

# Reward card

## Frequently Asked Questions

### Macalester College



#### How do I know which rewards are available to me?

Rewards are personalized to you. Macalester employees and their spouse or partner can each earn a **\$150 MasterCard® reward card** by completing the health assessment and two well-being activities by **October 31, 2026**.

You may be eligible for other rewards. Give Customer Support a call at 1-800-311-1052 – this is the phone number on the back of your card. We can help you understand rewards available to you.

#### When will I get my reward?

When you get your reward will depend on which activities you completed.

If this is your first time earning a reward, we'll mail you a *reloadable* MasterCard® about 1 to 2 weeks after you complete the requirements.

Don't throw your card away when the balance is \$0. Any rewards you earn in the future will be loaded onto your existing reward card. If you already have a reloadable card, your next reward will be automatically added to your card balance about 1 to 2 weeks after you complete the activity requirements.

#### Do my rewards expire?

Funds earned this year can be used through June 30 of the following year.

Your card is good for 5 years. A new card will be sent to you automatically prior to expiration.

#### How can I find my balance or know which rewards I've earned?

Log in to [www.healthpartners.com/well-being](http://www.healthpartners.com/well-being) and select "View your card balance". You can also give Customer Support a call at 1-800-311-1052 – this is the phone number on the back of your card.

#### Do I need to activate the card prior to using it?

No, you don't need to activate your card. After you sign the back of your rewards card, you'll have full access to your rewards account.

#### Where can I use my reloadable card?

You can use your card anywhere MasterCard® is accepted.

#### How do I use the reloadable card?

Please review the Cardholder Agreement that came with the card and sign the signature panel on the back of the card. At the point of sale, you should present the card and select MasterCard® as the form of payment. If given an option, select Credit, not Debit. The card works just like a credit card, with the transaction value deducted as purchases are made. If your purchase costs less than the current value of the card, you may use the card again until the remaining value is depleted.

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#### What if my purchase exceeds the card's value?

Do not process the card for more than its available value. If the merchant allows multiple forms of payment, request to use the value available on your card and then use a different form of payment for the remaining amount due for your transaction.

#### How will I receive communications?

Additional information can be found in the Cardholder Agreement when you first receive your reward card. Also, when you view your card balance, you can update your reward card notification preferences with your email and/or phone number.

#### Are my rewards taxable?

The amounts received are taxable.

#### What happens if I lose my reloadable card?

We can send you a replacement. Give Customer Support a call at 1-800-311-1052 or send a message and let us know you need a new card. We'll mail your new card in 3 to 5 business days.

A replacement card costs \$3. This will be deducted from your card balance.

#### Who can I contact if I have questions about my reloadable card?

Give Customer Support a call at 1-800-311-1052 – this is the phone number on the back of your card.

You can also [send a message](#).