

Vibe Club™ Rewards FAQs

GETTING STARTED

Q: How do I become a member of the Vibe Club™ Rewards program?

A: It's easy! Download the Which Wich Mobile App from the Apple App Store or Google Play. Follow the prompts to sign up or if you're already a member of our Vibe Club™ Rewards program, select "Migrate Account."

Q: How do I migrate my account to the updated Vibe Club™ Rewards program?

A: Download the updated Which Wich Mobile App and select "Migrate Account." Follow the instructions to make sure your points are migrated to our updated App.

Q: If I do not have a smartphone, how do I use the new Vibe Club™ Rewards?

A: Vibe Club™ Rewards is an app-based loyalty program, which means that the preferred way to access your account will be through the Which Wich mobile app. If you do not have a smartphone capable of supporting a mobile app, you can still migrate and view your account on our website at whichwich.com/rewards. You'll be able to redeem your rewards (after you migrate your account), by providing your phone number at the cash register.

Q: If I have an unregistered Vibe Club™ Rewards card, how do I transfer my points to the new Vibe Club Rewards?

A: First, you should register to become a member of the new Vibe Club™ Rewards. Download the Which Wich Mobile app and follow the prompts to register, or visit whichwich.com/rewards to register. Once registered, you can contact loyaltyhelp@whichwich.com to provide them the Vibe Club™ Rewards card number to attempt to sync up your new account with your old points.

EARNING POINTS

Q: How do I earn Vibe Club Rewards points?

A: You can open the Which Wich Mobile App and select "Earn Points" to scan the QR Code, provide your mobile number at the cash register, or enter the bar code number at the bottom of your receipt to earn points for your purchase (at participating Which Wich locations). You will earn one point per dollar spent.

Q: Can I earn points for someone else's purchases?

A: Only one Rewards Account can be used to earn points. Your Rewards Account is personal to you and may not be sold, transferred, assigned to, or shared with family, friends or others. You may have only one Rewards Account. If you're found to have multiple accounts, you will be banned from the program.

Q: How do I earn a Free Wich?

A: When you accumulate 75 points in your Rewards Account, you will earn a Free Regular 7" Wich worth up to \$8.00, which you may redeem at participating Which Wich restaurants. Additional charge for Favorites and specialty Wiches. Upgrades and extras as priced.

Q: Do I earn points when I get my free wick?

A: No, but you can receive points on other eligible items on the same order.

Q: I forgot to bring my mobile smartphone, how can I add the points from this purchase to my rewards card?

A: Keep your receipt and enter the bar code number at the bottom of your receipt on the Which Wich Mobile App by selecting "Earn Points" and pressing "Add receipt."

Q: Do I need to keep my old Vibe Club™ Rewards loyalty card?

A: No. The Vibe Club™ Rewards program has moved to an app-based loyalty platform. You'll only need the Which Wich Mobile App to use your account. You can discard the old card.

Q: Do I earn points when I order online?

A: Of course! Place your online order using the Which Wich Mobile App

Q: How do I earn points if I do not have a smartphone?

A: Be sure to keep your receipt! You'll notice a bar code at the bottom of the receipt. You can enter that number manually by logging into your account at whichwich.com/rewards to earn your points.

Q: Why can't I redeem rewards multiple times in one visit?

A: This is a points fraud safeguard put into place to stop any potential gaming of the points program. You're only allowed to redeem one reward per visit. After 4-hours, you will be able to redeem another reward.

REDEEMING REWARDS

Q: How do I redeem my reward?

A: First, you need to register for an account using the Which Wich Mobile App. To redeem rewards, select the reward you want to use, then press "Redeem." You'll have 90 minutes to redeem your reward before it expires. If you don't use your reward code, the reward will go back to your account, so it will still be available when you're ready to use it.

Q: Can I redeem my rewards at any Which Wich location?

A: You can redeem rewards at any participating Which Wich location. Certain franchise, airport, Target Store and university locations do not participate in Vibe Club™ Rewards.

Q: I have multiple rewards on my account. Can I combine them?

A: No, you can only use one redemption code at a time. Each reward is separate and cannot be combined with any other offers or discounts.

Q: I signed up Vibe Club™ Rewards, when do I get my Free Birthday Wich?

A: When you sign up for Vibe Club™ Rewards, you are rewarded a Free Wich on your birthday, redeemable for up for 7 days.

Q: I signed up Vibe Club™ Rewards and didn't receive a Free Birthday Wich. What happened?

A: If you recently registered for Vibe Club™ Rewards within 30 days of your birthday, you may not receive a reward. You'll receive the reward on your next birthday. For example: If you registered for Vibe Club Rewards 2 days before your birthday, you will not receive the reward since you're within the 30-day window. This is to help reduce

fraud of our loyalty program. You will receive a reward on your next birthday if you've purchased items from Which Wich within that year. The birthday reward is part of our loyalty program, and in order to qualify a purchase on your rewards account must be made in the 11 months preceding your birthday month.

Q: What if I activate a reward and do not use it within the redeemable timeframe?

A: If you don't use your reward code, the reward will go back to your account, so it will still be available when you're ready to use it. Some rewards do have expiration dates associated with them, so you'll need to redeem the rewards before that time.

Q: Can I give my reward to someone else?

A: While we can't transfer a reward to someone's account, you're more than welcome to order your Free Wich for a friend.

Q: Do I have to order a 7" Regular Wich when I redeem my reward?

A: No. The value of the 7" Regular Wich reward can be put toward the purchase of a larger size. There will be an additional charge for Favorites and specialty Wiches. Any upgrades and extras will be priced as such.

YOUR ACCOUNT

Q: How do I manage my account?

A: The easiest way to manage your account is to download the Which Wich Mobile App. You'll be able to update your profile, view your points balance, set your favorite store, and more. Certain features or services offered on or through the App require you to complete a registration process and/or setup an account or login.

Q: How often is my points balance updated?

A: Points are put into a pending status at the time of purchase and should be visible within your account balance within 30 minutes. To view your points balance, log into the Which Wich Mobile App.

Q: Why were 75 points redeemed from my account?

A: 75 points equals a Free Wich! Once you've reached 75 points, you'll automatically receive a Free Wich reward. You can redeem your Free Wich reward on your next visit or save it and redeem it on any visit you'd like within a 90-day period of receiving that reward! If you don't use your reward code, the reward will go back to your account, so it will still be available when you're ready to use it.

MIGRATING YOUR ACCOUNT

Q: I'm already a member of Vibe Club™ Rewards. Can I still use my card?

A: No, your card will not work with our updated Vibe Club™ Rewards program. Download the Which Wich Mobile App and email address to migrate your account.

Q: I loved the previous version of Vibe Club™ Rewards. Why did you change it?

A: We wanted your Vibe Club™ Rewards experience to be more of what you wanted, so we made it even better (but we kept some things you liked, including our birthday reward of a Free Wich!) You now have more ways to earn points and you can redeem your rewards on anything.

Q: What happens to my current points and rewards?

A: Don't worry! You won't miss out. Just download the Which Wich Mobile App and follow the "Migrate Account" instructions. All of your points and rewards will migrate to our updated program.

Q: How do I check my current points balance?

A: Your current points and account balance will be on the home screen of the updated Which Wich Mobile App once you log into your account.

Q: I migrated my account in the new Which Wich Mobile App, but I don't think my points balance is correct. Can you help?

A: Contact [us at guestrelations@whichwich.com](mailto:us_at_guestrelations@whichwich.com) and we'll look into it!

TROUBLESHOOT ISSUES

Need help or have Vibe Club™ Rewards questions? Contact us at guestrelations@whichwich.com.