



# BNZ Rewards Programme

Terms and Conditions

Effective 7 May 2025

## Important information

These terms and conditions ('Rewards Terms') relate to your participation in the BNZ Rewards Programme.

In these Rewards Terms, we also use some words and phrases with specific meanings. For a list of these terms, and their explanations, see section 1.

By meeting the eligibility criteria for the BNZ Rewards Programme as described in clause 3, you are bound by these Rewards Terms and are enrolled in the BNZ Rewards Programme. For more information, see our website, [bnz.co.nz](https://www.bnz.co.nz)

You can opt out of the BNZ Rewards Programme at any time.

- Follow the prompts in BNZ Internet Banking or the BNZ app.
- Email us at [RewardsQueries@bnz.co.nz](mailto:RewardsQueries@bnz.co.nz)
- Call us on 0800 275 269 from New Zealand or +64 4 931 2809 from overseas.

## Contact us with your questions

If you have any questions about BNZ Rewards in general, you can:

- email us at [RewardsQueries@bnz.co.nz](mailto:RewardsQueries@bnz.co.nz)
- call us on 0800 275 269 from New Zealand or +64 4 931 2809 from overseas.

If you have any questions specifically about confirmed travel bookings, contact Ascenda, the operator of the BNZ Rewards Programme Portal.

- Email [travel@rewards.bnz.co.nz](mailto:travel@rewards.bnz.co.nz)
- Call 0800 447 126 from New Zealand or +64 800 447 126 from overseas.

If you call us from overseas, and we don't say above that it's a freephone number, expect to pay the relevant toll charges.

If you call us, we will check your identity before discussing your BNZ Points or personal information.

See our opening hours at [bnz.co.nz/contact](https://www.bnz.co.nz/contact)

# Finding your way around these terms and conditions

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# 1. Meanings and interpretation

## 1.1 Meanings of specific terms

All the meanings explained in our BNZ Credit Card Terms and Conditions have the same meaning in these Rewards Terms. These Rewards Terms also use the following terms with these specific meanings.

**Ascenda** means Ascenda Loyalty Pte. Ltd, a company incorporated in Singapore.

**BNZ Credit Card Terms and Conditions** means the BNZ Credit Card Terms and Conditions available at [bnz.co.nz](https://bnz.co.nz)

**BNZ Lite Visa Account** means the BNZ Lite Visa Account that is accessed using a BNZ Lite Visa card.

**BNZ Points** means the reward points you earn through the BNZ Rewards Programme.

**BNZ Rewards Portal** means the website operated by Ascenda and made available to you in connection with your participation in the BNZ Rewards Programme.

**BNZ Rewards Programme** means the BNZ rewards programme we describe in these Rewards Terms, which provides our eligible customers with rewards.

**Cashback (or cash back)** means the method for redeeming BNZ Points described in clause 7.2.

**Cashback Redemption Account** means the BNZ accounts that we allow you to receive cash back to.

**Portal and Reward Provider Terms and Conditions** means the terms and conditions between the Reward Earner and Ascenda relating to the BNZ Rewards Portal and each of the Rewards Benefits provided by Ascenda. You can see the Portal and Reward Provider Terms and Conditions in the BNZ Rewards Portal. If you cannot access the BNZ Rewards Portal, contact us at [RewardsQueries@bnz.co.nz](mailto:RewardsQueries@bnz.co.nz)

**Reward** means a good or service or entitlement to a good or service which you can obtain by redeeming BNZ Points.

**Rewards Benefits** means certain benefits, amenities, offers, special promotions, rewards and services that we or another partner programme provider may offer you as a participant in the BNZ Rewards Programme.

**Reward Earner** means the individual who will receive BNZ Points. The Reward Earner for an Advantage Credit Card Account will be you and, in respect of a joint Advantage Credit Card Account, each liable joint cardholder, who will receive BNZ Points. An additional cardholder is not a Reward Earner and is not eligible for separate participation in the BNZ Rewards Programme.

