


First Citizens Rewards Miles FAQ's



question	What is First Citizens Rewards?
answers	<p>Let me explain! First Citizens Rewards is the next gen of My Rewards. It's the evolution of your rewards program. From now on, you will be able to redeem online, in-app and in-store. Anywhere, anytime. First Citizens Rewards gives you the power to redeem rewards on all your everyday spend.</p> <p>Once you sign up on the app, you will instantly access your newly First Citizens Rewards Miles Digital Card Simply add your First Citizens Rewards Miles Card to Apple Pay, G-Pay, Samsung Pay, Visa SRC, Amazon Pay or PayPal, and use it at any in-store contactless terminal or any e-commerce site around the world.</p> <p>Also you will be earning miles when spending & redeeming in App, even when paying with rewards, that's what we call upperMiles</p> <p>Plus your will continue accessing all the travel content from Expedia Group and all the benefits like: Best Price Guarantee, No fees for rebooking and purchase protection.</p>
question	How to login to First Citizens Rewards app? activate my account for existing users
answers	<p>I'm more than glad to help! To activate your account you have to follow these simple steps: *** user already registered in My Rewards will have to use the same credentials***</p> <ol style="list-style-type: none"> 1. Download your new First Citizens Rewards app available for iOS and Android. 2. Enter your email (the one provided for First Citizens) 3. Enter your password (same password created for My Rewards) 4. Finish by accepting Terms & Conditions 5. Get your shiny new First Citizens Rewards Digital Card. <p>And that's it! Your are now ready to start redeeming. Just add your First Citizens Rewards Card to you e-wallet or use it upon check out and start shopping with your miles!!!</p>
question	How to sign up in First Citizens Rewards app? new user
answers	<p>I'm more than glad to help! To activate your account you have to follow these simple steps:</p> <ol style="list-style-type: none"> 1. Download your new First Citizens Rewards app available for iOS and Android. 2. Enter your email, the one you've provided to First Citizens 3. Confirm email 4. Complete user info 5. Set up password 6. Finish by accepting Terms & Conditions 7. Get your shiny First Citizens Rewards Miles Digital Card. <p>And that's it! Your are now ready to start redeeming. Just add your First Citizens Rewards Miles Card to you e-wallet or use it upon check out and start shopping with your miles!!!</p> <p>Remember you can also go to "your account" and complete your Smart Profile, with your favorite payments, travel preferences, or just access your points balance.</p>
question	How to sign up in First Citizens Rewards Web
answers	<p>Click sign in on the top right of the website, enter your email associated with your bank, create a password, accept the Terms & Conditions and you are now ready to start redeeming</p> <p>Already registered? You are all set, just sign in with the same credentials you actually use for My Rewards and start redeeming your way!</p>
question	How can I spend my miles?
answers	<p>Instantly use your miles anywhere, online or in-store at 46+ million locations around the world. Simply add your First Citizens Rewards Miles Card upon check-out or add it to your favorite e-wallet, and pay even contactless or by talking to Alexa or Siri.</p> <p>Use your physical First Citizens Card, add it to your e-wallet or just use it upon check-out or at you favorite stores to reedem miles for your purchases. Non limit - non stop.</p> <p>Pay with miles towards your purchases or redeem in app for your next vacay or staycay, you will access the best deals from Expedia Group, plus all the benefits like: Best price Guarantee, Purchase protection and No fees for rebooking.</p>
question	What is upperMiles?
answers	<p>Every time you book/redeem in App/Web you will instantly get miles for all your bookings. Earn miles when spending & redeeming, even when paying with rewards. That's what we call upperMiles.</p> <p>Boost the value of your upperMiles when paying with your rewards, no limit, no expiration.</p>

question	Why do I have 2 cards - the Physical and Virtual Card?
answers	<p>Your virtual card is instantly issued when you complete your activation in app/web a can be used to redeem online or in store, once add it to your favorite e-wallet or upon check-out. Your physical card is the perfect complement, is an alternativy for those who prefer redeem in store or just adding the card upon check out as well or maybe add it to your e-wallet as well. It's your call! Use it your way!.</p> <p>For security purposes, have in mind that the Physical Card must be activated.</p>
question	How do I activate my First Citizens Rewards Miles Physical Card?
