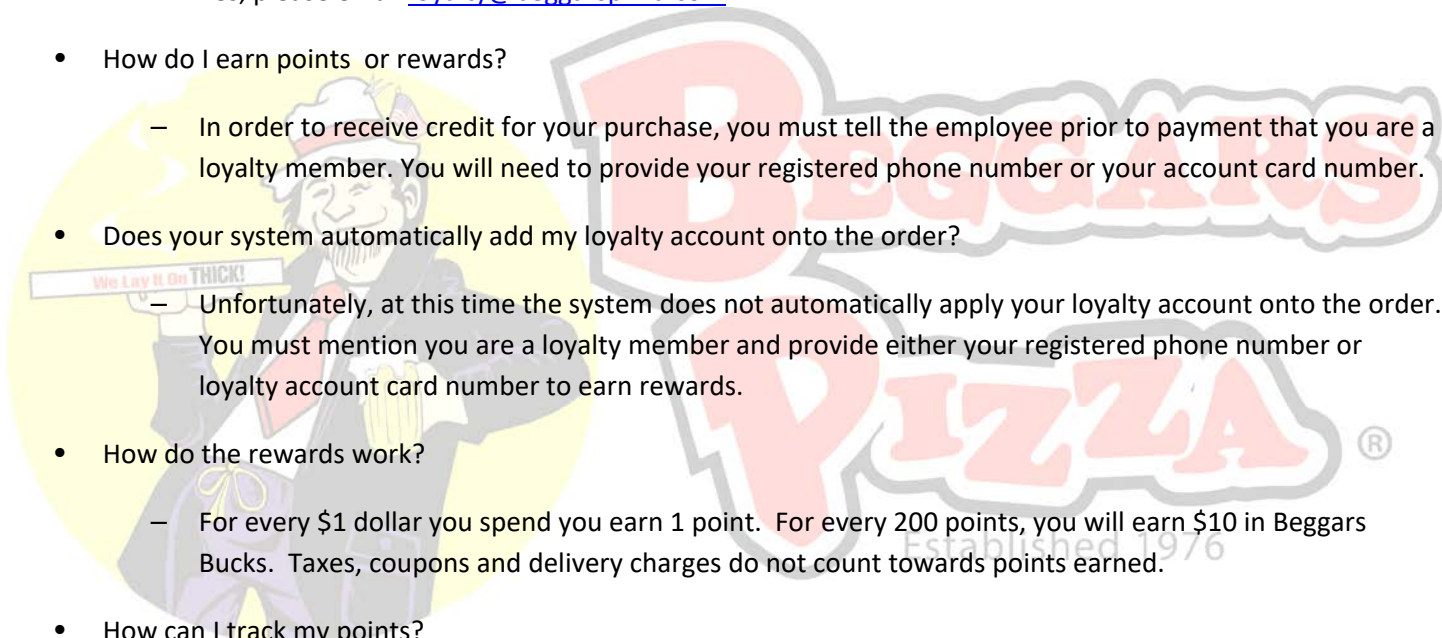
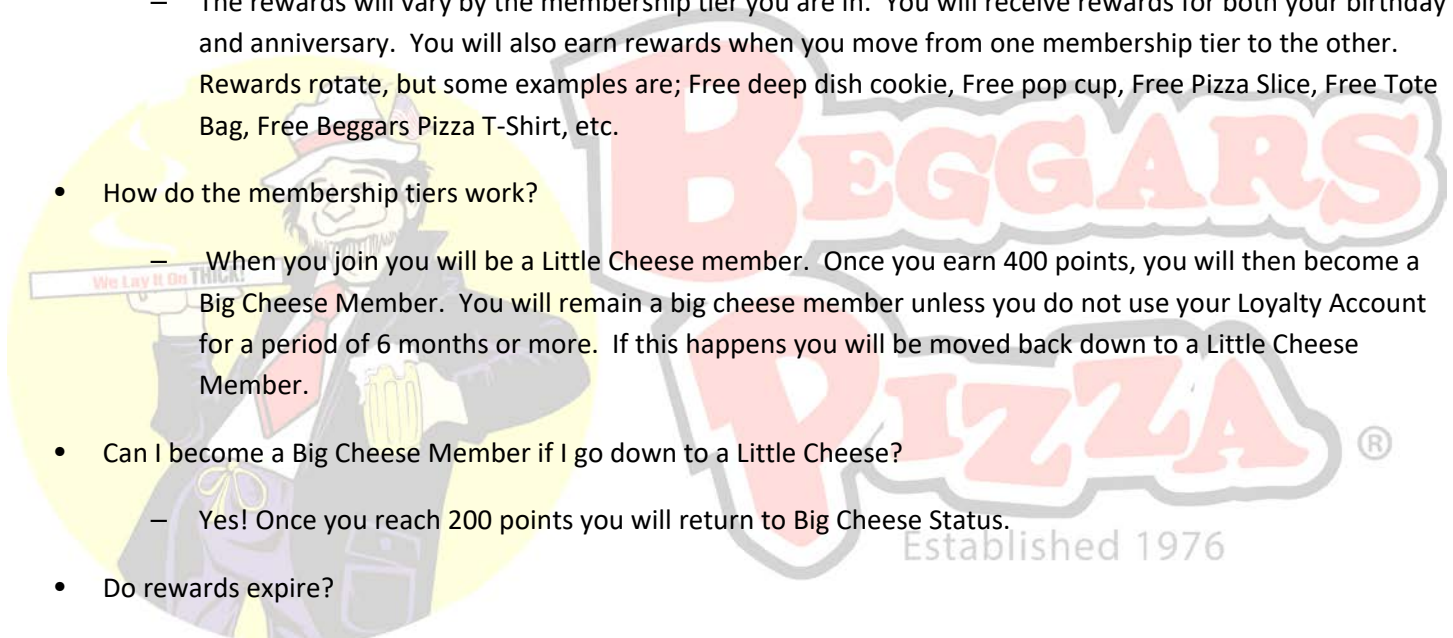


