

Date: 03-04-2011 14:04:38
From: Sent Message
Subject: Re: Rewards Inquiry

Message:

Attached is a printout of my Account Details page - there is no "Rewards Details" link

-----ORIGINAL MESSAGE-----

Dear Rosana Tomicich,

Thank you for providing me with the opportunity to assist you today.

If you log into www.chase.com, in order to view and redeem your rewards information online, please click on "Rewards Details" located in the bottom left corner of the Account Details page. After viewing current reward information, you may also click on "See Rewards History" for more information or "Redeem Rewards" to complete a redemption request.

If you still have a problem redeeming rewards, please specify what you wish to redeem for and we will process the redemption for you. A \$150.00 reward check can be redeemed for 15,000 reward points.

You can also contact the Technical Support telephone number listed below for assistance.

If you have any further questions, please reply using the Secure Message Center.

Thank You,

Tim Moeller
E-mail Customer Service Representative

1-877-999-3872

Account is owned by Chase Bank USA, N.A. and may be serviced by its affiliates.

- DO YOU KNOW AT CHASE ONLINE YOU CAN
- Gain instant access to view and download your credit card information.
 - See and pay your bill online
 - Transfer balances
 - Change your address and much more....

Original Message Follows:

I still don't see anywhere to browse through items and redeem "Ink Cash" points. According to my latest statement, I have 15,460 points available. I've logged into the Chase website using 4 different URL's now, every one of them takes me to the same page where

it's impossible to find anything about redeeming points.
This is pretty frustrating.

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Attachment:



[SBAccountDetail.pdf](#) - 62.88Kb