



Frequently Asked Questions

What is Moose Rewards?

- The Moose Rewards Program seeks to create long-term member relationships while adding value to the Moose membership. It is intended to improve member retention and increase participation in areas that are important to the Fraternity. Further, it will help Moose International identify habits, trends and priorities, so that we can build more effective programs in the future.

How does it work?

- Points are awarded when members participate in activities that help the Fraternity prosper and grow. Examples include sponsoring new candidates, holding office, attending meetings, or completing training. In turn, those points can be redeemed for merchandise or experiences that are meaningful to our members.

How do I enroll in the Moose Rewards program?

- Everyone is automatically enrolled in the Moose Rewards program. You are required to have an active e-mail on your personal record for redemption purposes.

How do I check and redeem my points?

- All activity and transactions are displayed in your “[My Membership Record](#)” area online at www.mooseintl.org. The link to the login box is located at the bottom right-hand corner of the Moose International homepage. Simply click the link and follow the instructions to establish a user profile. If you have visited before, simply log in. Once in your personal record, click on the Moose Rewards logo for access to the program.

Is this the only way to view and manage my points?

- Yes, all activity for this program is handled electronically through the “My Membership Record” section of the website.

What if I lose my password or change my email address?

- Follow the instructions on the “My Membership Record” login page to reset your password. Once you access your membership record, you may change your email address at any time. This will not impact your ability to participate in the Member Rewards program.

How do I earn points?

- Points are earned in a variety of ways, such as sponsoring a person into the fraternity, paying your annual dues on time, being an officer of the lodge/chapter, attending the International Moose Convention, etc. For a full description, please refer to the chart on this website or the Moose Rewards brochure that may be available in your lodge.

Do I receive credit for all my activity throughout my Moose career?

- No, points are awarded only for activity beginning May 1, 2015 going forward. Other Moose programs were already in place which rewarded activity that happened prior to this date.

Why are some activities awarded more points than others?

- Certain activities are critical to the long-term health of the fraternity. Lodge and chapter leadership is an ongoing issue; therefore creating an incentive to get the best possible people in place to run our fraternal units is essential. This is why its point value is the highest. Additionally, during a typical year, only 7% of our members sponsor a new individual into the Order. In order to grow, we need a higher percentage to become member sponsors, thus the added incentive for sponsoring your first member ever.

Which lodge or chapter officers receive points within the Moose Rewards program?

- All individuals listed as officers on your MMMS record will receive points provided that they served at least 10 months out of the year and were still in office on April 30th. Points are awarded after the fiscal year has ended, so 2015-16 officers will be awarded points in May, 2016. Lodge officers: Governor, Administrator, Junior Governor, Prelate, Trustee, and Junior Past Governor. Chapter officers: Senior Regent, Junior Regent, Junior Graduate Regent, Secretary/Treasurer, and Recorder.

Which Association officers or Moose Legion officers receive points within the Moose Rewards program?

- All individuals listed as officers on your MMMS record will receive points provided that they served at least 10 months out of the year and were still in office on April 30th. Points are awarded after the fiscal year has ended, so 2015-16 officers will be awarded points in May, 2016. Association officers: President, Vice President, Secretary, Prelate, Treasurer, and Junior Past President. Moose Legion officers: President, Vice President, Secretary, Chaplain, Financial Director, Fraternal Director, and Junior Past President.

Why can't I see the detail on how I earned my points?

- While the total number of points accumulated is shown in your record, Moose International is currently working on providing the detailed information. Keep checking back on your personal record for this to appear.

Can I ever get extra/bonus points?

- Yes, periodically we will offer incentives to our members, such as 'double points' for attending the International Moose Convention in Nashville. Keep an eye out for announcements in *Moose Magazine*, the Moose website and in the lodge.

Is there a maximum number of points I can earn?

- No, there is no maximum number of points you can earn.

What can I do with the points?

- Points can be used to pay your dues; donate to Mooseheart or Moosehaven through Moose Charities; get cash; purchase a Catalog Sales Gift Certificate; purchase a popular gift card; pay the registration fee for International Convention or Texas Hold 'Em, or even the cost for a Moose Cruise.

How do I redeem my points?

- After logging onto your “My Membership Record” account and clicking on the Moose Rewards icon, you will see your point total and a drop down menu of items that can be redeemed via the program. Simply select one or more items from the menu for which you’ve earned the proper number of points, click the quantity in the pull down menu, and then once your order is complete, click the Redeem Points button, which is located near the top of the page.

How long does it take to get my redemption selection?

- Although awards are processed weekly, it could take up to 6 weeks to receive your selection. Please be patient; if after 6 weeks you have not received your award, contact Member Services for assistance at 630.906.3658 or memberservices@mooseintl.org.

I never received my redemption selection. What do I do?

- If you have waited the 6 weeks anticipated processing time, then please call Member Services at 630.906.3658 or memberservices@mooseintl.org for verification your order was placed/shipped.

I am a multiple lodge/chapter member. Can I redeem my points for more than one unit?

- If you have enough points earned from the program, you may use those points for dues in as many fraternal units as are on your record.

Are redeemed contributions through the Moose Rewards program to Mooseheart and Moosehaven tax deductible?

- Your contribution to Mooseheart and Moosehaven is recorded via Moose Charities as if it were a cash donation. Contributions made to Moose Charities through the Moose Rewards program are tax deductible in the U.S. up to the limit established by the IRS.

Why does it take less redemption points for WOTM dues than it does for LOOM dues?

- Most redemption values are based on the average cost relative to the fraternity. In general, chapter dues are billed at a lesser rate fraternity-wide than lodge dues. The same is true for the Moose Legion.

Do my points expire?

- Currently, the program is scheduled to end on April 30, 2020. You may not earn points after this date. If there is no extension of the program, all unredeemed points will then expire on December 31, 2020. During the duration of the program, your points will stay on your record as long as you are an active member of the fraternity. If your membership is terminated, your points will be removed. The only exception to this is if the program is cancelled; all points will then be removed after a redemption grace period.

Can I give my points to a friend or relative?

- No, all points are non-transferrable.

Is there a limit to the number of awards I can earn?

- No, the sky is the limit! Once you redeem points, you are free to earn more and redeem those points for additional awards in the future.

Does this program have an end date?

- The program is set to end on April 30, 2020, but we do have the option to extend the program. Additionally, Moose International reserves the right to alter or cancel the program at any time.

Who can I contact if I have questions or want more information on this program?

- You can refer to this website for updates and information or you can contact Member Services for assistance at 630.906.3658 or memberservices@mooseintl.org.

Note: [Please check back occasionally for updated information.](#)