**Reward Provider** means each provider of Rewards as set out in clause 7.7 of these Rewards Terms.

## 1.2 Interpretation

**we, us, and our** means Bank of New Zealand, and our successors, assignees, and transferees.

**you and your** means, as the context requires, the person these Rewards Terms apply to, and includes the Account Owner. It also includes your successors, permitted assignees, and permitted transferees.

Where we use an example in these Rewards Terms, that example does not limit anything else that may be included.

## 2. BNZ Rewards Programme

- 2.1 These Rewards Terms relate to the BNZ Rewards Programme and outline the terms relating to the enrolment, eligibility, earning of Rewards Benefits, allocation, redemption, or conversion of BNZ Points in relation to you as a Reward Earner. For more information on different terms and conditions that apply, see clause 9.
- 2.2 We are responsible for correctly calculating and telling you about the BNZ Points you earn.
- 2.3 We are responsible for handling all questions and disputes about your participation in the BNZ Rewards Programme, Rewards Benefits we provide, Eligible Purchases and Cashback, such as:
- whether you are eligible for the BNZ Rewards Programme
  - the specific offers, awards, and services that we make available to you or that are part of certain promotions you can earn BNZ Points for.
- 2.4 We are not responsible for any Rewards Benefit you receive from Ascenda or other partner programme providers. If you are unhappy with any of the Rewards Benefits you receive from Ascenda or other partner programme providers, you are responsible for settling your dispute directly with them.
- 2.5 We can make the following types of changes at any time, without telling you first:
- replace the BNZ Rewards Programme with another rewards programme, create a new rewards programme to run consecutively with, or independently to, the BNZ Rewards Programme or withdraw your participation and/or the BNZ Rewards Programme
  - amend any rewards programme including the Rewards Benefits, enrolment, eligibility, changing the method for calculating BNZ Points or any component of that method, including the BNZ Point earn rate and redemption rate for Cashback
  - updating or replacing these Rewards Terms.
- 2.6 If we believe it's appropriate to give you notice (for example, when a change is unfavourable to you), we will let you know as soon as reasonably possible, but we may not always give you notice in advance. We can tell you about those changes before, on or after the day the relevant change takes effect in one or more of the following ways:
- letter or email to the last address you have provided us;
  - display in our branches and partners centres;
  - notice in the media (including public notices); or
  - display on our website [bnz.co.nz](https://www.bnz.co.nz) or in the BNZ app.
- If you are unhappy with a change we make, you can ask us to end your participation in the BNZ Rewards Programme. Refer clause 11 for more details.
- 2.7 We will not be liable for any direct or indirect loss you suffer as a result of any changes we make as described in clause 2.5.

## 3. Eligibility and Enrolment

- 3.1 To be eligible for the BNZ Rewards Programme, you must be an individual person, 18 years or older, own a BNZ account in your personal capacity and meet all our current identity verification requirements.
- 3.2 If you are eligible for the BNZ Rewards Programme, we will automatically enrol you and give you access to the BNZ Rewards Portal. When we enrol you, we share some of your personal information with Ascenda, which operates the BNZ Rewards Portal. Once we have enrolled you, you can earn BNZ Points as described in clause 4.
- 3.3 You can opt out of the BNZ Rewards Programme at any time. See clause 11.1 for more information.