answers	<p>It is easy! Just Log in on the First Citizens Rewards app, go to My Account and tap Activate First Citizens Rewards Physical card, under my account. WhatsApp will be prompted, so that you can enter the last 4 digits of your card. You are all set! You are now ready to redeem anywhere you go!</p>
question	Can I use the First Citizens Rewards Card for travel bookings?
answers	<p>Absolutely, you still have your acces to the exclusive Expedia travel content. Millions of travel options around the world at unrivaled prices Book your way with no seat restrictions, no blackout dates, no miles expiration date. No limits. No nonsense. Customers travel always flex, always protected:</p> <p>Unique and flexible fares with no extra charges for cancellations or rebooking, delayed or missing flights and baggage Protection for lost or damaged personal travel devices Best-price guarantee & much more Plus you will get extra miles everytime you book in app/web, remember you will get uppeMiles</p>
question	What is the billing address for when I am using the First Citizens Rewards Miles Card?
answers	<p>I'm more than glad to help! You will use the same billing address you use with your Bank.</p>
question	Do I need to activate my account again?
answers	<p>Simple! After downloading the app First Citizens Rewards on Google Play or App Store you should follow these simple steps:</p> <p>*** users already registered in My Rewards will have to use the same credentials***</p> <ol style="list-style-type: none"> 1. Download your new First Citizens Rewards app available for iOS and Android. 2. Enter your email (the one provided for First Citizens) 3. Enter your password (same password created for My Rewards) 4. Finish by accepting Terms & Conditions 5. Get your shiny First Citizens Rewards Miles Digital Card. <p>And that´s it! Your are now ready to start redeeming. Just add your First Citizens Rewards Miles Card to you e-wallet or use it upon check out and start shopping with your miles!!!</p>
question	I had a declined transaction, why is that?
answers	<p>When using your First Citizens Rewards Miles Card, make sure you have enough miles in your rewards balance to complete the purchase. You can verify your balance on the top right screen of the First Citizens Rewards app or website.</p> <p>Also - if you are using the First Citizens Rewards Miles Card for an e-commerce transaction, make sure you enter all the requested card information including the expiration date and the 3-digit code on the back of the card.</p>
question	What is flex way?
answers	<p>Every time you book in app/web with First Citizens Rewards you get unparalleled benefits - travel with peace of mind - travle the "flex way":</p> <p>Unique and flexible fares with no extra charges for cancellations or rebooking, delayed or missing flights and baggage</p> <p>Up to US\$2 million in emergency medical services, during your trip</p> <p>Protection for lost or damaged personal travel devices</p> <p>Instant compensations, claims and disbursements delivered in real time</p> <p>Best-price guarantee & much more</p>
question	Where can I use my miles?
answers	<p>Redeem at 46+ million locations around the world, even contactless. Just add your First Citizens Rewards Card to your favorite e-wallet. Shop online at all e-commerce sites. It's as easy as it sounds, just use your First Citizens Rewards Digital Card to pay upon checkout. Redeem miles and earn even more miles by using your app, anytime, everywhere you go. Once you complete your redemption you will instantly get miles back!</p>
question	How to use your miles in virtual stores.

answers	<p>Simply add your First Citizens Rewards Miles Card to Apple Pay, G-Pay, Samsung Pay, Visa SRC, Amazon Pay or PayPal, and use it any e-commerce site around the world. Globally or locally.</p> <p>You can add your First Citizens Rewards Digital or Physical card upon check-out</p>
question	About First Citizens Rewards Miles Card
answers	<p>First Citizens Rewards Miles Card is not a credit card, a debit or a prepaid card. It's a hybrid card that gives you the power to spend anywhere and the freedom to combine credit cards and rewards of any kind.</p>
question	Does First Citizens Rewards Miles Card have a charge?
answers	<p>It has no fees or annual charges over the limit or late.</p>
question	Why do I have a new card?
