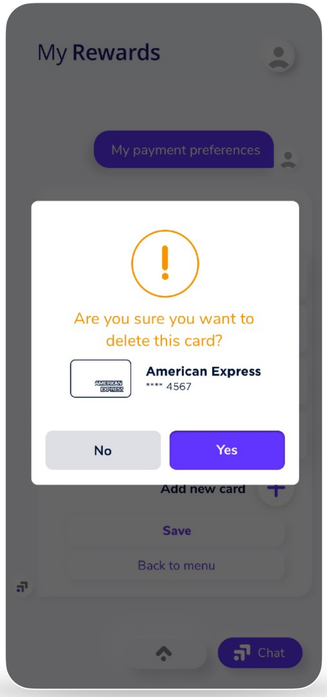
3

Press the '**Delete**' option.



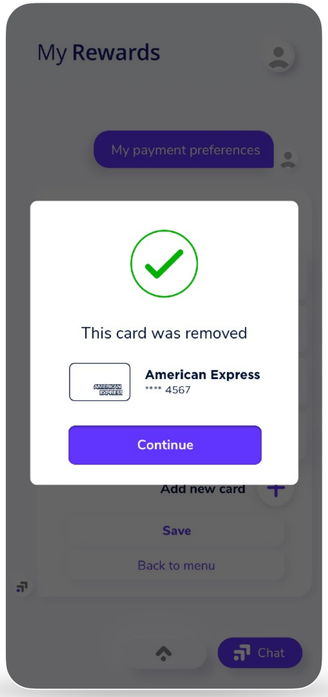
4

Confirm your choice.



5

Card successfully removed.

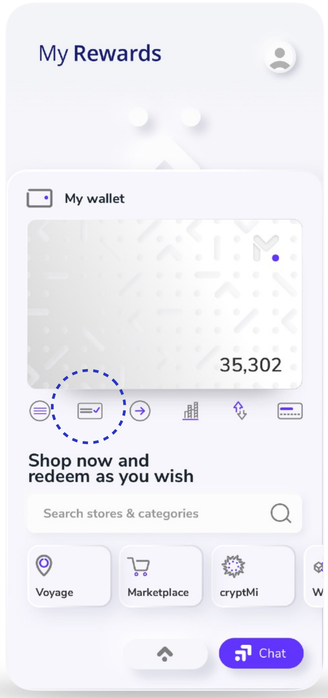


My Wallet - **Combine Cards**

My **Rewards**

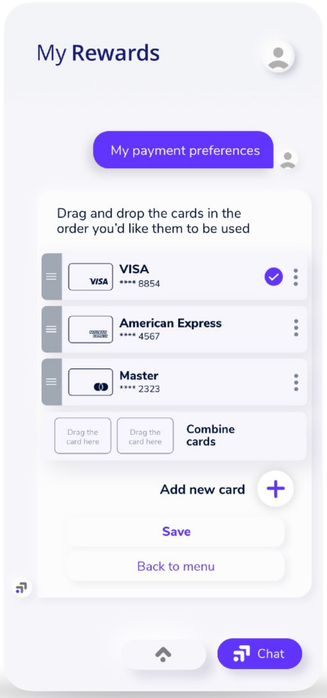
1

On the main screen, tap the icon for '**My Payment Preferences**'.



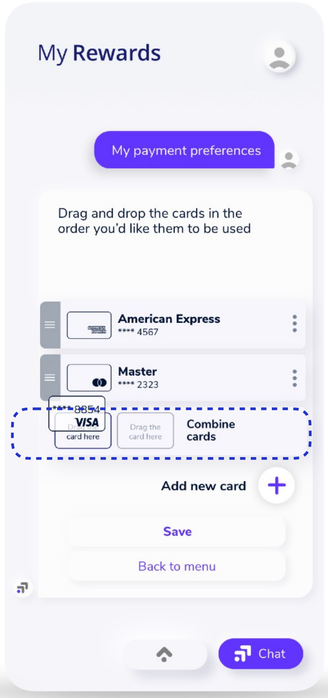
2

Find your cards in the **Miles Digital Wallet**.



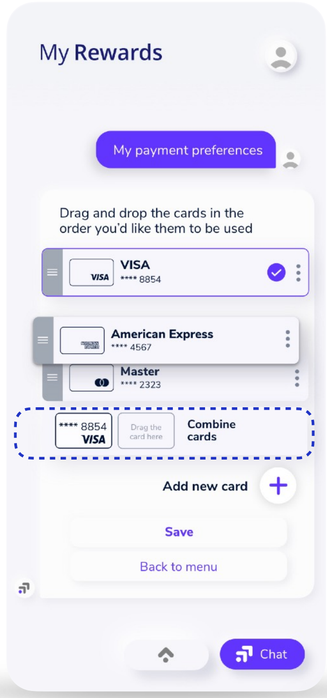
3

Drag the first card you want to combine over the '**Combine Card**' **section**.



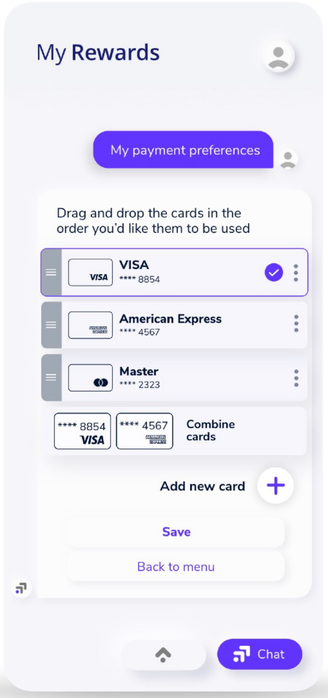
4

Drag the second card you want to combine over the '**Combine Card**' section.

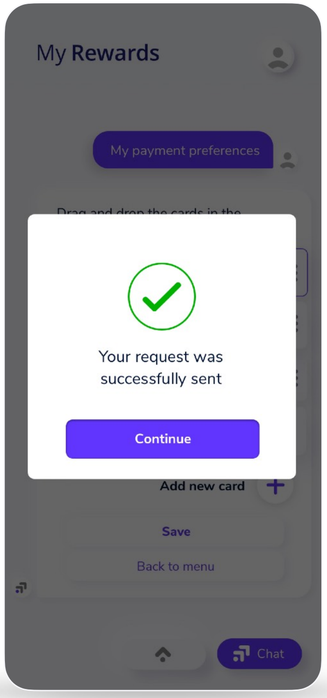


5

Save your settings and you're done!



Now you can make payments with your combined cards.



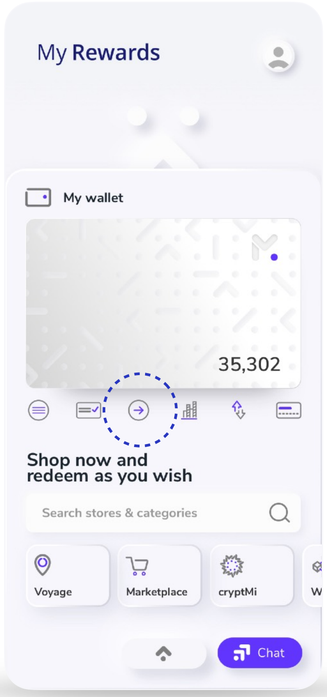
My Wallet - **Buy Miles**

If your miles are not enough, you can always purchase additional miles. Just choose the exact amount you need, and you're all set.

Combine two cards to complete your payment in a single transaction.

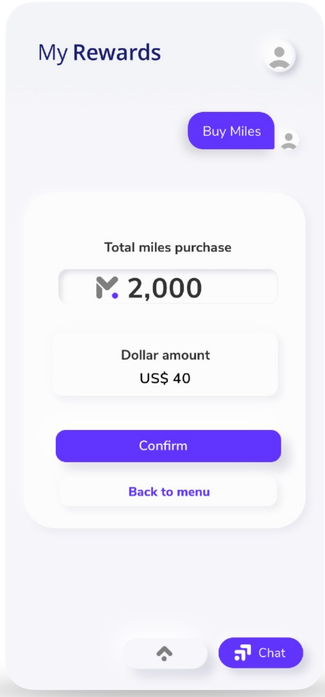
1

Press the '**Buy Miles**' option.



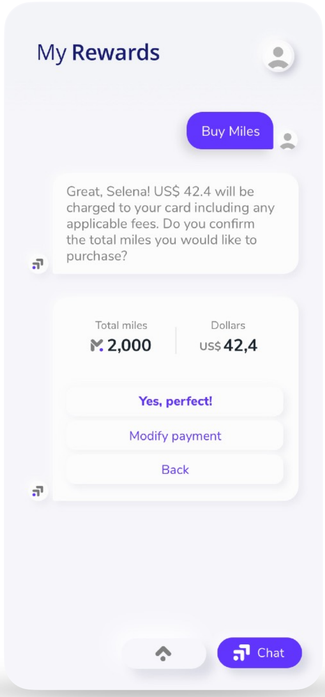
2

Select the value of the miles you want to purchase and confirm to proceed with the payment.



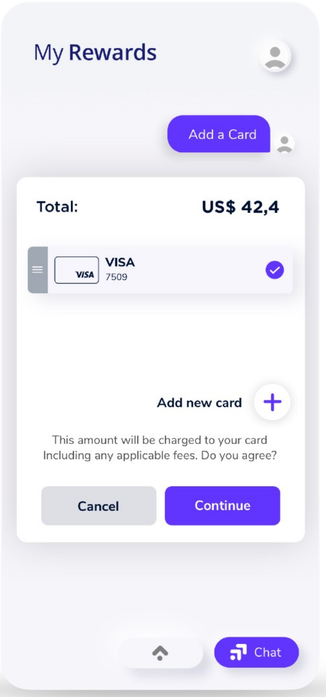
3

Confirm or modify your payment.