## 4. Earning BNZ Points

- 4.1 You can earn BNZ Points by participating in the Rewards Benefits available from time to time. For the full terms and conditions for Rewards Benefits, see [bnz.co.nz](https://www.bnz.co.nz)
- 4.2 In addition to the BNZ Points you can earn through the Rewards Benefits under clause 4.1, all Account Owners of Advantage Credit Card Accounts can earn BNZ Points through Eligible Purchases made on an Advantage Credit Card Account. For more details, see the BNZ Credit Card Terms and Conditions.
- 4.3 We calculate BNZ Points at the end of each business day.
- 4.4 We allocate BNZ Points to the Reward Earner in accordance with the applicable terms and conditions for Rewards Benefits and/or the applicable earn rate for Eligible Purchases you make with your Advantage Credit Card Account.
- 4.5 You can view your BNZ Points balance through BNZ Internet Banking, the BNZ app or on the BNZ Rewards Portal, which you can access through BNZ internet banking or the BNZ app. If you cannot access the BNZ Rewards Portal, contact us as set out in the 'Important information' section at the beginning of these Rewards Terms.
- 4.6 When displaying your BNZ Points on the BNZ Rewards Portal, the number of BNZ Points will be shown as rounded down to the nearest whole BNZ Point.
- 4.7 BNZ Points you earn will be credited to your BNZ Points balance within 10 business days of the date you earn the BNZ Points.
- 4.8 For joint Advantage Credit Card Accounts, any BNZ Points earned from Eligible Purchases will be allocated equally between joint cardholders.
- 4.9 Any BNZ Points an additional cardholder earns will be automatically allocated to the Account Owner's BNZ Rewards Programme membership – for terms about additional cards, see the BNZ Credit Card Terms and Conditions.
- 4.10 You can send BNZ Points to another member of the BNZ Rewards Programme in some circumstances. Refer [bnz.co.nz](https://www.bnz.co.nz) for more details.
- 4.11 You may not sell your BNZ Points to another participant in the BNZ Rewards Programme.

## 5. BNZ Points Exclusions

- 5.1 You earn BNZ Points only once a transaction is complete, for instance when it no longer shows as pending in your account.
- 5.2 You do not earn BNZ Points for:
  - a. the exclusions set out in the definition of 'Eligible Purchases' in the BNZ Credit Card Terms and Conditions
  - b. any reductions made in accordance with clause 8.1c below
  - c. fees and charges including any monthly base or account fees, joining fees, card fees, electronic, manual or withdrawal transaction fees, foreign currency account fees and service fees.
- 5.3 You can only redeem or exchange your BNZ Points for cash or other payment option as described in clause 7 and on the BNZ Rewards Portal from time to time.

## 6. BNZ Points Expiry

- 6.1 You have three years to redeem BNZ Points for a Reward from the end of the calendar year you earned them. For instance, if you earned BNZ Points in July 2025, you must redeem them by 31 December 2028.
- 6.2 If you don't redeem your BNZ Points as per clause 6.1, they will expire.

## 7. Redeeming BNZ Points

- 7.1 You can check the BNZ Rewards Portal for the BNZ Points available for you to redeem and the number of BNZ Points required to be redeemed for a Reward.
- 7.2 **Cashback Rewards**
  - a. You can redeem BNZ Points to receive a credit to any eligible Cashback Redemption Account.
- 7.3 **eGift cards**
  - a. You can redeem BNZ Points for eGift cards that are listed on the BNZ Rewards Portal at the time. Once you redeem your BNZ Points for an eGift card, you will receive the eGift card to the nominated email address you provide. The eGift card will be subject to the terms and conditions (including the expiry date) of the eGift card issuer.
  - b. When you redeem BNZ Points for an eGift card, you are responsible for giving us the right email address to send it to. If you give us a wrong address, we will not re-issue the eGift card or reinstate your BNZ Points.
- 7.4 **Travel rewards**
  - a. You can redeem BNZ Points for travel rewards that are listed on the BNZ Rewards Portal at the time.
  - b. When you redeem BNZ Points for travel rewards, those rewards are subject to the terms and conditions of the applicable travel reward and its provider. Whether you can cancel or change your bookings, and whether any further fees apply, depends on the specific travel reward.
- 7.5 **Other partner programmes**
  - a. You can redeem BNZ Points for points with other partner programmes that are listed on the BNZ Rewards Portal at the time you wish to redeem your BNZ Points. To do so, you must:
    - i. redeem BNZ Points in accordance with any required minimum and multiple of BNZ Points
    - ii. be a member of the applicable partner programme.
  - b. Your membership of the other partner programme must be in the same name you use for the BNZ Rewards Programme. Your participation in the BNZ Rewards Programme does not entitle you to membership of any other partner programme. Your membership of the partner programme is subject to the terms and conditions of that programme.
  - c. When you redeem BNZ Points for points with another partner programme, the points in that other partner programme will normally be available to you within 14 Business Days of your request.
  - d. Once your BNZ Points have been redeemed for points with another partner programme, the redemption cannot be reversed and the points are subject to the terms and conditions of that other partner programme.
- 7.6 **Other payments**
  - a. You may redeem BNZ Points towards a payment of goods or services as we may allow from time to time. Any redemption under this clause will be subject to the relevant vendor/merchant's terms and conditions.