## Big Cheese Loyalty Club FAQ's

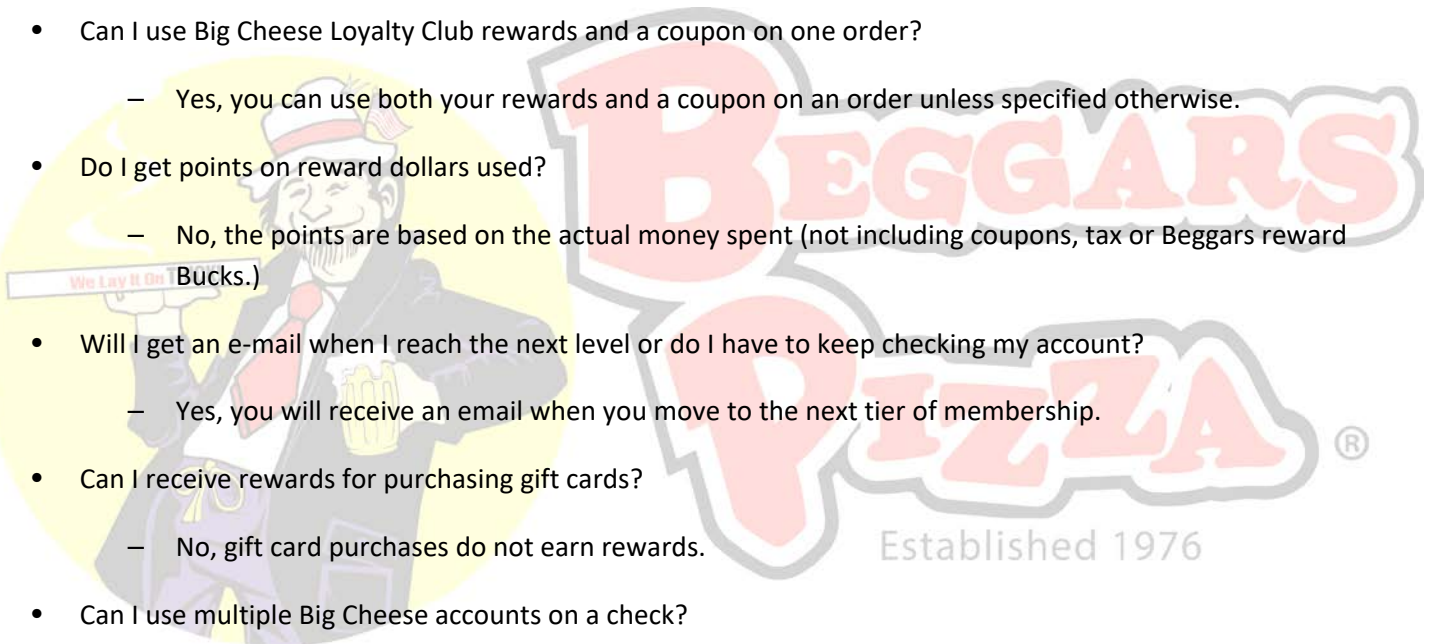
- How do I join?
  - [join.beggarspizza.com](http://join.beggarspizza.com) or download our Beggars Pizza Loyalty app
- Do I need to register my account?
  - Yes, you need to register your account in order to redeem rewards. You can continue to accumulate your pieces without registering, but will not be able to redeem until you have registered.
- How do I register?
  - Download the app Beggars Pizza loyalty or click on the link [register.beggarspizza.com](http://register.beggarspizza.com)
- I'm having difficulties registering- can someone help me?
  - Yes, please email [loyalty@beggarspizza.com](mailto:loyalty@beggarspizza.com) .
- How do I earn points or rewards?
  - In order to receive credit for your purchase, you must tell the employee prior to payment that you are a loyalty member. You will need to provide your registered phone number or your account card number.
- Does your system automatically add my loyalty account onto the order?
  - Unfortunately, at this time the system does not automatically apply your loyalty account onto the order. You must mention you are a loyalty member and provide either your registered phone number or loyalty account card number to earn rewards.
- How do the rewards work?
  - For every \$1 dollar you spend you earn 1 point. For every 200 points, you will earn \$10 in Beggars Bucks. Taxes, coupons and delivery charges do not count towards points earned.
- How can I track my points?
  - You may download the app, which has a tracking bar or log into your account via computer to check your account.
- What are Beggars Bucks?
  - Beggars Bucks are reward dollars that will automatically be uploaded into your account. Once you reach 200 points you will receive \$10 in Beggars Bucks. These are treated as a coupon with some restrictions and an expiration date. You can use Beggars Bucks towards any food/soft drink purchase. Beggars Bucks may not be used towards gift card purchases or liquor purchases.
- Can I use my Loyalty Account for Online Ordering?
  - You may enter your account to receive credit for your purchase and redeem your Loyalty Rewards. However, some specialty items are not compatible with our online ordering system.