4

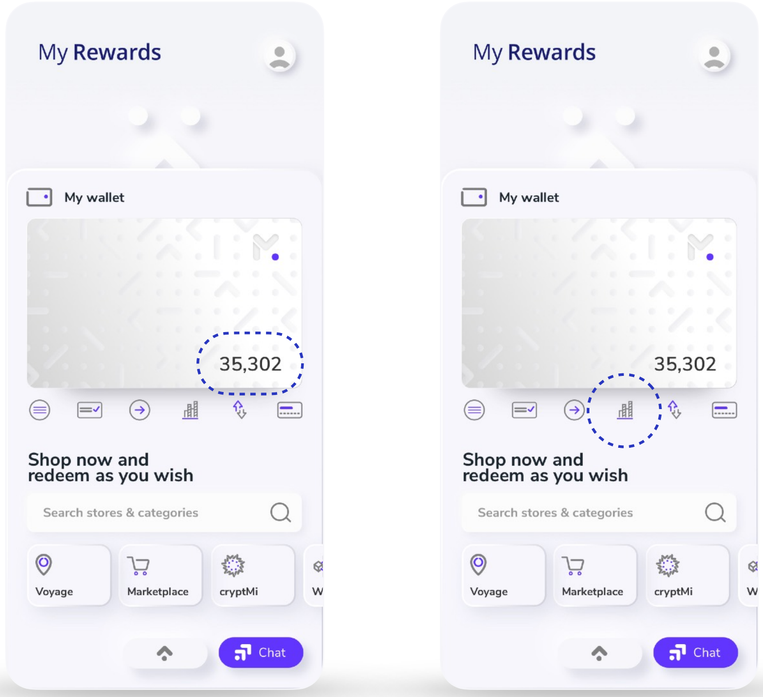
When modifying your payment, you can select a new card.



My Wallet - **My Balance**

You can check your miles balance on the main screen.

Press the '**My Balance**' option.

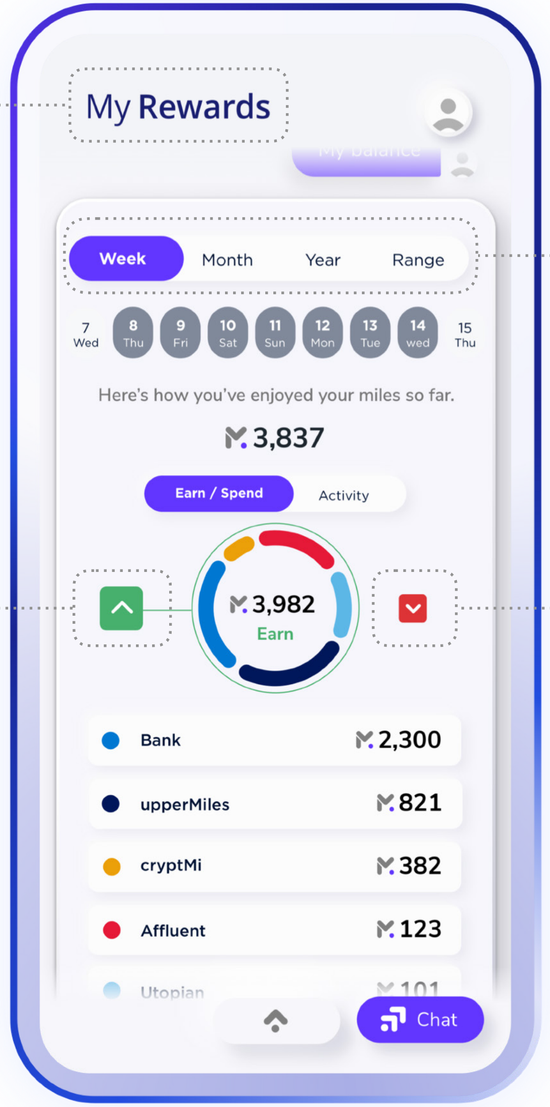


Tap to return to the main screen.

Select the dates to see how you have used your miles.

Discover the earned miles

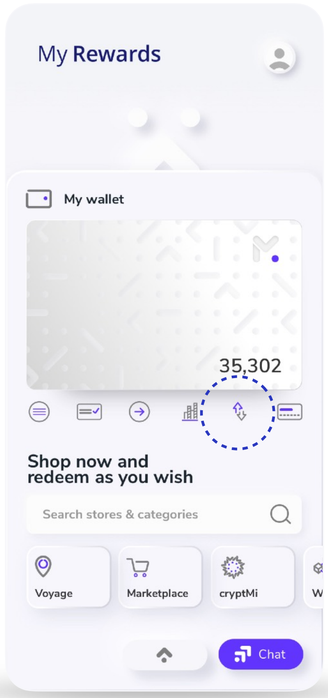
Discover the spent miles.



My Wallet - **Transactions**

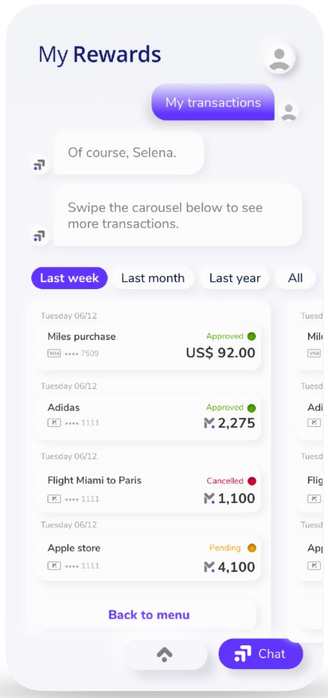
1

Press the '**Transactions**' option.



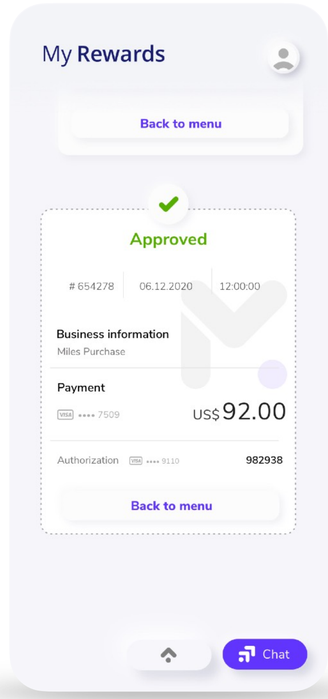
2

Check the transactions history.



