



Thrive Rewards FAQs on System Outage

Q1: Did I earn Thrive Rewards points for orders that were placed during the loyalty outage?

Yes, you earned Thrive Rewards points for orders placed during the loyalty outage, including orders that qualified for promotional points.

Q2: Where can I see these points on my Thrive Rewards account?

You can view all of your points in the 'View My Activity' section of your Thrive Rewards account.

Q3: What happens to any points I had expiring in October, November, and December?

We are reissuing points that expired in October, November, and December 2023. These will be deposited as a single courtesy transaction with an extended expiration date of March 2, 2024. This will allow you to redeem any points expired during this period.

Q4: Will there be any changes in how I can redeem my points?

Yes, there is a temporary change. Normally, you can redeem points against qualifying sales over the prior 90 days. To restore any missed redemption opportunities caused by the platform being inaccessible, we are widening the qualifying sales period temporarily for redemptions from prior 90 days to prior 180 days.

Q5: Who can I contact for more information or if I have further questions?

For any additional inquiries or clarifications, please reach out to your Field Sales Consultant or call 1-800-888-6684.