- 7.7 The Rewards Providers who provide the Rewards are:
- a. us for Cashback
  - b. Ascenda for eGift cards and travel rewards
  - c. any other partner programme providers as we determine from time to time
  - d. any other vendor/merchant that we partner with from time to time.
- 7.8 We or the Reward Provider can change the availability of any Reward or the number of BNZ Points required to claim a particular Reward at any time without telling you first.
- 7.9 Only you can redeem your BNZ Points.
- 7.10 Once you have redeemed your BNZ Points and we or the Reward Provider have issued your Reward, you cannot return or exchange the Reward.
- 7.11 You must comply with all applicable terms and conditions at all times, including when redeeming your BNZ Points.
- 7.12 For certain Rewards, you can combine redeeming your BNZ Points and any form of payment the Reward Provider accepts, as listed on the BNZ Rewards Portal for the Reward.
- 7.13 When you redeem your BNZ Points for a Reward, we deduct that number of BNZ Points from your BNZ Points balance. We deduct your oldest BNZ Points redeemed first.

## 8. Reductions to your BNZ Points balance

- 8.1 Your balance of BNZ Points reduces in the following situations:
- a. You redeem your BNZ Points for a Reward, or send BNZ Points to a Reward Earner
  - b. Your BNZ Points expire
  - c. You obtain a purchase refund, chargeback, or purchase reversal for a non-credit card spend in relation to any promotional offer or for an Eligible Purchase previously debited from your Advantage Credit Card Account (for example, when you return goods, cancel bookings made and paid for, or an error is reversed)
  - d. There have been unauthorised transactions on your BNZ product or unauthorised Eligible Purchases on your Advantage Credit Card Account for which you are not liable
  - e. We incorrectly allocated BNZ Points to your balance
  - f. We reasonably suspect you or another cardholder may have behaved fraudulently in connection with the BNZ Rewards Programme and you are not entitled to the BNZ Points earned.
- 8.2 If your BNZ Points balance reduces as described in clause 8.1, that balance can become negative.
- 8.3 We determine the rate we assign BNZ Points at, for Eligible Purchases and one-off promotional offers when we process the credit amount or adjustment. This rate may differ from the rate that applied when you made the relevant transaction to earn the BNZ Points.

## 9. Separate terms and conditions

- 9.1 Each of the following terms and conditions documents comprises a separate agreement between you and us:
- a. These Rewards Terms
  - b. BNZ Standard Terms and Conditions and any applicable BNZ product terms
  - c. The BNZ Internet Banking terms and conditions
  - d. The Portal and Reward Provider terms and conditions
  - e. Any applicable third-party partner programme provider terms and conditions.



