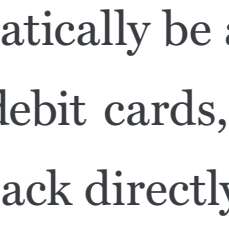


FAQ/HELP PAGE

CARUSO REWARDS

Welcome to Caruso Rewards! As a member, you will receive Cash-Back Offers and complimentary parking at The Grove, The Americana at Brand, and starting April 3, 2019, Palisades Village just by swiping your credit or debit card(s). Starting April 3, 2019, you will also earn exclusive access to a range of exciting events—from private shopping parties and food tastings, to advance film screenings and grand-opening celebrations.

Be sure to connect the credit and/or debit card(s) you use most to your account so you can start earning points in a seamlessly new way. Your rewards progress is updated in real-time, and is available to view on your account dashboard.



MY CONNECTED CARDS

Do I have to connect my credit or debit card(s) to my account or can I scan/log my receipts instead?

As an added convenience to Caruso Rewards members, starting April 3, 2019, you will no longer have to scan or text receipts to earn points. Instead, simply connect your credit and/or debit card(s) to your account, and your points will automatically be applied after every purchase you make using those cards. By connecting your credit or debit cards, we can automatically update your rewards progress and, most importantly, send cash back directly to that card when applicable.

Please note, the last day scanned receipts will be accepted for point accrual is March 31, 2019.

Receipts for all purchases made on April 1 & 2, 2019 must be provided to Caruso Concierge for manual entry in order to be eligible for points. Once entered, it may take up to seven days for these points to reflect in your account.

Where do you store my credit or debit card information?

All of your payment information is encrypted with bank-grade security measures. In addition, our program undergoes rigorous security reviews on a regular basis to ensure our systems—and your information—are safe and secure. By partnering with Trustwave, a third-party security firm, we're able to remain at the forefront of data security technology to ensure that our data is protected.

How is my card information secure?

Your card data is 100% safe and encrypted. Our rewards program is PCI-compliant and has the strongest possible security rating. Keeping your financial information private is of the utmost importance to us, so we have taken every possible measure to ensure that our systems are secure.

Which credit and debit card(s) can I connect to my account?

You can connect Visa, MasterCard and American Express cards to your account. Please note, if you pay with a Discover or American Express Corporate card, you will not be eligible to earn points for your purchase. Additionally, debit cards must be swiped and signed for as a credit card (PIN-debit transactions are not supported). Lastly, we operate only with cards that are issued by U.S.-based banks and that are paid in U.S. dollars.

Are there any exclusions?

Some exclusions may apply in the following situations: businesses that do not accept credit/debit cards and other select instances may not be eligible.

How many credit and debit card(s) can I connect to my account?

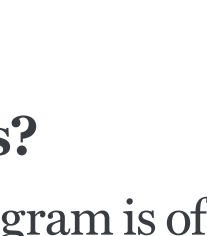
You can enroll up to 15 credit and/or debit cards to your account.

If I pay cash, will I be able to earn points?

Unfortunately, you will not receive points for cash transactions. Please connect your credit or debit card(s) starting April 3, 2019, to start earning points for purchases.

Can the same credit and debit card(s) be registered for multiple card holders?

At this time, every Caruso Rewards member must connect a unique card to his/her account. This means if you share a card with another Caruso Rewards member, only one account will receive points when using that particular card.



CARUSO REWARDS POINTS

How do I earn Caruso Rewards points?

With Caruso Rewards, you will earn one point for every dollar you spend at The Grove, The Americana at Brand, and Palisades Village at all stores, restaurants, and movie theaters that accept credit card transactions. Once you earn 2,500 points at one of the Caruso Rewards locations, you will be eligible for Cash-Back Offers at the location of your choice.

What are Caruso Rewards locations?

At this time, our Caruso Rewards loyalty program is offered at The Grove, The Americana at Brand, and starting April 3, 2019, Palisades Village. Please stay tuned for news about additional Caruso properties joining our Caruso Rewards program.

Which rewards will I earn? How many points do I need?

As a Caruso Rewards member, you will receive Cash-Back Offers (at 2,500-point increments) and complimentary daily or annual parking, as well as special perks and access to private events simply by being a valued member.

What are the Caruso Rewards Points I see on my account? Why does it say zero points when I actually have quite a few?

When you sign into your account, the points at the top reflect your redeemable Caruso Rewards points. Since \$25 Cash-Back Offers are accrued in 2,500-point increments, any amount of points under 2,500 will not be displayed. For instance, if your amount of points is between 2,500 and 5,000, the amount of redeemable points displayed will be 2,500. If your amount of points is between 5,000 and 7,500, you will see 5,000 points, and so on.

To check how many earned Caruso Rewards points you have toward your next Cash-Back Offer, please scroll down to the "Caruso Rewards Point Progress" section on the homepage.

When do my points expire?

You will have 90 days to link your Cash-Back Offer to the Caruso Rewards location of your choice once you have accrued 2,500 points or more, and an additional 90 days to redeem that Cash-Back Offer. For your convenience, we will send you an email as a reminder, seven days prior to an expiration date. Points that are not eligible for a Cash-Back Offer will not expire.

Is there a cap to the amount of dollars spent and points earned?

Members can earn up to 10,000 points for a single purchase at a participating Caruso Rewards location. If you exceed this threshold with a single purchase, your progress gained will be capped at 10,000 points.

What happens if I return purchased items? Will I lose these points?