answers	<p>To access your miles balance and redeem your way on the go, whenever, wherever. Just an easy way to redeem towards purchases online or in store, even contactless!</p>
question	The wallet of wallets
answers	<p>Use your cards from any major e-wallet —Apple Pay, G-Pay, Samsung Pay, Amazon Pay or PayPal— and access them on your phone inside the Miles app or via wearables. Even via Alexa or Siri.</p> <p>It's more power to your wallet, and a new way to combine multiple global currencies and rewards with any card you want to use.</p>
question	How to add My First Citizens Rewards Miles Card to Apple Pay
answers	<p>To obtain the data of your First Citizens Rewards Miles Card and register them in the virtual wallet of your iPhone, iPad, Apple Watch or Mac. follow these simple steps:</p> <ol style="list-style-type: none"> 1. On the main screen of your First Citizens Miles app, enter the card icon . Double click on your First Citizens Rewards Miles Card and keep it pressed until you see the copy option. 2. Enter the Wallet app. Click on +. Select the credit card or debit card and then click continue. Select Enter the information manually and paste your First Citizens Rewards Miles card's information (number of card, expiration date and verification code). 3. Verify your card and you're done.
question	How to add My First Citizens Rewards Miles Card to G Pay
answers	<p>You can start by adding First Citizens Rewards miles credit or debit cards following these simple steps:</p> <ol style="list-style-type: none"> 1. On your Android phone or tablet, open the Google Play Store app. 2. Press the Payment Methods Menu. 3. Under "Add Payment Method," select the one you want to add. 4. Follow the instructions. <p>The new payment method will be added to your Google Account.</p>
question	How to add My First Citizens Rewards Miles Card to Samsung Pay
answers	<p>I am here to help you, You can start by adding your First Citizens Rewards Miles, debit, credit cards by following these simple steps:</p> <ol style="list-style-type: none"> 1. Select ""Samsung Pay 2. Click on the + icon to register your card. 3. Select ""Add"". 4. Frame the card with the camera, making the numbers match in the box to be automatically detected. 5. Fill in the boxes with your details and click on ""NEXT"". 6. Read the terms and conditions and click on "ACCEPT ALL". 7. To verify your card, press ""SMS"". 8. Enter the code received via SMS to confirm. If the phone that receives the SMS is the same phone on which Samsung Pay is installed, the code will be inserted automatically. Now press ""SEND"". 9. Once the card is added, press ""DONE"" to authorize it. 10. When the bank or issuer verifies your card, you can start shopping at your favorite places.
question	How to buy on Amazon with your First Citizens Rewards Miles Card
answers	<p>It's very simple! Now you are ready to make your purchases using your Visa First Citizens Rewards Miles Card following these simple steps:</p> <ol style="list-style-type: none"> 1. Enter your account 2. Go to your Payments 3. Write the name of the card. Add the number of the card and the expiration date. Click on add card and you're ready.
question	How can I add a card? App
answers	<p>Easy! Select the icon with the three stripes. Click + and add the information of your card (number, expiration date and CVV) through your camera or manually.</p>

question	Add your favorite card
answers	To favorite a card: Your preferred card is identified by the white star. In order to modify simply press the desired card.
question	delete a card
answers	Simply tap and hold the card you wish to delete and drag it to the trash bin.
question	How can I add another card? - Web
answers	On top of your screen, you can click on your name and a dropdown menu will display. There you can click "My Account" and then go to "My Wallet". Once there, you will find an icon with three horizontal lines on the left of your virtual card. Just click on the card and a plus sign (+) will show and there you can add another card number. It's very simple!
question	How can I see my transactions?
answers	From the First Citizens Rewards app or web you can click on My Account and then select My Transactions. You can also view your balance under My Account.
question	I don't see my points balance? App
answers	Easy! Enter your First Citizens Rewards app. Go to the main menu and go to My account. Go to my balance. Then, select the date you'd like to see, and you're ready.
question	I don't see my points balance? Web
answers	Easy! Enter your account on the top. Go to my balance. Select the date you'd like to see and that's it.
question	How Can I pay with My First Citizens Rewards Miles Card
answers	I'll be happy to explain! Just add your First Citizens Rewards Miles Card to redeem your miles at your favorite e-commerce or local stores. It's as simple as adding your First Citizens Rewards Miles card and using it when you go to pay. Use your First Citizens Rewards Miles Card on Amazon, Ebay, Uber, Netflix or any online store or product.
question	How can I pay for purchases with miles?