- 9.2 If any of these Rewards Terms are inconsistent with the applicable BNZ product terms, the BNZ product terms prevail.
- 9.3 The following agreements apply to redeeming BNZ Points:
- for Cashback – these Rewards Terms between you and us
  - for eGift cards and travel rewards – the Portal and Reward Provider Terms and Conditions between you and Ascenda
  - for other partner programme rewards – terms and conditions of that programme between you and other partner programme provider.
- 9.4 We have no liability to you in relation to any other partner programme’s terms and conditions.
- 9.5 You are responsible for any taxes payable in connection with BNZ Points and the BNZ Rewards Programme. We provide no advice or representation about tax matters. If you need tax advice, we recommend you get it from an independent tax adviser.
- 9.6 Reward Providers may receive a commission when you redeem your BNZ Points. By redeeming your BNZ Points for the relevant Reward, you consent to the relevant Reward Provider receiving any such commission.
- 9.7 We may receive personal information from Ascenda and other partner programme providers and we may need to disclose some of your personal information to Ascenda and other partner programme providers in order for them to be able to provide certain Rewards to you. We will only share your information to provide services relating to the BNZ Rewards Programme.
- For more information about how we use and disclose your personal information, see our Master Privacy Policy.
- For more information about how Ascenda manages personal information, see its privacy policy.

## 10. BNZ Rewards Portal

- 10.1 Ascenda operates the BNZ Rewards Portal.
- 10.2 When you use the BNZ Rewards Portal, the Portal and Reward Provider Terms and Conditions apply. These Rewards Terms and the Portal and Reward Provider Terms and Conditions are each a separate agreement.
- 10.3 We have no liability to you in relation to the Portal and Reward Provider Terms and Conditions.
- 10.4 Ascenda has no liability to you in relation to these Rewards Terms.
- 10.5 You can access the BNZ Rewards Portal [rewards.bnz.co.nz](https://rewards.bnz.co.nz) using BNZ internet banking or the BNZ app.
- 10.6 You can use the BNZ Rewards Portal to view your BNZ Points balance and to redeem your BNZ Points for a Reward.
- 10.7 If you cannot access the BNZ Rewards Portal, contact us using the details in the ‘Important information’ section at the start of these Rewards Terms.
- 10.8 If you breach any applicable terms and conditions, or are declared bankrupt, we can restrict your access to the BNZ Rewards Portal.

## 11. Ending your participation in the BNZ Rewards Programme

### Your choice to opt out

- 11.1 You can opt-out of the BNZ Rewards Programme at any time. Tell us you want to opt out by logging into your BNZ internet banking or the BNZ app and follow the prompts, emailing us at [RewardsQueries@bnz.co.nz](mailto:RewardsQueries@bnz.co.nz), or calling us on 0800 275 269 from New Zealand or +64 4 931 2809 from overseas. For more details on opting out, see [bnz.co.nz](https://www.bnz.co.nz)
- 11.2 If you have any Advantage Credit Card Account, you must close or switch all your Advantage Credit Card Accounts before you can opt out of the BNZ Rewards Programme.
- 11.3 You stop receiving benefits from the BNZ Rewards Programme and forfeit any remaining balance of BNZ Points from the date you tell us you want to opt out.
- 11.4 We recommend you redeem any unused BNZ Points at least 10 Business Days before you opt out of the BNZ Rewards Programme, or before you close all your BNZ products (whichever is earlier). For details on how to redeem BNZ Points, see clause 7.
- 11.5 You can opt back in at any time (provided you remain eligible, see clause 3). For details on how to opt in, see [bnz.co.nz](https://www.bnz.co.nz)

### Our decision to end your participation

- 11.6 We may suspend or end your participation in the BNZ Rewards Programme at our sole discretion at any time. We can give you notice in accordance with clause 2.6, however, we may immediately suspend or end your participation without notice, for example, if we reasonably suspect fraud or we learn you have breached any applicable terms (also refer to clause 10.8).
- 11.7 If you no longer meet our eligibility criteria for the BNZ Rewards Programme, as described in Clause 2, we will automatically end your participation from that date.

### What changes when your participation ends

- 11.8 From the date you opt out or we end your participation:
  - a. we stop sharing your personal information with the Rewards Provider
  - b. we deactivate your access to the BNZ Rewards Portal
  - c. you forfeit any remaining balance of BNZ Points.

