

## FREQUENTLY ASKED QUESTIONS

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- **How do I redeem my B Connected Points for HawaiianMiles?**
  - o Log in to your B Connected Online account and complete the redemption request.
- **Can my property team directly redeem the B Connected Points for my redemption?**
  - o No, requests must be completed by the guest submitting a request on your logged in B Connected Online account.
- **What information do I need to provide on the online request form?**
  - o Guest full legal name
  - o HawaiianMiles member number
  - o Must have a B Connected account
- **How can the HawaiianMiles be used?**
  - o HawaiianMiles are redeemable for flights or other Hawaiian Airline partners. Once you transfer your B Connected Points for HawaiianMiles, you are subject to all Hawaiian Airlines program rules.
- **How do I request to redeem HawaiianMiles for B Connected Points?**
  - o To request redemption of HawaiianMiles for B Connected Points, you need to log into your Hawaiian Airlines account to request the redemption. Requests will take up to 5 days to complete.
- **Where can I go to view status of my request?**
  - o To view the status of your request, log in to your B Connected Online account, visit the Hawaiian Airlines benefit page and view the My Partner Point Transfers page.
  - o Statuses are as follows:
    - Submitted = Pending approval. Please note your B Connected Points will be debited from your B Connected account first. Subsequent transfer of HawaiianMiles may take up to 5 – 7 business days to appear in your HawaiianMiles account.
    - Completed = B Connected Points have been successfully debited from your B Connected account. HawaiianMiles have successfully been credited to your HawaiianMiles account.
    - Not Completed = If HawaiianMiles member number or name entered in submission form is incorrect or does not match, B Connected Points will be reinstated to your B Connected account. If there is insufficient B Connected Point balance at time of review, B Connected Points will not be debited from your account.
- **How can B Connected Points be used?**
  - o B Connected Points awarded for the redemption of HawaiianMiles are redeemable as full B Connected Points. There are no limits or restrictions to these points. You are subject to all B Connected rules including inactivity rules of B Connected Points.
- **Can all guests participate?**
  - o All guests are eligible to participate in the partnership with Hawaiian Airlines with the exception of guests from Kansas Star. Due to regulations, guests from Kansas Star identified with player IDs starting with KS are not eligible to participate. \*Belterra Park and Valley Forge submissions are in the works and those properties should be eligible to participate shortly.
- **Are there limits on the transactions?**
  - o Yes, there are minimum request limits as well as monthly redemption limits.
    - B Connected minimum transaction is 12,500 B Connected Points | Maximum redemption = 300,000 B Connected Points per month
    - HawaiianMiles minimum transaction is 500 HawaiianMiles | Maximum redemption = 25,000 Miles / month.