- How do I redeem my rewards and/or Beggars Bucks?
  - You can redeem rewards or Beggars Bucks on your next visit by asking your server, cashier, phone attendant or add them to your Online Order.
- Do Beggars Bucks expire?
  - Yes, Beggars Bucks do expire. You will have 12 months to redeem your Beggars Bucks unless otherwise noted. Special rewards have shorter expiration dates and will be noted in your account.
- How do I check my points and rewards?
  - You can check them by using our Beggars Pizza loyalty app or by visiting [myloyalty.beggarspizza.com](http://myloyalty.beggarspizza.com) and logging in.
- What rewards can I earn?
  - The rewards will vary by the membership tier you are in. You will receive rewards for both your birthday and anniversary. You will also earn rewards when you move from one membership tier to the other. Rewards rotate, but some examples are; Free deep dish cookie, Free pop cup, Free Pizza Slice, Free Tote Bag, Free Beggars Pizza T-Shirt, etc.
- How do the membership tiers work?
  - When you join you will be a Little Cheese member. Once you earn 400 points, you will then become a Big Cheese Member. You will remain a big cheese member unless you do not use your Loyalty Account for a period of 6 months or more. If this happens you will be moved back down to a Little Cheese Member.
- Can I become a Big Cheese Member if I go down to a Little Cheese?
  - Yes! Once you reach 200 points you will return to Big Cheese Status.
- Do rewards expire?
  - Yes, the rewards do expire. There is typically a 30 day expiration unless noted otherwise. All information will be in the email you receive as well as in your account and on the app.
- Can I use my Big Cheese Loyalty Club on any order?
  - Yes, you can use it on Dine-in, Pick-up, and Delivery, but you must mention that you are a loyalty member because it is not automatically applied to your check.
- If I forgot to give my Big Cheese Club information on my last order can I still acquire those points? What if it is just after they tender my ticket out?
  - If it is still the day of the employee can pull up the ticket and add your account onto it. If it is not the day of, you will need to log into your app and click “missed visit”. There you can submit the missing purchase. You must submit the information within 10 days of the purchase and have the name, phone number, email, visit date and ticket number to receive credit.
- Do I need to show the Big Cheese Loyalty Club Card to get credit?



