

FREQUENTLY ASKED QUESTIONS

1. How do I register for #MRpoints?

1. Go to www.mr-points.com
2. Click the Sign Up button and select a social channel
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 #MRpoints! Connect your other social profile(s) to earn 25 bonus points
6. Use the link to follow @MarriottRewards on Twitter to find out more ways to earn
7. Be sure to set your social profiles to Public so we can reward your posts

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

Make sure you are using a valid Marriott Rewards account number, your name entered matches the name on your Marriot Rewards account, and that it is not already registered with #MRpoints. To confirm your Marriott Rewards account number and name, go to MarriottRewards.com/MyProfile.

3. How do I earn points through #MRpoints?

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

4. How many points can I earn through #MRpoints?

Each #MRpoints promotion is unique. Be sure to read the rules in the #MRpoints confirmation emails.

5. How do I change my #MRpoints email preferences?

Please note that #MRpoints 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.mr-points.com
2. Click the Edit button next to your Email Address
3. Use the checkbox to subscribe or unsubscribe to email notifications

6. Can I earn airline miles using #MRpoints?

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

7. 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 Rewards account profile at MarriottRewards.com/MyAccount to view activity.

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

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

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

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

You must be a Marriott Rewards member with your earning preference set to points in order to earn with #MRpoints.

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

9. I'm not currently a Marriott Rewards member; can I still earn points through #MRpoints?

Yes! You can [enroll](#) in Marriott Rewards then register for #MRpoints.

10. How is Marriott going to use my information?

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

11. Will #MRpoints automatically post on my social profile accounts?

#MRpoints will never post on your behalf or contact your friends.

12. How do I cancel #MRpoints?

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

- Twitter: <https://twitter.com/settings/applications>
- Instagram: https://instagram.com/accounts/manage_access/

13. How can I redeem my Marriott Rewards® points?

You can use your Marriott Rewards points for over 250 redemption options or toward stays at Marriott® destinations worldwide. Visit <http://www.MarriottRewards.com/Use> for more information.