Please be aware that returns will be tracked and points will be deducted accordingly.

Will I receive points for purchases made online and picked up in-store?

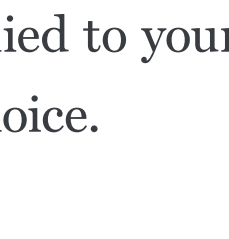
Our platform is only able to credit you for purchases that are made in-store at participating locations. Unfortunately, this means that we cannot automatically credit you for online purchases, including online purchases made in-store.

I made several purchases before I was registered for Caruso Rewards. Can I still receive points for those purchases?

We're able to retroactively credit your account for any transactions that took place within 24 hours of joining. Just send us an email with your receipt(s), and we'll be happy to take care of the rest.

How long does it take for the points to go through?

While it normally is instant, it can take up to three to four business days, depending on your bank, for this transaction to settle on your card statement. Once this transaction is no longer "pending" on your statement, you should receive a notification and see your points in your Caruso Rewards account. Please note, restaurant tips are processed after your food and beverage total, so you will receive points for your tip a couple days later.



REWARDS OFFERS

How do the parking rewards work? How many points do I need?

Any guest who spends \$250 or more in a single day at one of our Caruso Rewards locations will receive a one-day self-parking or valet validation good for up to 30 days.

At 15,000 points, you will receive one year of complimentary self-parking at The Grove, The Americana at Brand, and Palisades Village.

At 25,000 points, you will receive one year of complimentary valet parking (with a self-parking option included) at The Grove, The Americana at Brand, and Palisades Village.

For the self- and valet parking rewards, you will receive a Barcode to use upon exiting the garages at Caruso Rewards locations. It will be emailed to you or texted to you if you provided your mobile number. You may save this barcode to your Apple Wallet or Google Pay to use at a later time.

Please note that as of April 3, 2019, you will no longer be able to stack parking rewards. Once you have earned complimentary self- or valet parking, any existing parking rewards on your account will reset to a new redemption period of one year. For example, if you are currently two months into a year of complimentary self- or valet parking and earn another annual parking reward, the remaining ten months will reset to one full year.

How do I receive Cash-Back Offers?

Each time you spend \$2,500, you are eligible for a \$25 Cash-Back Offer at The Grove, The Americana at Brand, or Palisades Village. You will receive an email notification with further instructions on how to redeem this reward. Once you have linked the Cash-Back Offer to your account, a \$25/\$50/\$75/\$100 will be applied to your next purchase of \$25+/\$50+/\$75+/\$100+ at the Caruso Rewards location of your choice.

Can I use my Cash-Back Offer at any Caruso Rewards location?

When you select your Cash-Back Offer, you will not only be choosing the amount of the offer, but the location as well. This is so you can use your Cash-Back Offer at the Caruso Rewards location you frequent most.

What happens when I link a Cash-Back Offer to my account?

Once you have linked your Cash-Back Offer at a designated Caruso Rewards location, you have 90 days to redeem it. This means the next time you shop at your chosen Caruso Rewards location, the cash-back amount will be applied to your card, so long as it is connected to your account. Once you have successfully linked your offer to your account, you will be notified of your "Current Balance," which shows the current number of remaining redeemable points.

Please note, once you have linked your offer to your account, it cannot be unlinked.

After I have applied my Caruso Rewards Points to a Cash-Back Offer, how do I know that it has successfully been linked to my account?

You'll receive a confirmation email when a Cash-Back Offer has been linked to your account. You can view your linked offers under "My Rewards," where you'll also find your progress and points balance.

When will I see the cash-back on my credit or debit card statement?

Cash back credits are usually issued within three to four business days. If you do not see this credit after seven business days, please contact Rewards@Caruso.com. Please be sure to use a credit or debit card that has been connected to your account in order for your Cash-Back Offer to be redeemed.

I used my points on an offer I no longer want. Can I get them back?

Unfortunately, at this time if you apply your Caruso Rewards points to an offer, you are unable to exchange it for another and it cannot be reversed.

I wanted to redeem several Cash-Back Offers with a single purchase, but only one has been redeemed.

Currently, users are only permitted to redeem one Offer per visit at an individual store and Offers cannot be combined in a single redemption. Please note, once an Offer has been redeemed, it will not be available for another activation until the next calendar day.

I made a purchase using one credit card but wanted my Cash-Back Offer applied to a different card.

Our program automatically communicates with your bank to credit any card connected to your account. This means that we will send the credit directly to the card used at the time of your redemption. Please note, once the funds have been sent out, they cannot be rescinded for processing on a different card.

What happens to the rewards I've already earned?

We encourage all guests to redeem any available rewards by March 31, 2019. If you are unable to redeem before that time, your rewards will become available on your newly linked account as cash-back offers. As of April 3, 2019, each offer will be available for redemption for a period of 90 days. Once the reward is linked to your account, you will have an additional 90 days to redeem it before it expires.

ADDITIONAL PERKS

Which other perks will I enjoy as a Caruso Rewards member other than Cash-Back Offers and Parking Perks?

As a member, you can also look forward to exclusive shopping & dining offers sent to you in our weekly newsletter, as well as access to invitation-only shopping events, advance film screenings, exclusive food tastings, and more. Be sure to check your inbox weekly for a wide range of Caruso Rewards member perks.

MEMBER SUPPORT

Didn't find what you were looking for?

If you have any questions or concerns, we're always here to help. Please contact us at 310.299.2567 or Rewards@Caruso.com and we'll do our best to resolve any concerns you may have.