



GOLDEN REWARDS TERMS AND CONDITIONS/FAQ

GENERAL

- **What is the Golden Chick Rewards program?**
 - The Golden Chick Rewards program is our way of rewarding our loyal guests. Earn points and enjoy Golden Chick Rewards based on how often you eat with us.
- **How do I earn rewards?**
 - Simply provide your phone number or show the QR code from the Golden Chick app to the cashier in-store every time you make a purchase to earn points that can be used to redeem rewards. You will also earn points for online and mobile app orders. Make sure to register your account to earn additional personalized offers, plus a Welcome Offer just for signing up at my.spendgo.com/GoldenChick.
- **Do I have to register an account to earn points?**
 - No, you do not need to register your account to earn points in the program, but you'll need to register your account in order to redeem points for awesome rewards. As a thank you for registering your account, you will receive a Free Big & Golden or Big & Wicked chicken sandwich with your first \$10 purchase -- and a special treat on your birthday!
- **How do I register my account?**
 - To register, just fill out a short form my.spendgo.com/GoldenChick, create your account here [<https://goldenchick.order.online/>] or on the Golden Chick App, where you will be prompted to enter your phone number and click Next. From there, you will be required to validate your phone number within 5 minutes by entering in a One-Time 6-digit Passcode. Upon successful validation, you will be taken to a screen where you can enter your profile details.
- **Will you be calling or texting me after I enter my phone number?**



- No, your phone number will only be used to track your reward points. We will never contact you without your permission and only if you opt-in to receive SMS messaging from us.
- **Who do I contact if I need help with my Golden Chick Rewards account?**
 - You can submit a ticket to Customer Support at <https://www.spendgo.com/help-rewards>

EARNING POINTS

- **How are points calculated?**
 - For every \$1 spent, 1 point is earned, less taxes, tips, discounts and other fees. You cannot earn points on any rewards or offers used on an order.
- **How do I tell how many points I have accumulated? How do I log in?**
 - To see your points or reward status, log into your [Golden Chick Rewards](#) account online using your email or phone number and password. Only Registered Members will be able to log in to view their points balance and available rewards. You can also log in on the Mobile App to view your points and rewards status.
- **Can I earn points on all my purchases at Golden Chick?**
 - All in-store and online purchases qualify for points, excluding gift card purchases/reloads, sales tax, tips, team member discounts, and the value of any discounts or promotions.
- **Do my points expire?**
 - No, your points do not expire.
- **I'm not getting my points. What do I do about it?**
 - If you are not getting your points, please submit a ticket with to [Support](#) with the details of your transactions, and our Support team will gladly assist you.
- **Oops, I ordered online but forgot to log into my account, how do I earn points for my purchase?**



- If you ordered online via Storefront, but forgot to log in first, you'll need to email gfcinfo@goldenchick.com with a copy of your receipt and your phone number. We'll take care of adding the points to your account
- **Oops, I forgot to give my phone number to the cashier at checkout. How do I claim my points?**
 - Simply log in to my.spendgo.com/GoldenChick and click Add Points, select "Order Number" and enter the details from your receipt to earn points on your transaction.

REDEMPTIONS

- **How do I redeem a reward or offer?**
 - At the counter, pull up your Golden Rewards app and show the cashier your QR code when you place your order. The cashier will scan your code so you can redeem your reward.
 - For Mobile App orders, please ensure you are logged into your Golden Rewards account, then place the items in your cart. Once you go to the checkout screen, you will have the option to apply points to your purchase for qualifying items. For online orders, log into your Golden Rewards account. Once logged in, place items in your cart and go to the checkout page. Similar to ordering on the Mobile App, points will be available to redeem free items if applicable.
 - For online orders, log into your Golden Rewards account. Once logged in, place items in your cart and go to the checkout page. Similar to ordering on the Mobile App, points will be available to redeem for free items if applicable.
- **I've been earning points, but I can't redeem offers, why?**
 - If you are earning points, but unable to redeem your points for rewards, it means you need to Register your account at my.spendgo.com/GoldenChick. While you can earn points with just your phone number, you must Register your phone number in order to redeem rewards.
- **Can I use multiple rewards at the same time on a single order?**



- No, you can only redeem points for one reward per order, but you can accumulate countless points for later use.
- **Do my rewards expire?**
 - Yes, some rewards expire, such as the Free Chicken Sandwich Welcome Offer, which expires 60 days after earned, and the Birthday Offer, which is awarded 7 days before your birthday and expires 23 days after your birthday. Other rewards and offers' expiration rules may vary. [Sign in to your Golden Chick Rewards](#) account to view details.

LOCATIONS

- **Which Golden Chick locations can I earn points and redeem rewards?**
 - The Golden Chick Rewards program will soon be available at a store nearest you. For a list of participating locations please visit the [Golden Chick website](#).