

FAQ's Beef's Rewards - Loyalty Program

What is BEEF's REWARDS?

BEEF's REWARDS is our new 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.

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?

BEEF's REWARDS is exclusive to the app.

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 when you check out Beef 'O' Brady's, scan your QR code and points will be automatically added to your account. You can also scan the barcode on the bottom of your receipt to earn points.

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

Please take a photo of the receipt and send it into BEEF 'O' BRADY'S using the 'Need Help?' feature of the app.

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 barcode 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 can check your account balance at any time by opening the **BEEF's REWARDS** app and tapping "Rewards" in the bottom menu of your screen. You will see the points meter and how close you are to reaching 200 points. You can also tap "Inbox" to view any rewards you have earned.

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? NO Rewards are redeemed in-store only.

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 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 log into the BEEF's REWARDS app. Select 'More' section on your menu bar, and tap "Need Help?" Select the appropriate button for restaurant feedback or Technical Feedback

For technical difficulties with the app, select "App/Technical Feedback" and complete the auto-generated email by explaining your situation, location you visited and receipt number. We will respond within 5 business days to help resolve your situation.

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 redeem button, select your Reward, then tap redeem. Confirm the amount by tapping "Yes" in the pop-up screen. Your reward will be applied to your order. A QR code will appear on your device. The server will scan the device when you check out.

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 do 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 barcode, your device camera is needed to view and scan the barcode. You can turn off the camera in your settings but you will need to manually enter the bar code numbers each time you wish to earn points for purchases.

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, select the "Need Help" tab in the app main menu and select Guest Services. Provide details of your technical difficulty and submit.

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

Please log into the BEEF's REWARD app. Select the main menu by tapping the list icon in the upper left corner of your screen and tap "Need Help?" Select the appropriate button and complete auto-generated email by explaining your situation, location you visited and receipt number. We will respond within 5 business days to help resolve your situation.