answers	It is very easy! You are now ready to redeem your earned miles on First Citizens Rewards or at millions of stores around the world, both online and on the go, adding your First Citizens Rewards Miles Card to your preferred e-wallet.
question	How to redeem in your favorite e-commerce
answers	Redeem your miles at your preferred e-Commerce sites or local stores around the world. It's as simple as adding First Citizens Rewards Miles Card and pulling it out upon checkout.
question	Rewards Transfer?
answers	Extend the power of your miles with Rewards Transfer. Now you can send miles to your loved ones or donate your miles for a good cause.
question	Did you forget your password?
answers	Don't worry! At login, choose reset password and you'll receive an email with the necessary information you need to reset it.
question	User wants to purchase with Miles. App
answers	Excellent choice! With your First Citizens miles, it's much easier to travel, relax, rent a car and book any activities you like. Please, follow these steps: 1. Go to the main menu on your First Citizens Miles app and select Buy miles. 2. Enter the amount to buy and confirm it. That's it! Get ready to redeem your miles!
question	How to earn Miles
answers	I'm glad to help! You can earn 2 miles every time you purchase a flight, hotel, car rental service or any activity at any destination. Awesome, don't you think?
question	Does my miles have an expiration date?
answers	I'm here to help! While using your First Citizens Rewards Miles Card you'll accumulate miles without a limit and expiration.
question	How to set up my smart profile

answers	<p>Enjoy the benefits of your smart profile by following the steps:</p> <ol style="list-style-type: none"> 1. On the main menu, go to My account. 2. Then, select My profile -> Edit my profile. 3. Once there, you can edit your information or travel preferences. Cool, right?
question	About Terms and Conditions - App
answers	You will find a plane icon on the bottom of your screen. Tap there and once you access you have to scroll down to the end of the page, where you will find Terms and Conditions. Very easy, isn't it?
question	About Terms and Conditions - Web
answers	Terms & Conditions content can be found on the Miles website footer, and also as part of the registration and purchase processes in the Miles app.
question	How can I redeem my miles? (App consultation)
answers	It's very easy! On the home screen, on the top left corner click on the plane icon. There select between flights, hotels, car rentals, and activities. Enter the information of the passenger (s). Click on pay and lastly enter your card's information. Slide the icon to the right or left and choose the combination of money and miles to make your payment. Lastly, click on "Yes. Confirmed", and you're ready! You've made your reservation successfully!
question	How can I redeem my miles? (Web consultation)
answers	It's quite easy! Download the First Citizens Rewards Miles app at Google Play or App Store. Once you login, choose between "Book flight, Book hotels, Book car rental or Book activity". After you have selected the option of your preference click the magnifying glass and you'll be able to see the price of your reservation in USD and miles. Choose the one that works best for you. Click "confirm information", accept terms and conditions, and lastly, tap on "Pay now". At the bar you'll choose the amount you're going to pay in USD and miles. Easy, huh?
question	What is Flex Rules "Flight bookings"?
answers	<p>Every time you book through First Citizens Rewards you get unparalleled benefits - the "flex way":</p> <ul style="list-style-type: none"> - No fees for rebooking, cancellations, interruptions or lost connections. - Protection for lost or damaged personal travel devices. - Instant funds in case of delayed flights or lost baggage. - Compensations of up to US\$ 500 for flight and baggage delays. - US\$ 50,000 emergency medical protection during your trip. - Best-Price Guarantee and more!
question	What is Best Price Guarantee?
answers	The best rate guarantee! If you find a lower qualifying rate on First Citizens Rewards Miles or another website in your country, within 24 hours of booking your flight with us. We will credit you the price difference to your First Citizens Rewards Miles account. Extraordinary, right? However, keep in mind that the lowest rate you found must be available at the time of contact.
question	Is my debit card also part of the program?
answers	Currently it is not part of the program, later it could be.
question	I just cancelled my card. Can I still take advantage of the program or use my earned miles?
answers	Once you register your card linked to the program you can redeem your miles on flights, hotels, cars, activities and cruises. In case you do not have enough miles you can link other cards and accumulate miles which are called Uppermiles which you can use to pay in more than 46 million shops that accept Visa around the world.
question	Do my miles expire?
answers	The miles you accumulate through the First Citizens Rewards program have conditions set by your bank, the Uppermiles do not expire.