When and how will I receive my credit card reward certificate?

• If you are not enrolled in Paperless, your annual credit card reward certificate will be issued on the last page of your February paper statement.

• If you are enrolled in Paperless, your annual credit card reward certificate will be issued via email on or shortly after your February statement closing date. Emailed credit card reward certificates are sent separately and are not attached to digital statements.

• Anyone who earned a certificate can access it via the Citi Mobile® App. Shortly after your February statement closes, just log in and click “View Rewards Details” then “View Certificate” to view your certificate on your mobile device.

**Important:** To receive a credit card reward certificate you must have earned more than $1 in rewards through your December 2018 statement closing date and your account must be open at the time your certificate is issued in February 2019.

What does the credit card reward certificate look like?

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**2019 Credit Card Reward Certificate**

Expiration Date: 12/31/19
Issued To: L Walker

COSTCO CASH REWARDS VALUE $222.00

Valid only in U.S. Costco warehouse locations, including Puerto Rico. Redeemable only in person at Costco on or prior to the December 31st 2019 expiration date. Please see important information on the reverse side of this certificate.
What is the easiest way for me to find information about the rewards I’ve earned and the details about my credit card reward certificate?

Visiting Citi® Online is the easiest way to find information about the rewards you’ve earned and details about your credit card reward certificate. Here’s how:

1. Click the link to “View Your Reward & Certificate Information”

2. This value is the amount of 2019 cash back rewards earned to date and is current as of your last statement date. Rewards shown here will be sent to you in your 2020 credit card reward certificate.

   Note: You may see a value of $0 in January, however, any rewards earned since your December statement will appear here upon your January statement closing date.

3. This indicates the status of your 2019 credit card reward certificate

4. This is the amount of your 2019 credit card reward certificate

   Note: This amount represents the 2018 cash back rewards earned for purchases made with your Costco Anywhere Visa® Card through your December 2018 statement.

5. If you’ve misplaced your 2019 credit card reward certificate, simply click “Request Replacement” to order a new one
What if I lose my certificate?

We understand things get lost or misplaced. You can request a replacement credit card reward certificate through Citi® Online.

Log in to Citi Online

1. Click the link to “View Your Reward & Certificate Information”

2. Click “Request Replacement”

3. Choose how you’d like to receive your new certificate (printable PDF, by email or by U.S. Mail)

4. Click to submit your selection

   Note: Replacement certificates come with a new certificate number, meaning that any previously issued certificates are no longer eligible to be redeemed. Always be sure to have the most recent certificate with you when you redeem.

Keeping track of your certificate:
Each new certificate will have a new two-digit number in the upper right corner and a unique barcode for redemption. Only the most current certificates can be redeemed at Costco.

You can also request a replacement certificate by calling Citi customer service at 1-877-419-4002.
TOP FAQs

How do I confirm that the total value of my credit card reward certificate is accurate?

If you’d like to **verify your reward amount for 2018**, you can do this by reviewing each statement between January and December 2018. If you became a cardholder after January 2018 and were not a cardholder for the full year, simply look at the reward amounts reported beginning with your first statement through your December 2018 statement.

- The amount listed on the right side of your statement shows the total cumulative rewards earned through your billing date.

  ![Costco Cash Rewards Summary](image)

- You can also review each statement period individually by looking on page 2 of your statement and adding “Earned this period” amounts for each eligible billing statement to determine the value of your reward certificate.

How do I know which statement I’m looking at and what my billing period is?

- You can determine the month of each billing statement by looking at the gray box in the upper left section of your statement.

- The example shown below is a February billing statement, which closed on the 24th:

  ![Costco Anywhere Visa® Card](image)
What happens to my credit card reward certificate if I cancel my Costco membership?

- If you no longer have a valid Costco membership, you’ll be notified that your Costco Anywhere Visa® Card will be cancelled. Any cash back rewards accumulated, but not yet distributed in the form of a credit card reward certificate will be forfeited.

- If you have already received a credit card reward certificate, once your account is cancelled you can still redeem any credit card reward certificate already issued to you. If you need a replacement certificate after your Costco Anywhere Visa Card is closed, you will need to call 1-877-419-4002.

- One convenient way to ensure that your Costco membership stays active is to have your annual membership fee automatically billed to your Costco Anywhere Visa Card. Please contact Costco at 1-800-774-2678 to enroll in the membership auto renew feature if you are not already enrolled.

When does the credit card reward certificate expire?

Your credit card reward certificate from your Costco Anywhere Visa Card expires on December 31st of the year of issuance. The certificate has no value if not redeemed in person at any U.S. or Puerto Rico Costco warehouse, before the expiration date.
I just received my February statement from Citi and I do not see a credit card reward certificate in my billing statement. Why?

- If you are enrolled in Paperless with Citi, you will receive your reward certificate in an email on or shortly after your February statement closing date. The reward certificate will not be included as part of your digital statement.
- Please confirm that you are looking at the correct billing statement. If your statement closes late in the month, you may not receive your February billing statement until early March.
- To determine the month of each billing statement, look at the gray box in the upper left section of the statement. The example shown below is the February billing statement, which closed on the 24th:

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Costco Anywhere Visa® Card

L WALKER
Member since 2013 Account number ending in: 4366
Billing Period: 1/25/19-2/24/19

FEBRUARY STATEMENT
Minimum payment due: $25.00
New balance as of 2/24/19: $849.26
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- You may view more about the status of your credit card reward certificate by visiting the Rewards Summary Page within Citi® Online.
- Otherwise, please call 1-877-419-4002 or send us a secure message online to inquire about your reward certificate.

I have multiple Costco Anywhere Visa Card accounts. Will I receive separate credit card reward certificates?

Yes, you will be sent separate credit card reward certificates for each Costco Anywhere Visa Card account you have, so long as you are the Primary Cardholder on each one.
If I receive my credit card reward certificate via email, do I need to print it out in order to redeem it?

No, you do not need to print your certificate in order to redeem it. Simply present the certificate on your mobile device when you are ready to redeem at any U.S. or Puerto Rico Costco warehouse. Be sure to fully download the email before attempting to redeem, or save a screenshot to your phone to ensure the certificate barcode is accessible for scanning.

Can I redeem my credit card reward certificate for cash?

Yes, credit card reward certificates may be redeemed for cash at any U.S. or Puerto Rico Costco warehouse. Requests for cash may be fulfilled in the form of a check at Costco's discretion.

Can I use the credit card reward certificate at Costco.com or Costco Travel?

No, credit card reward certificates may not be redeemed at Costco.com or Costco Travel at this time. They can be redeemed only at any U.S. or Puerto Rico Costco warehouse.

Can I send in the credit card reward certificate as payment on my Costco Anywhere Visa® Card account?

No, credit card reward certificates may not be used for payment of the outstanding balance on your Costco Anywhere Visa Card account.

What if I don't use my entire credit card reward certificate on my purchase?

Any unused portion of your credit card reward certificate may be redeemed in the form of cash or check at Costco's discretion.
What is the number in the upper right corner of my credit card reward certificate?

- This is your certificate number. If you request a replacement, your certificate will be assigned a new, unique, certificate number and you will no longer be able to redeem your prior one. This includes the certificate attached to your statement.

- You can verify your current certificate number by logging in to Citi® Online and visiting the Rewards Summary Page or by calling 1-877-419-4002.

My credit card reward certificate reads “2019,” but the year just started! What happened to my 2018 rewards?

- The year reflects the year in which the certificate is issued and redeemable, not the year the rewards were earned.

- Your 2018 cash back rewards earned for purchases through your December 2018 statement are sent in your 2019 credit card reward certificate.