

# BIGGBY® COFFEE

## A Customer Said What?!

We love hearing from our customers because after all, they are the best in the world!  
Have something you would like to share? E-mail us at [feedback@biggby.com](mailto:feedback@biggby.com).  
We would love to hear from you!

### Customer Comment:

I recently went online to combine my frequency cards like I was told to do the last time I went to BIGGBY. When I did this, it looks like my point total went down and was reset back to zero. I'm not sure what I'm doing wrong but I would greatly appreciate someone looking into this and making sure my point total is correct.

Thank you,  
Susan

### Home Office Response:

First of all, thanks for being a BIGGBY fan, and thanks for trying out our new customer profile! It sounds like what has happened is that you've added multiple cards to your account that had a combined stamp total above 12. Once you hit the 12 threshold, a free drink will be queued to your card (which you can see over in the "Earned Rewards" column), and the counter will reset back to 0. If you do this more than once, the "Earned Rewards" column will only show "Free drink" once, but no worries! It is queuing up multiple drinks.

To redeem your free drinks at a store, simply take your card with you, order your drink as normal, and hand the card to the cashier. When they swipe it, tada! Your drink will be free.

Let us know if you have any issues or questions,

*Tony*

Director of Operations