

Rize Rewards Member FAQ

What is the Rize Reward Program?

Rize Rewards is a program that rewards our members for doing more with us. The more products and services you use, the more perks you get. There is no cost to participate in the program.

How do members qualify/get enrolled for Rize Rewards?

All eligible member accounts are automatically enrolled in the program. Eligible account types include Individual, Organization, PUTMA, Guardianship, KLA Indirect Lending, POD/ITF, Representative Payee, and Trust.

What type of accounts are not eligible for Rize Rewards?

Accounts that are not eligible to participate in the Rize Rewards program include accounts that are set up as Corporations, Conservatorship, Estates, Sole Proprietorships, and Limited-Service Accounts.

What are the Rize Reward Levels?

There are four levels of Rize Rewards. Bronze, Silver, Gold, and Platinum. Every month we calculate your Rize Reward level. You will be able to see what level you are and how many points you have earned in online banking and on your monthly statement.

When are rewards calculated/updated?

Reward levels are updated automatically on the 1st of every month.

What are the benefits of each Rize Reward Level?

*Bronze (0 – 124 Points):

- \$750 Courtesy Pay Limit
- \$5,000 Check Deposit Hold Limit

*Silver (125 – 224 Points):

- \$1,000 Courtesy Pay Limit
- \$7,500 Check Deposit Hold Limit

*Gold (225 – 324 Points):

- \$1,500 Courtesy Pay Limit
- \$10,000 Check Deposit Hold Limit

*Platinum (325+ Points):

- \$2,000 Courtesy Pay Limit
- No Check Deposit Hold Limit

*Rewards are subject to our standard account disclosures and terms and conditions.

How do members earn more points?

The best way to move up reward levels is to add or use more services at the credit union. A few items to think about include signing up for e-statements, bill pay, or online banking: you could also open a share certificate, Arize rewards credit card, or refinance your vehicle from another institution.

What about business accounts?

If your business account is set up as an organization, the account qualifies for Rize Rewards and will be automatically enrolled in the tiered services program. Business accounts will receive the share rate rewards but will not receive rate rewards for business loans.

What if I have multiple accounts (member numbers)?

Rize Reward scoring and rewards are based on membership numbers. If you have more than one membership with us, your point-scoring could be different for each member number depending on the activity, products, and services under each of those member numbers.