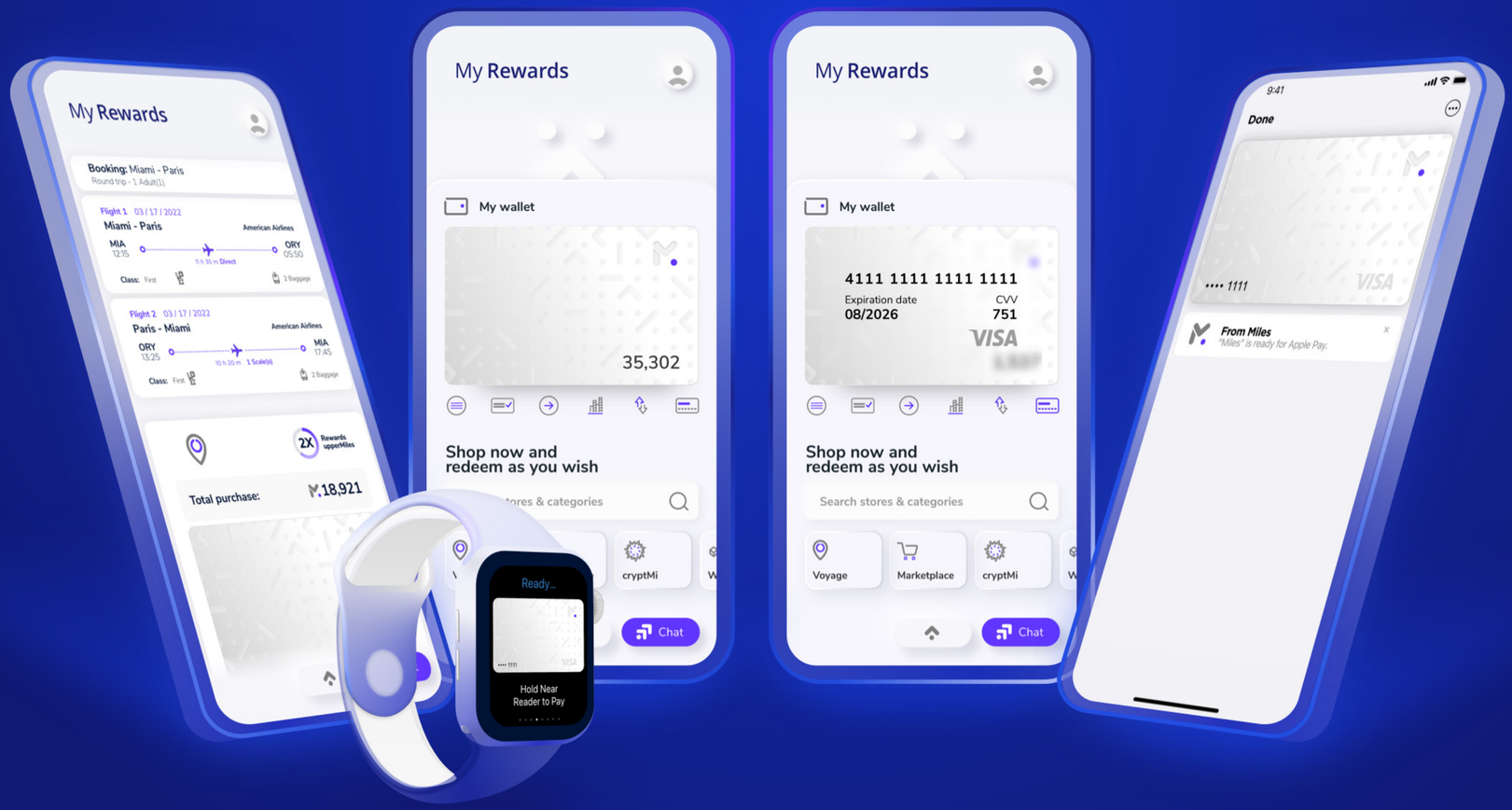
3

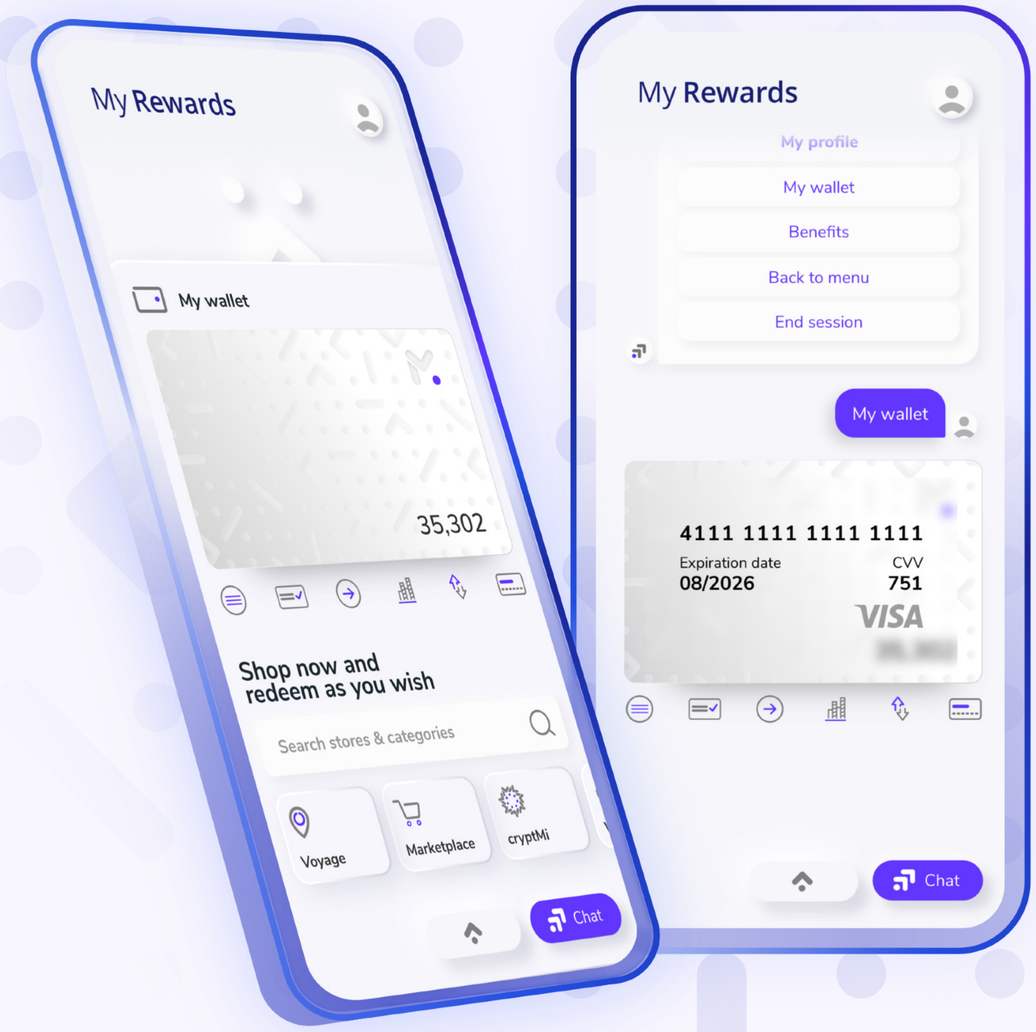
View the details of each transaction.



My Rewards

Miles Digital Card





Miles Digital Card

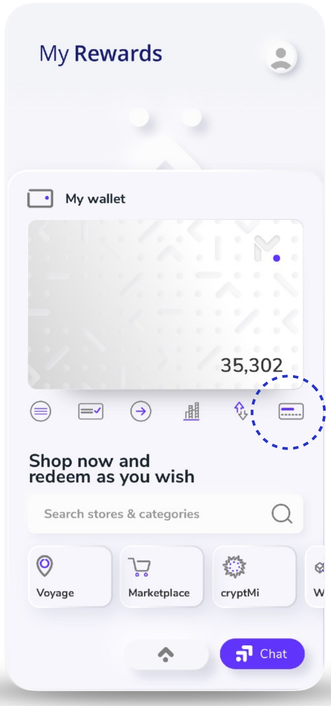
The **Miles Digital Card** empowers you to use your rewards anywhere. Redeem your miles at over **100 million merchants worldwide**.

Use your miles online or at stores near you and make contactless payments. Just add your **Miles Digital Card** to your favorite digital wallet, and you're all set!

Access your **Miles Digital Card**

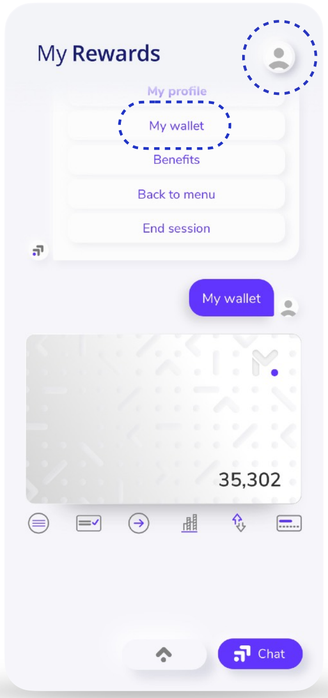
1

Option 1: On the main screen, press the **'My Wallet'** icon.



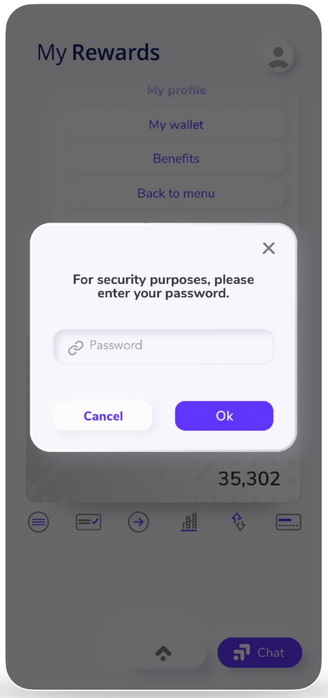
2

Option 2: Press the 'My Account' icon, and then select the **'My Wallet'** option.



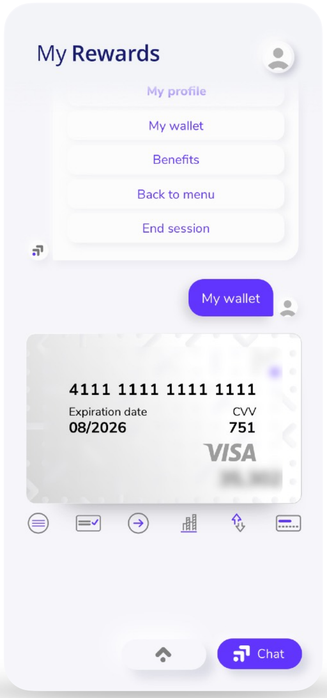
3

For your security, enter your password.



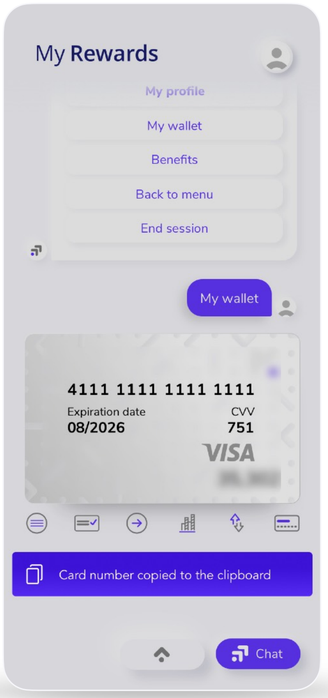
4

Access the card number, expiration date, and CVV.



5

To copy the number of your **Miles Digital Card**, tap on the card number and copy it.



Shop **online**

Redeem your miles at all your **favorite online stores**. When paying, just copy the information from your **Miles Digital Card** in **My Rewards** and paste it into the store's payment section.

Shop **in-stores**

Use your miles, not your money.
When shopping, enjoy paying easily and quickly using the contactless payment option.

