

Date: 01-04-2011 00:00:00  
From: Credit Card Support  
Subject: Re: Rewards Inquiry

**Message:**

Dear Rosana Tomicich,

I sincerely apologize for the inconvenience caused to you as you are unable to access and redeem your rewards online.

The rewards information is available at [www.chase.com/ink](http://www.chase.com/ink). I see that the rewards balance on your account is 14,215 points. Please reply to this e-mail with your choice of redemption and I shall be happy to assist you.

The following redemption options are available to you:

- \* \$10 Dunkin' Donuts Gift Card for 1,500 points
- \* \$10 Starbucks Card for 1,500 points
- \* \$25 Amazon.com® gift certificate for 3,000 points
- \* \$25 Darden Restaurants®, Inc. Gift Card for 3,000 points
  
- \* \$25 iTunes Gift Card for 3,000 points
- \* \$50 Ink Cash Rewards Check for 5,000 points
- \* \$50 Darden Restaurants®, Inc. Gift Card for 5,000 points
  
- \* \$50 The Home Depot® Gift Card for 5,000 points
- \* \$50 Best Buy® Gift Card 5,000for 5,000 points
- \* \$50 Lowe's® Gift Card 5,000 for 5,000 points
- \* \$50 Marriott® TravelCard for 5,000 points
- \* \$50 Bed Bath & Beyond® Gift Card for 5,000 points
- \* \$50 Statement Credit for 5,000 points

It is most important to me that I have fully addressed your concerns. If you have any further questions, please reply using the Secure Message Center.

Thank you,

Cynara Pereira  
E-mail Customer Service Representative

1-800-346-5538

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

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- 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....

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Original Message Follows:  
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You ve successfully managed to make the Rewards Program completely impossible to find.

Can I have a hint where I m supposed to be going to find my point balance and redeem points?