

Frequently Asked Questions Regarding the Seattle Sounders FC Rewards Points Program

General Program Q&A

Q: What is Seattle Sounders FC Rewards Program (“Sounders FC Rewards”)?

A: Sounders FC Rewards is a rewards program offering Points for qualifying purchases. Points can be redeemed for WaFd cash back, Seattle Sounders FC (“Sounders FC”) merchandise, and Sounders FC fan experience awards such as travel hotel accommodations, tickets, match passes, camp registration, activities and other services (each, an “award”).

Q: How do I log in to the Sounders Rewards website?

A: On your first visit to the site www.wafdcards.com, you may use your existing credit card login credentials if you have already registered your card through the general WaFd Bank credit card portal. Otherwise you will need to set up your profile with a username and password. You will need your account number to register. If your account has additional cardholders, you will need to make sure you obtain your main account number by contacting WaFd Bank at 800-324-9375. You will also be asked to set up some security question and answers for password retrieval. Once you create your profile you will log in with your username and password. You can also access your profile from the general WaFd Bank credit card portal by selecting “View Rewards” if you have accumulated bonus points. You may browse the rewards site by clicking on the “Browse Catalog” link from the log in page. Point balance and redemption capabilities are not available in the browse feature of the site.

Q: How do I know how many Points I have?

A: Point balances are available on www.wafdcards.com or you may call WaFd Bank at 800-324-9375 to verify your balance.

Q: How do I earn Points?

A: Simply use your Sounders FC Rewards participating card, each “rewards card”, for your purchases. You will earn Points based on your qualifying net purchases (purchases minus returns and/or other related credits). What constitutes a qualifying purchase is determined by WaFd Bank and such determinations are final. You will earn Points as long as your account is in good standing (that is, not delinquent, in default, closed, canceled, blocked, suspended or otherwise inactive and not available for use as a source of funding). You do not earn Points for cash advances, balance transfers, finance charges, convenience checks, travelers checks, money orders, wire transfers, ATM withdrawals, foreign transaction currency conversion charges, insurance charges, any cash-like transactions, unauthorized or fraudulent charges or for fees of any kind on your card account. Credits to your Account (such as for returns of purchases) will reduce the Points available in your account. Points earned for purchases made by an authorized user or additional account holder to the primary account holder’s account will be automatically consolidated to the primary account balance.

Q: If I don’t have enough Points for the award I want, can I buy the extra Points I need?

A: No. Awards are only redeemable if you have a sufficient amount of Points available in your account to redeem the award. Points are not available for purchase.

Q: When can I order awards?

A: You may order awards anytime during the Program as long as your account is in good standing (that is, not delinquent, in default, closed, canceled, blocked, suspended or otherwise inactive and not available for use as a source of funding) and you have enough Points to redeem the requested award. Certain Sounders FC fan experience awards are subject to availability and additional terms, conditions, disclosures, or restrictions. Please see the Seattle Sounders FC Rewards Point Program Rules or contact WaFd Bank at 800-324-9375 for additional information.

Q: How do I order awards?

A: You can order merchandise awards using the online shopping feature at www.wafdcards.com. You can also contact WaFd Bank at 800-324-9375.

Q: Whom should I contact if I have questions regarding redeeming Points under the Sounders FC Rewards?

A: Contact WaFd Bank at 800-324-9375

Awards Q&A

Q: If I order more than one item, will they be shipped together?

A: We cannot guarantee that items will be shipped together. You may receive several shipments to complete your order.

Q: What if the item I order is not available?

A: Sometimes ordered items are on backorder with the manufacturer. If the backorder is for a short period, such as for no more than a couple of weeks, we will notify you of your backorder status and ship the item once it is again available to us. If the backorder status is going to be longer, we may contact you to allow you to select an alternate award or you may elect to cancel your order and have the Points added back to your rewards account.

Q: For merchandise redemptions, how long after I place my order should I expect to receive the ordered items?

A: Generally, you will be contacted by WaFd Bank or Sounders FC for most merchandise awards within 3 business days requesting further information to fulfill your order. Tangible items will be shipped via a parcel delivery service or by the U.S. Postal Service. Awards are not guaranteed. Please note that shipments cannot be made to a post office box or outside the United States and eligible territories.

Q: What happens if my merchandise award arrives damaged?

A: Please check your packages closely for any apparent damage before signing to accept a package. If there is damage, please write a note on the delivery receipt before signing to accept the package. If after you open the package you find the merchandise is damaged, please notify WaFd Bank. You will be given instructions to return the merchandise for replacement. Merchandise that is received damaged or defective may be returned within thirty (30) days of receipt for replacement. You may be asked to provide photo proof of damages. Please refer to your Terms, Conditions and Program Rules for additional requirements.

Q: Where can I get a complete list of available merchandise awards?

A: The Sounders Rewards Program has a complete list at www.wafdcards.com.

Q: What happens if I redeem Points for a Sounders FC fan experience award?

A: For Sounder FC fan experience awards, you will be contacted by Sounders FC within 2-3 weeks to coordinate the award to determine mutually agreeable dates and times as applicable. Certain locations, dates and Sounders FC matches may be restricted. These awards are subject to availability and may change or be discontinued without notice. Awards are not guaranteed. Please review the Seattle Sounders FC Rewards Point Program Rules for additional terms, conditions, disclosures and restrictions.

Q: What happens if I redeem Points for a CashBack redemption award?

A: Cashback redemption will show up on your statement as account credit within 3 days of your request. Cashback redemption Awards is a statement credit and not an actual payment. You will still need to submit Your normal monthly payment before Your next due date.