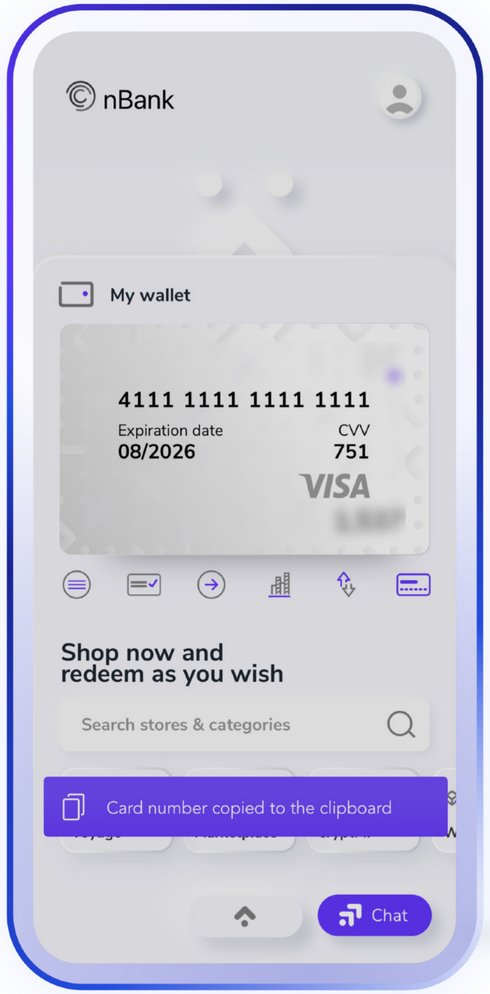
1. Open your digital wallet.
2. Select your Miles Digital Card.
3. Hold your phone near the contactless payment terminal.
4. Confirm your purchase.

How to add my **Miles Digital Card** to **Apple Pay**?

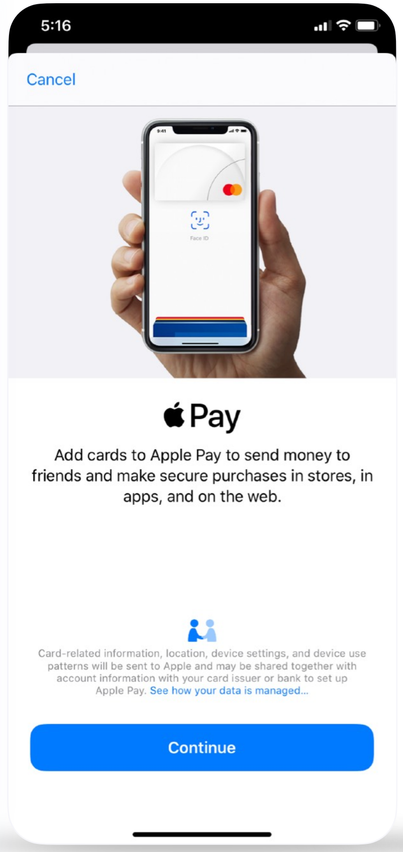
To obtain the details of your **Miles Digital Card** and register them in the digital wallet of your iPhone, iPad, Apple Watch, or Mac, follow these simple steps:

1. On your **Miles Digital Card**, press and hold the card number until you see the option to copy.
2. Open your **Apple Pay** digital wallet, click on **+**.
3. Select the "**Credit or Debit Card**" option and then click Continue.
4. Choose "**Enter Card Details Manually**" and paste the information from your **Miles Digital Card** (card number, expiration date, and verification code).
5. Review if the card information is correct, and you're done!

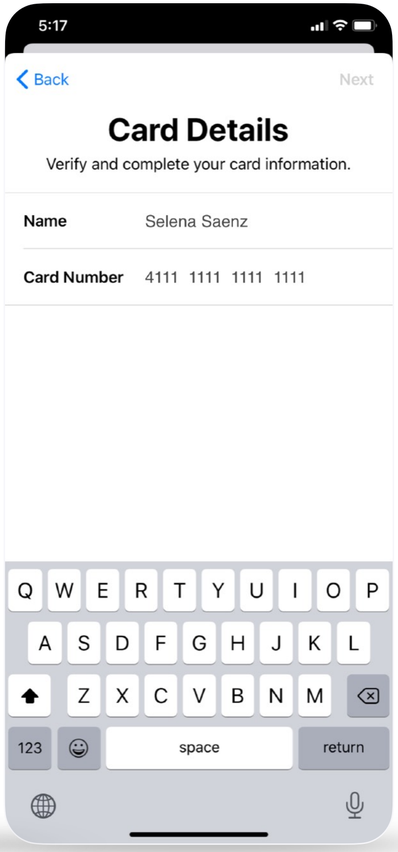
Important information: If the service is not yet available in your country, change your phone's settings to the United States.



Copy the number of your **Miles Digital Card**.



Open your digital wallet.



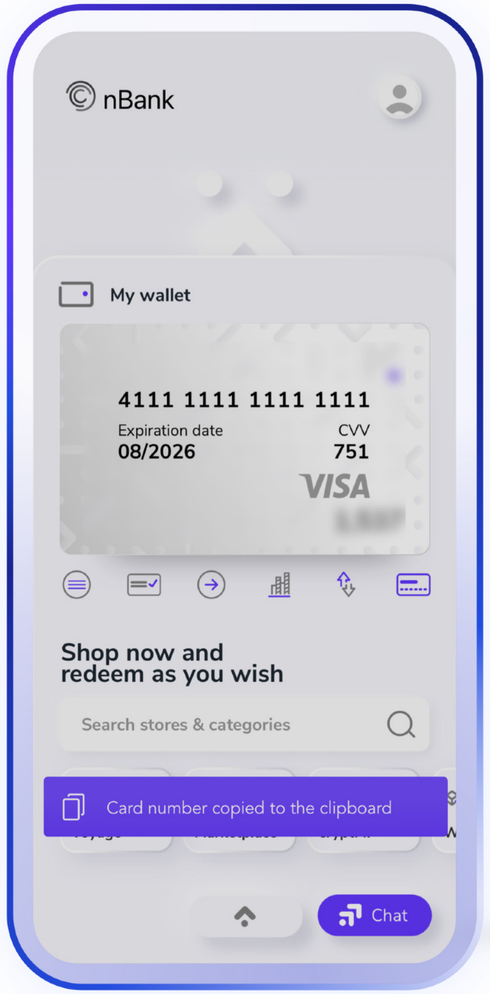
Paste the information from your **Miles Digital Card.**

How to add my **Miles Digital Card** to **Google Pay?**

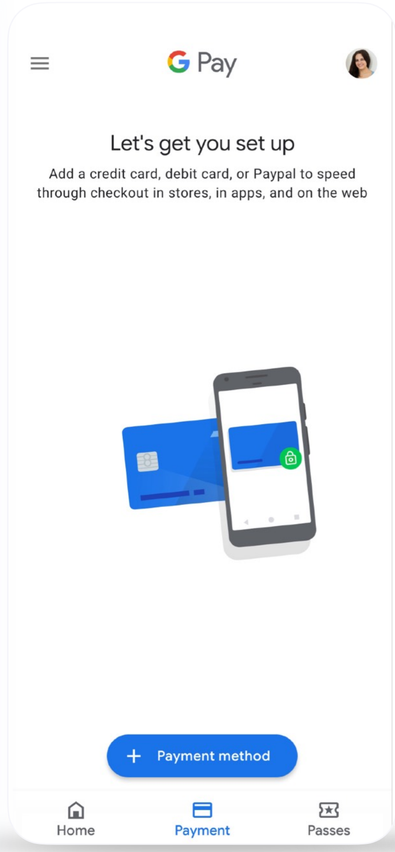
To get the details of your **Miles Digital Card** and register them in the **G Pay** digital wallet, follow these simple steps:

1. On your **Miles Digital Card**, press and hold the card number until you see the option to copy.
2. Go to **Google Pay**.
3. Select the "**Credit Card**" option.
4. Paste your card details (Card number, expiration date, and verification code).
5. Enter your address, postal code, and click on "**Continue**."
6. Verify your card, and you're all set!"

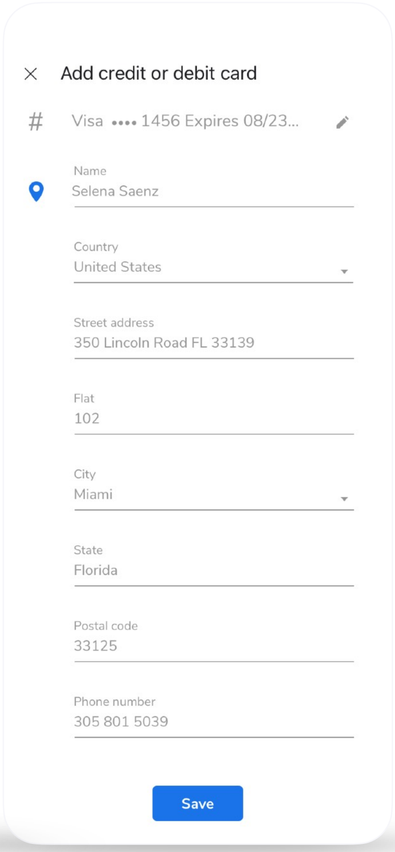
Important information: Works for devices with Android version Lollipop (5.0) and above. If the service is not yet available in your country, change your phone's settings to the United States.



Copy the number of your **Miles Digital Card**.



Open your digital wallet.



