

FAQ's Beef 'O' Brady's Rewards – Loyalty Program

What is BEEF's REWARDS?

BEEF's REWARDS is our loyalty reward app that allows you to earn rewards and offers throughout the year.

Ok. How do I get started?

Download the app from the App Store or Google Play store and create your account. You can begin using the app immediately. Don't have a smart phone? Visit www.beefobradys.com/beefs-rewards to sign up via your internet browser.

How does BEEF's REWARDS work?

With any qualifying restaurant purchase, you earn 1 point for every \$1 spent. When you have earned 200 points, you will receive a \$10 reward. Your reward can be redeemed with any subsequent purchase on qualifying items.

Why does the BEEF's REWARDS app ask for my location information?

Your location information is needed to locate the restaurants nearest to you and make your search quick and easy.

What if I don't have mobile device or don't want to have the BEEF's REWARDS app on my phone?

Visit www.beefobradys.com/beefs-rewards to sign up via your internet browser.

How do you use my personal and purchase information?

We do not share your personal or purchase information. Purchase information is used to help us better provide you with offers and information you are interested in.

How do I earn points?

Simply open your app upon check out at Beef 'O' Brady's, select "Check In" and provide your "Check-in Code", phone number, or scannable QR code to your servers to link your Rewards Account and earn points for your visit.

If you forget to give your information at the store, you can scan the QR code on the bottom of your closed out receipt to earn points.

The barcode didn't scan. What can I do?

Please take a photo of the receipt and email it to marketing@fscfranchiseco.com along with your name, phone number, and email associated with your account.

I have an account but didn't have the BEEF's REWARDS app with me when I purchased. Can I still earn points?

Yes! Be sure to save your receipt. Each receipt has a BEEF's REWARDS QR code that can be scanned to earn your points for your purchase. This must be done within 7 days of purchase.

How do I know how many points I have earned?

You will see the points meter on the home screen of the **BEEF's REWARDS** App, which shows how close you are to reaching 200 points. You can also check your account balance and any available rewards by tapping "My Rewards" in the middle left box on your home screen.

Do I earn points for catering orders? YES

Do I earn points for alcohol purchases? YES

Can I redeem rewards for alcohol purchases? NO alcohol is not included

Can I redeem rewards when placing an Online Order? YES.

Do I earn points for Online Ordering purchases? YES

Do I earn points when purchasing Gift Cards? NO

My receipt was for higher than the points I received, why?

You earn points on all pre-tax, post discounted sales and not the receipt total, which includes tax.

Can I give the cashier my phone number to apply my points to account? Yes.**Besides points, are there other ways to get free food and discounts?**

From time to time we provide special rewards and offers for our members. Be sure to open our emails and check the "Inbox" section of our app so you don't miss any offers or rewards!

None of these situations apply and I still don't know why I didn't earn points. What can I do?

Please send a detailed email along with a photo of your receipt to marketing@fscfranchiseco.com.

I earned a \$10 reward, how do I redeem it?

To redeem, follow these simple steps:

- Open the BEEF's REWARDS app before paying the server, tap the "Check-in" button, and provide the server with your check-in number or allow them to scan the QR code shown in the app.
- Upon check out, provide the server with the phone number associated with your account. This will link your account
- If you are ordering online through the App, you will have the option to add the reward to your bill.

My purchase total is less than my \$10 reward. Can I redeem part of it now and the rest later?

No, \$10 must be surrendered all at once.

If I earn more than one reward, can I save them and use them later?

Rewards can be saved but only one can be redeemed per transaction and rewards expire.

I have multiple rewards, can I apply them all to one purchase to cover the cost of most of my purchase?

You can only redeem one reward per transaction. Redeeming two or more rewards in a single purchase is not allowed.

Do my rewards expire?

Yes, all rewards expire, although we do our best to give you enough time to redeem. You can check your account for current rewards and view expiration dates.

I purchased a BEEF 'O' BRADY'S gift card, can I earn points?

Purchasing gift cards does not earn points. However, if you have a gift card and wish to use it to pay for your order, you can receive points as long as you are a member.

Why does the BEEF's REWARDS app ask to use my camera? And, can I turn it off?

In order to earn points with the QR Code, your device camera is needed to view and scan the QR code. You can turn off the camera in your phone settings, but you will not be able to add missed receipts without camera access enabled.

My app is frozen and won't advance to next screen. What do I do?

Try logging out of your account and then closing the BEEF's REWARDS app on your device. Restart the app and begin using it as usual. If the problem persists, please send an email to marketing@fscfranchiseco.com and provide details of your technical difficulty and submit.