

# QDOBA Q REWARDS

## FREQUENTLY ASKED QUESTIONS

We have answered some frequently asked questions regarding the QDOBA Rewards program below. For further information regarding the QDOBA Rewards program, please see our QDOBA Rewards Terms, which govern and apply to your use of the program. In the event of any conflict or inconsistency between the QDOBA Rewards Terms and the following answers, the QDOBA Rewards Terms shall govern and control.

### **Q: I LOVE THE QDOBA REWARDS PROGRAM. WHY ARE YOU CHANGING IT?**

A: We love it too, and we love it when our guests earn free food. So we're making the program even better by getting you to free food fast. And our guests have told us it can be confusing to redeem rewards, so we're making that process easier.

### **Q: DO ALL QDOBA RESTAURANT LOCATIONS PARTICIPATE IN THE REWARDS PROGRAM?**

A: Only participating restaurants will accept QDOBA Rewards. This does not include some licensed QDOBA locations within shopping malls, government buildings (including military bases), universities and airports.

### **Q: WHAT HAPPENED TO MY POINTS IN THE OLD PROGRAM?**

A: Your points have been converted to the new program at a rate of 24 previous program points to 1 new program point. Don't worry—when we converted them, we gave you equal or greater value for your points in the new program. If there is a remainder at the end of the point conversion, even if it is one point, we've rounded you up to achieve the 24 point conversion. For example, if you had 3,600 points in the old program, you will have 1 free entrée and 25 points in the new program. (3,600 previous points divided by 24 = 150 new program points. 125 new program points = 1 free entrée in the US. Plus there are 25 remaining points.) If you had an extra-large number of points, we aren't going to take that away! We have converted those too, so get ready to enjoy a lot of free food!

Additional Examples:

5000 previous program points = 209 new program points = 1 free entree and 84 points

10,000 previous program points = 417 new program points = 3 entrees + 42 points

### **Q: HOW DO I REDEEM REWARDS IN THE NEW PROGRAM FOR MY IN-RESTAURANT ORDERS?**

A: Your points automatically convert to a Free Entrée Reward once you reach 125 points (160 for Canada). There's no need to manually redeem points online or in the app for a reward; your Free Entrée will already be in your Rewards wallet to use on your next visit. Simply let the cashier know that you would like to use your reward and it will be applied to your order. Make sure you sign-in online before placing your order, add items to your basket and hit "Apply Rewards" at checkout to use your reward.

### **Q: HOW DO I REDEEM REWARDS IN THE NEW PROGRAM FOR MY ONLINE ORDERS?**

A: Your points automatically convert to a Free Entrée Reward once you reach 125 points (160 for Canada) and will be available in your Rewards wallet. Make sure you sign-in online before placing your order, add items to your basket and hit "Apply Rewards" at checkout to use your reward.

# QDOBA Q REWARDS

## **Q: DO REWARDS EXPIRE?**

A: An earned Reward, like a Free Entree, expires after 60 days from the time in which you earned it. But don't worry, that's two months to use your well-deserved reward! As a reminder, points that you have earned will remain in your account until they reach 125 (160 in Canada), at which time they will convert automatically into a Free Entrée reward.

## **Q: HOW DOES MY STATUS WORK? HOW MANY VISITS DO I NEED TO BECOME A CHEF?**

A: Foodies know flavor when they see it, and have ordered from QDOBA between 0 and 11 times during the calendar year. Chefs know QDOBA inside and out and are experts at crafting the perfect QDOBA experience. Chefs are our members who have visited at least 12 times within the calendar year.

For Rewards members who were in our program prior to February 1, 2022, your status was converted to a New Foodie or Chef Status based on your annual visits in 2021. When you join the program, you become a Foodie! Visit 12 times and you'll become a Chef! Chefs get extra perks, including \$2 Queso and Chips (\$3 Queso and Chips in Canada) with the purchase of an entrée and special opportunities to earn additional bonuses throughout the year.

## **Q: DO I HAVE TO REQUALIFY FOR THE CHEF STATUS EVERY YEAR?**

A: When you reach 12 visits, you qualify for the Chef status for the rest of the calendar year, plus the next year. Visit 12 times in 2022 and you'll keep your status through 2023!

## **Q: I WAS A [PRO/CHAMP] UNDER THE OLD PROGRAM, IS THIS PROGRAM STILL VALUABLE FOR ME?**

A: We value our most loyal customers and want to offer exclusive perks to our Chefs throughout the qualifying calendar year(s). We offer \$2 Queso and Chips (\$3 Queso and Chips in Canada) with the purchase of an entrée, bonus point opportunities, and various ways to receive bonus rewards during the qualifying calendar year(s).

## **Q: I HAD RECENTLY REDEEMED MY POINTS FOR A REWARD, WHAT HAPPENS TO MY REWARD?**

A: You can still use any rewards from the old program that are available in your account the same way you always did. We have not taken any previously redeemed awards away, and there is not an expiration date on these rewards. The only conversion was your points to the new program format, which may have earned you additional Free Entrées.

## **Q: CAN I STILL REDEEM POINTS FOR VARIOUS REWARDS SUCH AS A COOKIE OR QUESO AND CHIPS?**

A: To make the program easier and more valuable to our guests, you are no longer able to redeem your points for smaller rewards along the way. We want to reward you with a free entrée quickly, so your points will save up, and at 125 points (160 in Canada), you will automatically receive your free entree reward in your rewards wallet. But don't worry! There will be opportunities throughout the year to receive various rewards through our new program.



**Q: HOW DOES THE CANADIAN REWARDS PROGRAM DIFFER FROM THE US REWARDS PROGRAM?**

A: Due to the currency exchange between US and Canadian Dollars, the Canadian program looks a little different than the US Program. Canadian still get the same great value of equal benefit as the US, however the scale is a bit different. In Canada, to earn a Free Entrée, Members must get to 160 points instead of the 125 in the US. Chefs will still receive Queso and Chips however, it will be a \$3 Queso and Chips (with the purchase of an entrée) instead of \$2 as it is in the US.

**Q: I FORGOT MY REWARDS CARD AND/OR MOBILE APP, CAN I STILL GET MY POINTS?**

A: Yes – Just be sure to save the Claim ID on the bottom of your receipt. To claim points for the order, follow these short steps: Step 1: Log into your account on [QDOBA.MYGUESTACCOUNT.COM](https://QDOBA.MYGUESTACCOUNT.COM). Step 2: Enter your Claim ID in the "Claim Missing Points" section. Step 3: Click the "Claim Points" button.

**Q: HAS THE CATERING REWARDS PROGRAM CHANGED?**

A: The Catering Rewards Program has not changed. You will still be able to earn and redeem points the same way. To access your Catering points and rewards log into your account at [QDOBA.COM/REWARDS](https://QDOBA.COM/REWARDS).

**Q: HOW CAN I ACCESS MY ACCOUNT AND POINTS?**

A: Log In to your Existing Account on the rewards page at [QDOBA.COM/REWARDS](https://QDOBA.COM/REWARDS). Or you can log into your account through our app!

**Q: HOW DO I UPDATE MY PASSWORD?**

A: On the "Account Login" page, click "Click here to request a new password" then enter your 14-digit rewards card number, or the email address that is connected to your account.

**Q: HOW DO I CHANGE MY EMAIL PREFERENCES?**

A: You can update your email preferences by logging into your Rewards account and clicking the "Communication Preferences" button. Here, you can adjust the cadence and number of rewards-related emails you receive.

**Q: HOW DO I CHANGE MY SMS PREFERENCES?**

A: Text STOP to the number 73622 for the US and 78376 for Canada.