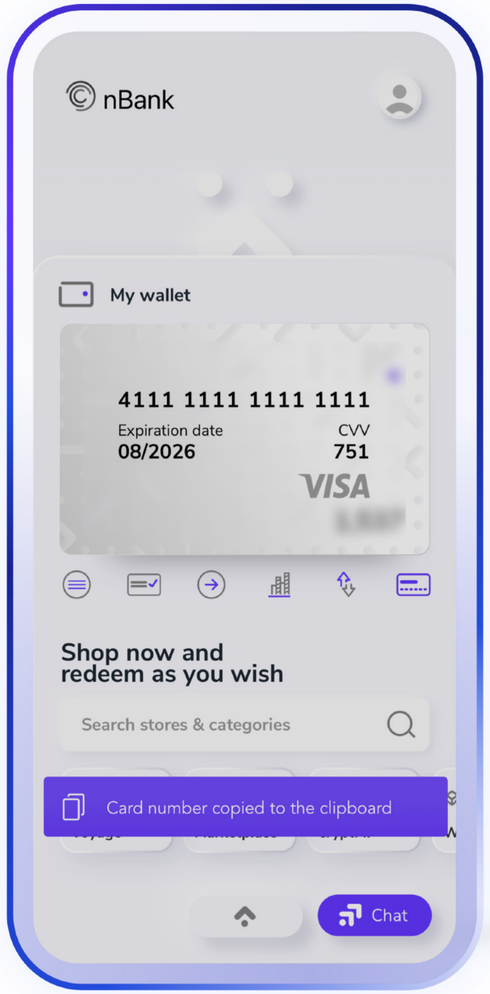
Paste the information from your **Miles Digital Card.**

How to add my **Miles Digital Card** to **Samsung Pay?**

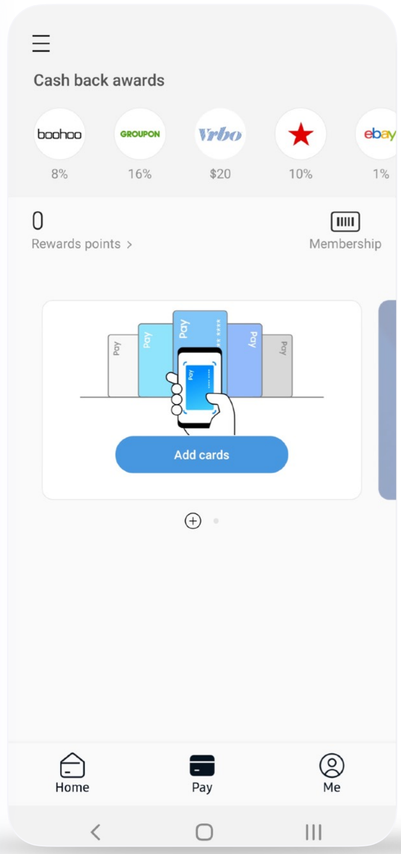
To obtain the details of your **Miles Digital Card** and register them in the **Samsung Pay** digital wallet, follow these simple steps:

1. Copy the number of your **Miles Digital Card**.
2. Open the **Samsung Pay** app.
3. Tap the + icon and select Add.
4. Paste the details of your **Miles Digital Card** (Card number, expiration date, CVV).
5. Accept Terms and Conditions.
6. Verify your card, and you're all set!

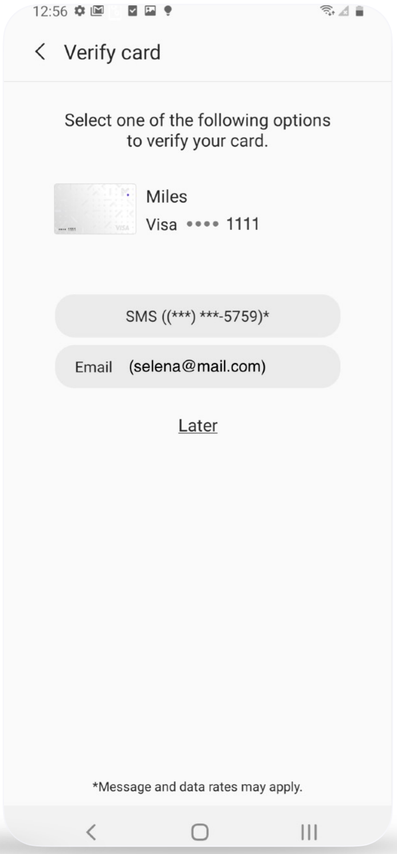
Important information: If the service is not yet available in your country, change your phone's settings to the United States.



Copy the number of your **Miles Digital Card**.



Open your digital wallet.



Paste the information from your **Miles Digital Card.**

My Rewards

Redeem without limits

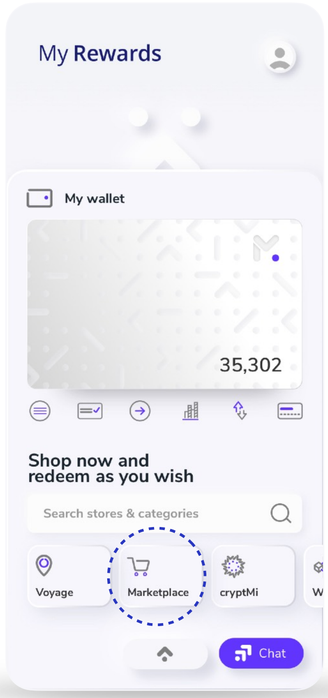
- More than **2,000 brands** in various categories such as fashion, technology, and Web3 are waiting for you.
- **Over 100 million stores** around the world to redeem for anything you want.
- More than **28 million travel options** with included '**Voyage**' benefits **at no additional cost.**

Redeem without limits - **Marketplace**

My Rewards

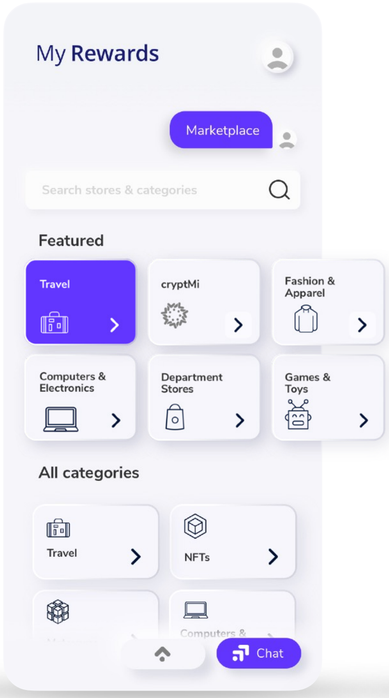
1

On the main screen, press the '**Marketplace**' button.



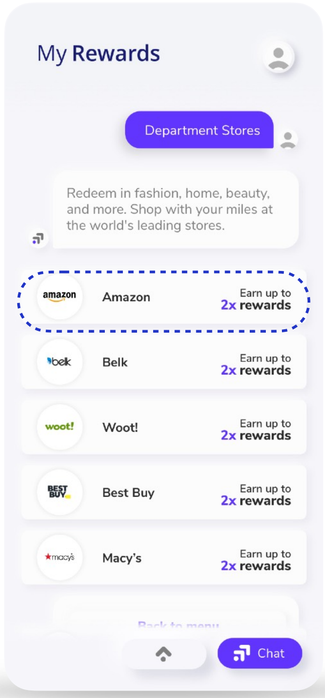
2

Choose your favorite category.



3

Select the merchant.

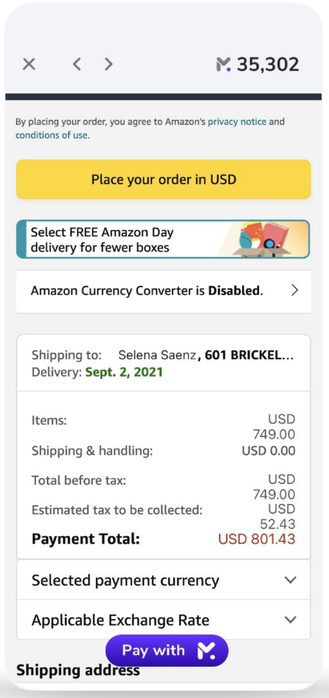


4

Choose the product you want and add it to your shopping cart.

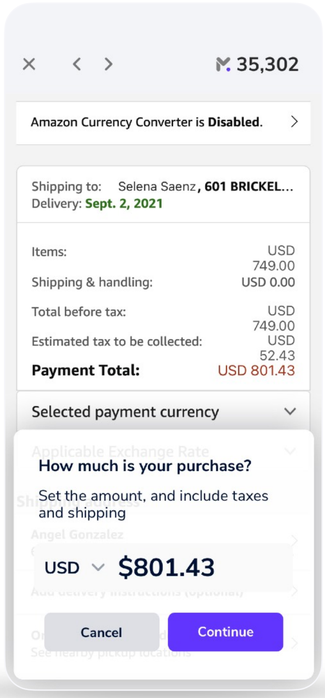
5

Press the '**Pay with Miles**' button.



6

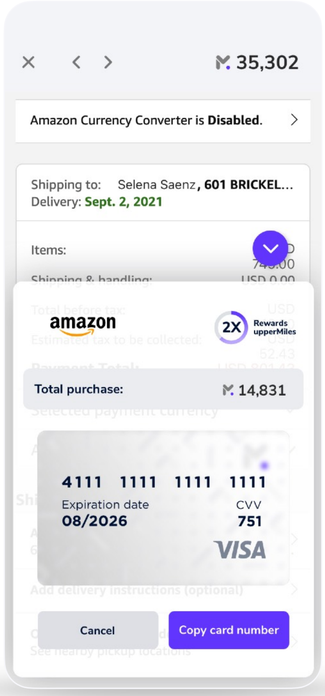
Enter the total value of your purchase, including additional fees such as shipping costs.