- No, once you register your card and link your account to a phone number it is no longer required. You will use your phone number in place of the card. However, if you prefer to use the card in place of providing your phone number than you can show your card to the cashier or you can supply a three digit code from our app by checking into the location you are at.
- I lost my card, how can I get a new one?
  - We cannot issue replacement cards. These are only meant to be temporary. Please use the phone number to use your account.
- Can I use my Big Cheese Loyalty and use a coupon?
  - Yes, you can use your loyalty account on an order with a coupon; however you will only receive credit towards rewards on the actual money spent (not including coupons, tax or Beggars reward Bucks) We typically only allow for one offer per order per day, so multiple coupons and/or offers cannot be used in addition to Big Cheese Loyalty offers.
- Can I use Big Cheese Loyalty Club rewards and a coupon on one order?
  - Yes, you can use both your rewards and a coupon on an order unless specified otherwise.
- Do I get points on reward dollars used?
  - No, the points are based on the actual money spent (not including coupons, tax or Beggars reward Bucks.)
- Will I get an e-mail when I reach the next level or do I have to keep checking my account?
  - Yes, you will receive an email when you move to the next tier of membership.
- Can I receive rewards for purchasing gift cards?
  - No, gift card purchases do not earn rewards.
- Can I use multiple Big Cheese accounts on a check?
  - No, only one Big Cheese loyalty account can be used per check.
- Can I split a bill and use multiple loyalty accounts?
  - No, due to system limitations we cannot do this in the computer system.
- Can I have more than 1 account under a card?
  - No, only one Big Cheese loyalty account can be tied to a card.
- I bought Beggars Pizza at a Bears or White Sox game, can I get Loyalty Credit.
  - We cannot give credit for Pizza purchased outside of our restaurants.
- Can I use my Beggars Bucks to purchase gift cards?



- No, unfortunately Beggars Bucks cannot be used towards gift card purchases.
- Why are my points accumulating, but I’m not earning any rewards?
  - Your account has not been registered. An un-registered account will still accumulate points, but in order to redeem your rewards you will need to complete registration. Click this link to register your account. [register.beggarspizza.com](http://register.beggarspizza.com)
- What is “Refer a Friend”?
  - App users may now refer a friend. Refer a Friend and receive a FREE Slice! When the newly signed up “Friend” Spends \$30, a rewarded Free Slice will be added into the referrers Loyalty Account.
- Will I get a card?
  - You may receive a card initially, but once you register your account you will not need a card to earn rewards. All you will need is your registered phone number.
- Why did I receive a Birthday reward before my Birthday or Anniversary?
  - The system sends out Birthday and Anniversary rewards once per week . You will receive your rewards on or before your Birthday and Anniversary.
- Can I order online from the app?
  - You can click the “Online Ordering” icon on the app to be brought to our Online Ordering website.
- I received an email that I had \$10 in Beggars Bucks but it’s not there?
  - Did you change your order or add a coupon? This can confuse the system and if you fall below 200 points by changing your transaction it will remove your 10 reward.
- I was a Big Cheese – how did I become a Little Cheese?
  - After 6 months of inactivity your account gets moved to a Little Cheese status. You do not lose any points or rewards. Once you again reach 200 points you will become a Big Cheese member.
- Why do I want to be a Big Cheese? What’s the difference?
  - Once you become a Big Cheese member you will receive better offers and rewards that Little Cheese members do not receive.
- I want to change information on my account, how can I do that?
  - You may log into your account and click “Edit Account” . Store employees are unable to change any account information.
- I’m still having difficulties, is there someone I can contact for assistance?
  - Yes, please email [loyalty@beggarspizza.com](mailto:loyalty@beggarspizza.com) .

Updated 1-2-18

# BEARS WIN GAME DAYS

When the Bears are winners so are you!

Valid for all Regular Season Games

Receive “Beggars Bucks” in your Loyalty Account for every game the Bears win.

- Little Cheese Members – Receive \$1 in “Beggars Bucks”
- Big Cheese Members – Receive \$3 in “Beggars Bucks”

Bears Win “Beggars Bucks” will be added into your account the business day following the win, no later than 2:00 pm.

Bears Win “Beggars Bucks” will expire and be removed from your Loyalty Account February 1<sup>st</sup> 2019.

If you have any further questions please email [loyalty@beggarspizza.com](mailto:loyalty@beggarspizza.com)

Date: August 20, 2018

