

## FREQUENTLY ASKED QUESTIONS

### 1. How do I register for #MarriottBonvoyPoints?

1. Go to [www.earn.marriottbonvoy.com/points](http://www.earn.marriottbonvoy.com/points)
2. Select a the social channel(s) you want to connect
3. Sign into your social profile. If you're already signed in, you will be re-directed back to the registration page
4. Enter your information and click the Complete button
5. Welcome to #MarriottBonvoyPoints! Connect your other social profile(s) to earn more bonus points
6. Use the buttons to follow @MarriottBonvoy on Twitter and Instagram to earn even more
7. Be sure to set your Twitter and Instagram social profiles to Public so we can reward your posts

### 2. Will #MarriottBonvoyPoints automatically post on my social profile accounts?

No. #MarriottBonvoyPoints will never post on your behalf or contact your followers.

### 3. I tried to register for #MarriottBonvoyPoints, and I am getting an error message. What's wrong?

Make sure you are using a valid Marriott Bonvoy account number, your name entered matches the name on your Marriot Rewards account, and that it is not already registered with #MarriottBonvoyPoints. To confirm your Marriott Bonvoy account number and name, go to <https://www.marriott.com/rewards/myAccount/default.mi>.

### 4. How do I earn points through #MarriottBonvoyPoints?

Follow @MarriottBonvoy on Twitter to learn about the latest promotions. Be sure to set your Twitter and Instagram social profile accounts to Public so we can rewards your posts.

### 5. How many points can I earn through #MarriottBonvoyPoints?

Each #MarriottBonvoyPoints promotion is unique. Be sure to read the rules in the #MarriottBonvoyPoints confirmation emails. A maximum of 45,000 points per Marriott Bonvoy account can be earned each calendar year through #MarriottBonvoyPoints.

### 6. How do I change my #MarriottBonvoyPoints email preferences?

Please note that #MarriottBonvoyPoints will only send transactional emails after you have successfully earned bonus points. If you would like to opt-out of emails or update your email address, follow the steps below.

1. Go to [www.earn.marriottbonvoy.com/points](http://www.earn.marriottbonvoy.com/points)
2. Click the Edit button next to your Email Address
3. Use the checkbox to subscribe or unsubscribe to email notifications

### 7. Can I earn airline miles using #MarriottBonvoyPoints?

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## #MarriottBonvoyPoints

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No. You can only earn points through #MarriottBonvoyPoints. If your earning preference is set to miles, you can [change your earning preference to points](#) to participate in #MarriottBonvoyPoints.

### 8. I just performed a qualifying social action. How do I know that I received my points?

You will receive an email within an hour after earning your points. You can look at your Marriott Bonvoy account profile at <https://www.marriott.com/rewards/myAccount/default.mi> to view activity.

### 9. I just performed a qualifying social action, and I did not receive my points. What happened?

Be sure to set your Twitter and Instagram social profile accounts to Public so we can reward your posts. To adjust your social profile settings, use the following links:

- Twitter: <https://twitter.com/settings/security>
- Instagram: <https://help.instagram.com/116836975134193/>

Your Facebook account does not need to be public in order to earn.

You might have hit the maximum number of times you can earn for the social campaign.

Your Marriott Bonvoy account may no longer be active. Please contact Marriott Bonvoy Customer Care to resolve the issue.

Your account might be suspected of fraudulent activity related to use of #MarriottBonvoyPoints.

If you're still having trouble, contact [Guest Services](#).

### 10. I'm not currently a Marriott Bonvoy member; can I still earn points through

#MarriottBonvoyPoints? Yes! You can [enroll](#) in Marriott Bonvoy then register for #MarriottBonvoyPoints.

### 11. How is Marriott going to use my information?

Please refer to the [Terms of Service](#) and [Privacy Policy](#).

### 12. How do I cancel #MarriottBonvoyPoints?

You can remove the application by going to the following links:

- Twitter: <https://twitter.com/settings/applications>
- Instagram: [https://instagram.com/accounts/manage\\_access/](https://instagram.com/accounts/manage_access/)
- Facebook: <https://www.facebook.com/bookmarks/apps>

### 13. How can I redeem my Marriott Bonvoy® points?

## #MarriottBonvoyPoints

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You can use your Marriott Bonvoy points for over 250 redemption options or toward stays at Marriott® destinations worldwide. Visit <https://www.marriott.com/loyalty/redeem.mi> for more information.

### **14. What happened to #RewardsPoints?**

While the name has changed to #MarriottBonvoyPoints, all the amazing opportunities to earn remain the same!