Redeem without limits - **Marketplace**

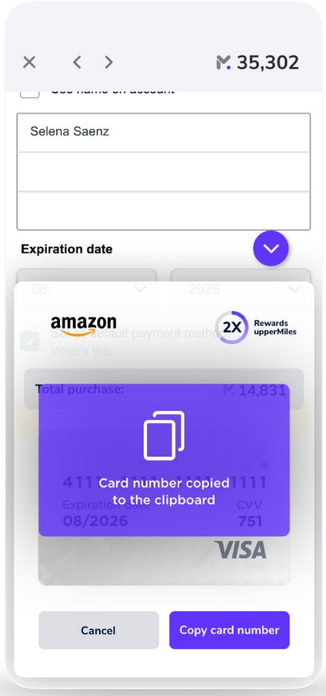
7

Press the '**Copy Number**' button on your **Miles Digital Card**.



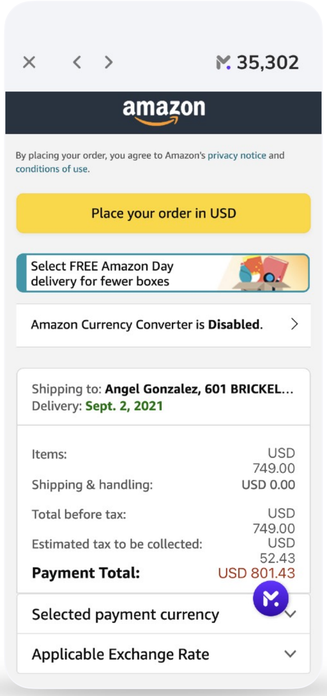
8

Paste the information from your **Miles Digital Card** into the payment form.



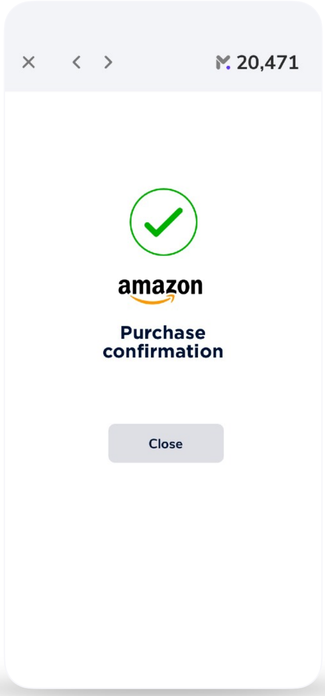
9

Complete your transaction and proceed with the payment.



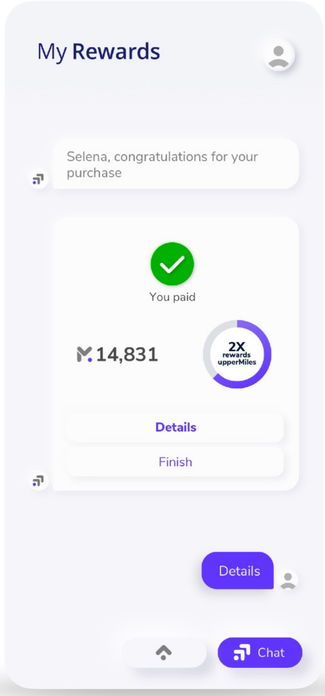
10

Confirm your purchase, and you're all set!



11

Review the details of your transaction.

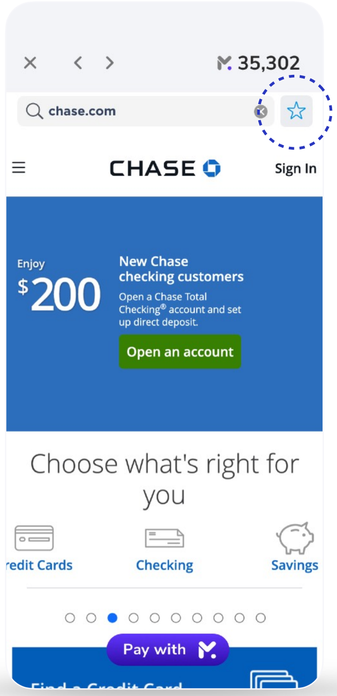


Redeem without limits - **Add New Category**

My Rewards

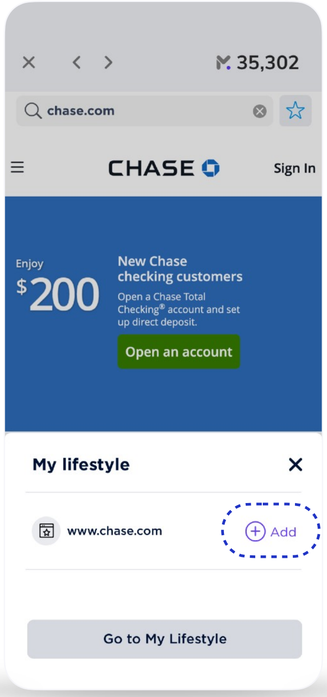
1

Click on the star icon at the top right of the screen.



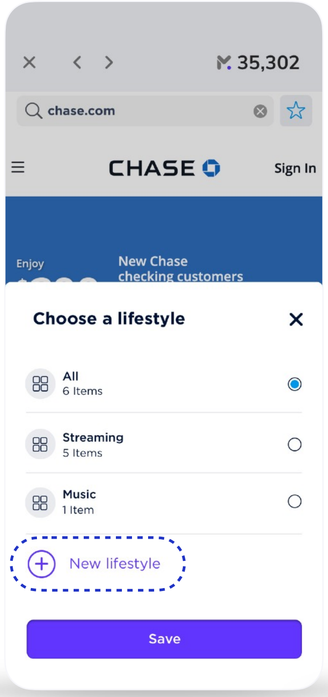
2

Press '**+ Add**' to access your categories.



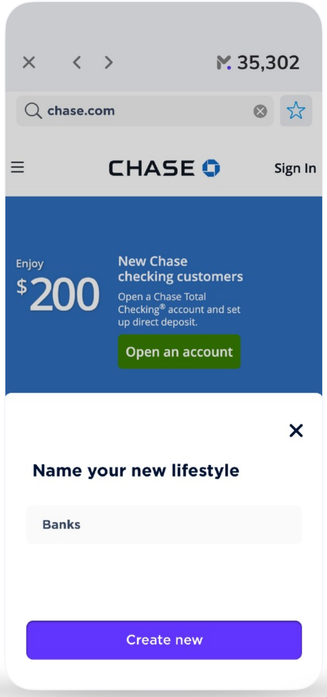
3

Select '**+ New Category**' to add a new one.



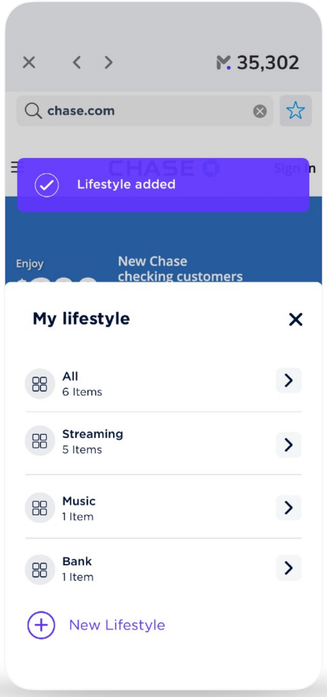
4

Write the name of your new category.



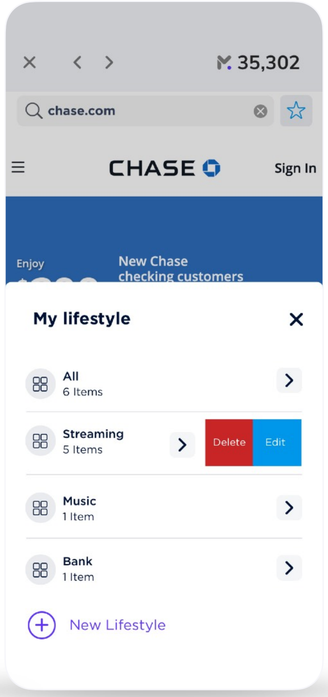
5

Confirm that the new category is included in the display with all the others.



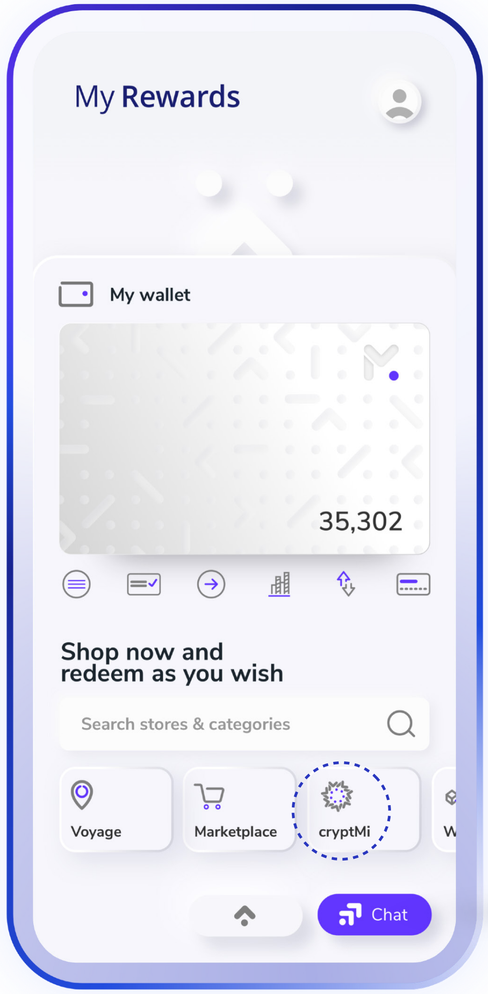
6

Modify or delete categories when needed.

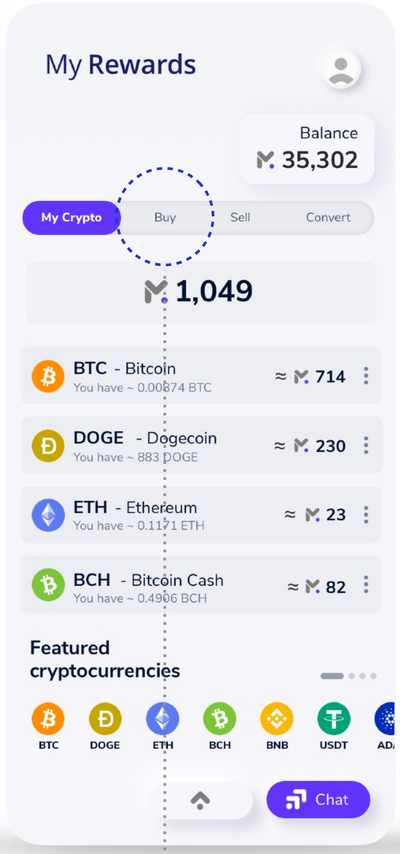


Redeem Without Limits - **cryptMi**

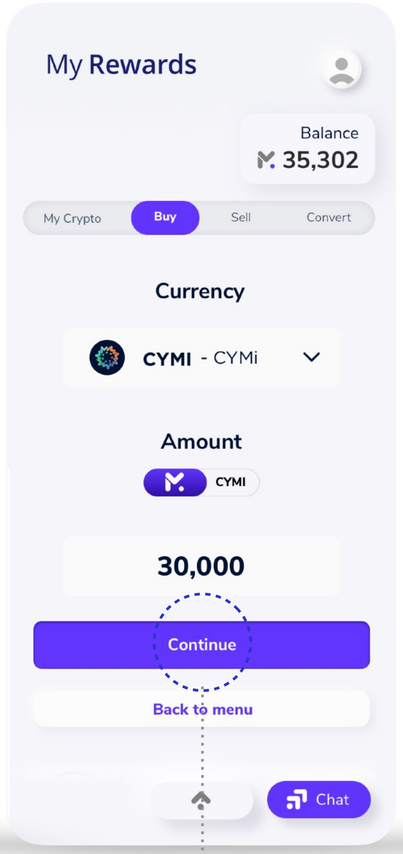
Convert over 250 cryptocurrencies via **My Rewards** app from any existing wallet and earn rewards! Track your crypto's performance over time right in our app.



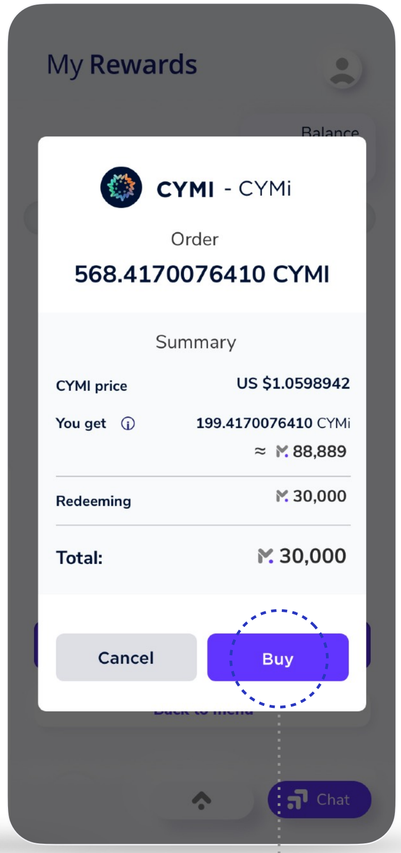
Enter the **cryptMi** section.



Select the option in the main menu: **Buy, Sell, or Convert.**



Enter the value you want to buy, sell, or convert and confirm.



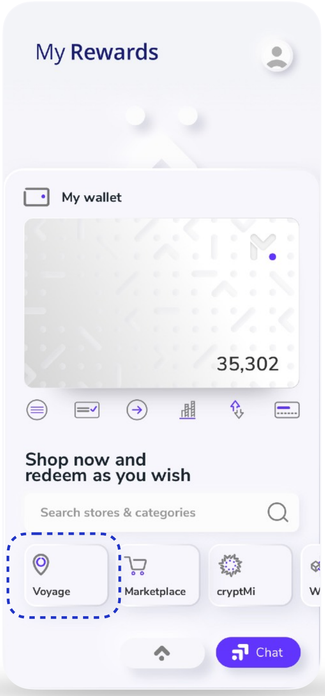
Check the conversion and transaction details.

Book your travels with **Voyage**

My Rewards

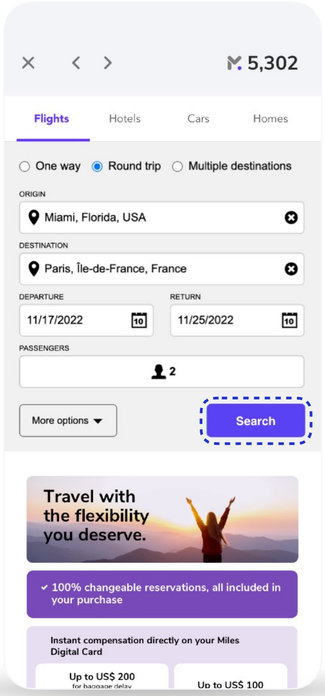
1

Press the '**Voyage**' option.



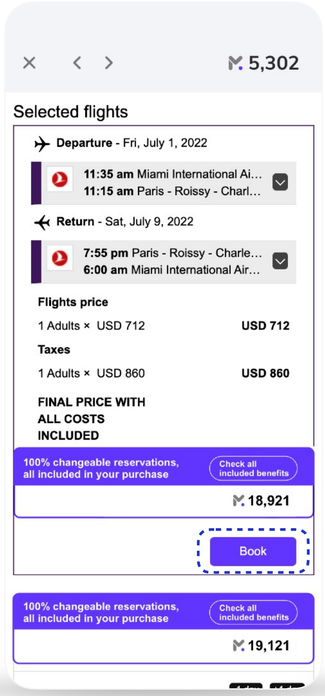
2

Choose your travel option and enter the search details.



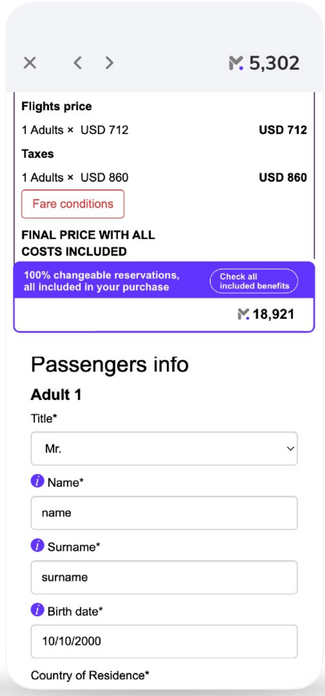
3

Select your favorite option and press the '**Book**' button.



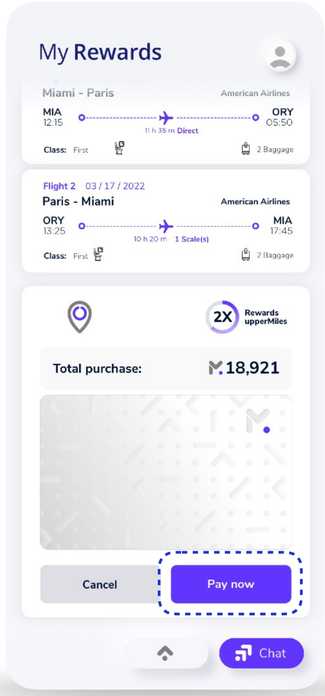
4

Enter your reservation personal details and press the '**Continue**' button.



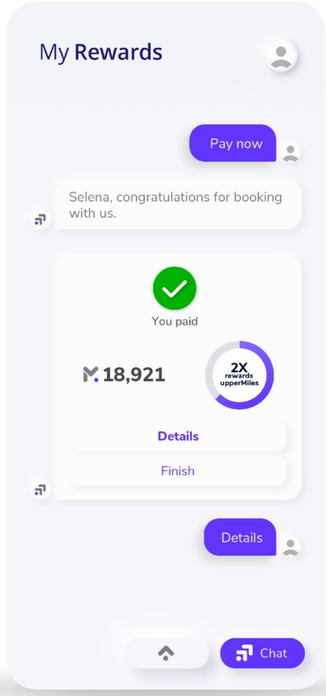
5

Check your reservation info and press the '**Pay Now**' button.



6

Find the details of your transaction in the app and in the confirmation email.



Combine **Miles and Cards**

If at the time of payment your miles are not sufficient, don't worry, you can purchase miles packages.

1

Select a miles package to complete your transaction.

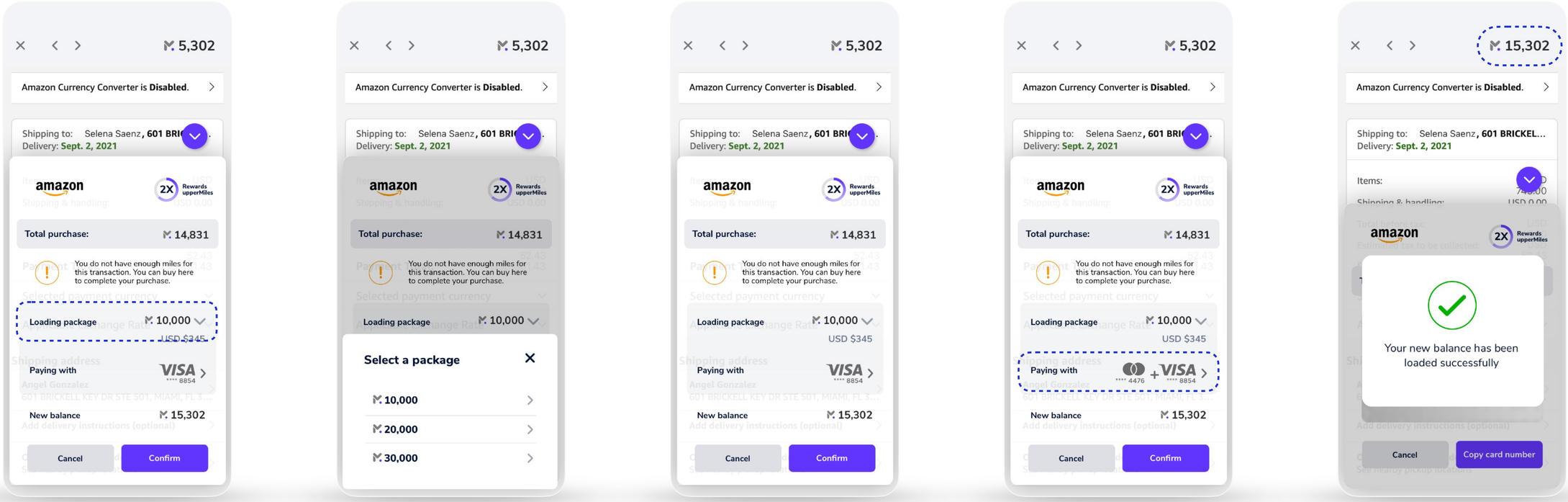
2

Select your card and press the '**Confirm**' button.

You can also combine two cards to pay for your purchase.

3

Your new balance is ready to be redeemed.



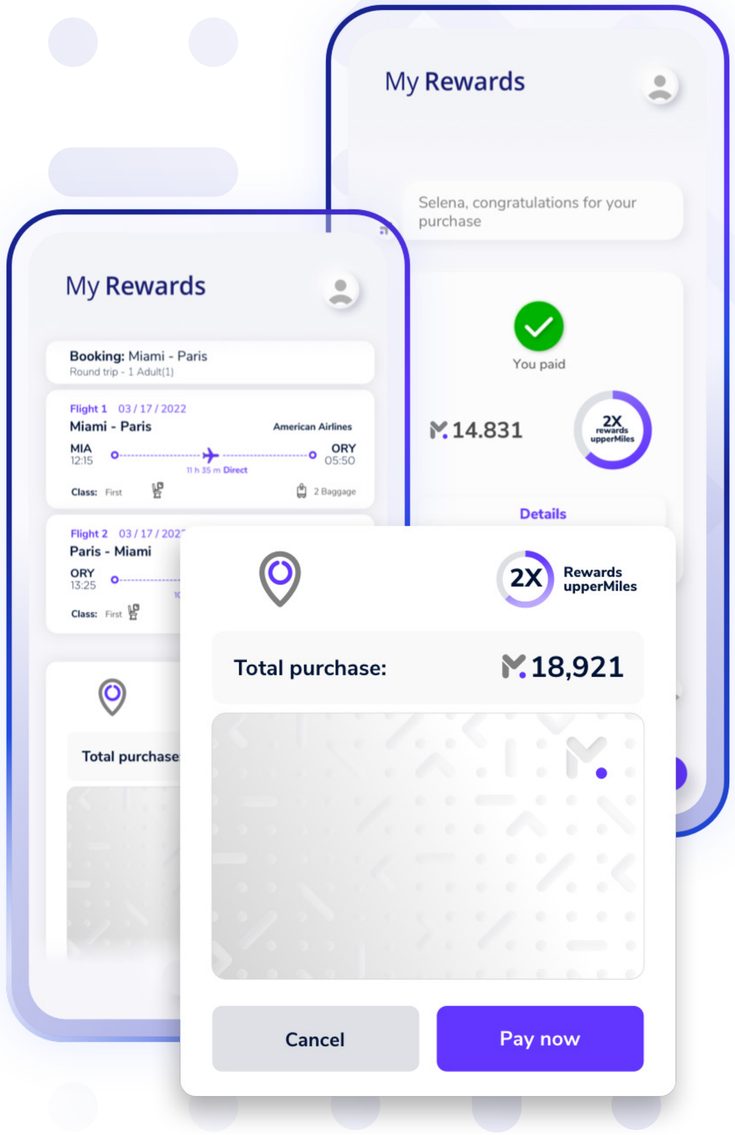
upperMiles

Earn miles by paying with your miles.

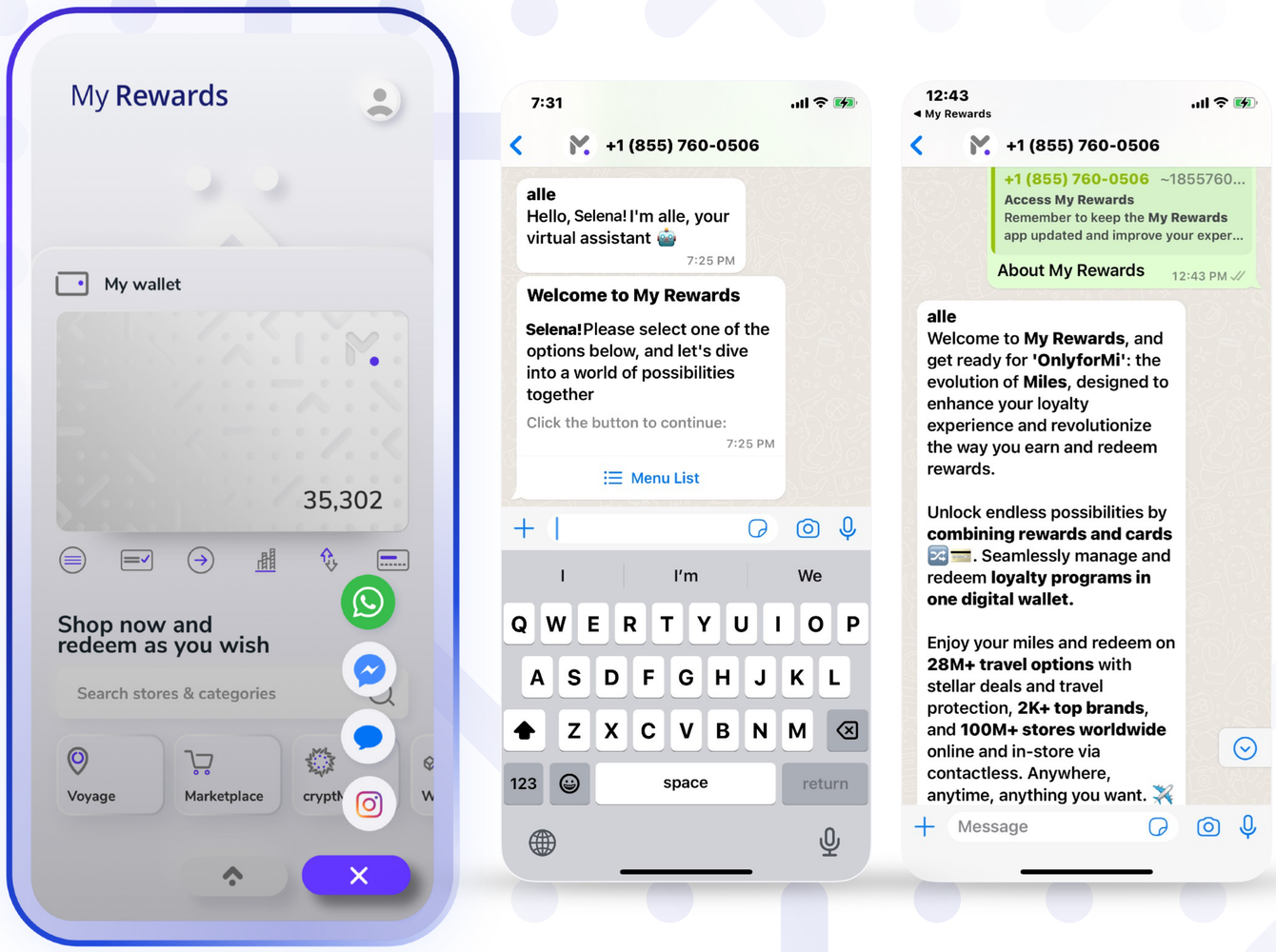
When you redeem miles in **My Rewards**, you earn even more miles, known as **upperMiles**.

Receive up to **3x upperMiles** for each redemption or by paying for your purchases with your **Miles Digital Card**.

Accumulate your **upperMiles** without limits and without an expiration date.



Questions?
Talk to **alle.**

Contact **alle**, our **intelligent agent**, and resolve any concerns in real-time through the app or via **WhatsApp**, **iMessage**, or **Facebook Messenger**.

alle is always **available 24/7** for you and will connect you with a representative if you encounter any issues during your trip and if you desire a more personalized and immediate experience.