

Bilt Rewards: Frequently Asked Questions



- What is Bilt Rewards?
 - Windsor has partnered with Bilt Rewards in order to provide our residents with a loyalty program that rewards you with points for each on-time rent payment. Residents are then able to use these points to travel, pay rent, workout and even put a down payment on a home.
- What are the benefits of paying rent through Bilt Rewards?
 - Bilt Rewards provides a range of point redemption options (including top-tier travel partners and rent credits), offers new Rent Day benefits on the first of each month, gives you access to free credit reporting, and more. More information on the benefits can be found [here](#).
- Why the transition to Bilt Rewards for online payments?
 - Bilt Rewards provides residents with an improved user experience, rewards residents for each on-time rent payment, and is subject to Payment Card Industry (PCI) standards. With your Bilt account, you will be able to pay rent with the same payment methods as previously offered.
- What are the different enrollment options with Bilt Rewards?
 - Residents have 2 enrollment options with Bilt Rewards.
 - **Rewards-Only program:** As a resident living in the Bilt Rewards Alliance, you are able to enroll in the rewards-only program without applying for the Bilt Mastercard. For every on-time rent payment, you will earn 250 points as a loyalty-only member.
 - Bilt Rewards will not perform a soft credit inquiry when applying for the Rewards-Only enrollment option.
 - **Bilt Mastercard:** Residents have the option to apply for the Bilt Mastercard. When paying rent with their Bilt Mastercard, residents will earn 1x points for their rent, plus 2x points for travel, 3x for dining, and 1x for everything else.
 - This enrollment option is optional.
- Will my personal data be protected?
 - The Bilt payment center is a secure payment platform subject to Payment Card Industry (PCI) standards, all data remains confidential. Bilt performs a number of actions to protect their customers' accounts. For more information, please reach out to support@biltrewards.com.
- How can a resident set up recurring payments with Bilt Rewards?
 - Residents have the ability to set up a recurring payment by amount as well as percentage through Bilt Rewards. More information on how to set up recurring payments with Bilt Rewards can be found [here](#).
- I currently have recurring payments set up through the resident portal and Bilt Rewards. Can you confirm that my rent will not be charged twice?
 - Recurring payments previously set up within the resident portal have been disabled. If you have set up recurring payments through Bilt Rewards, you will not be charged twice for your rent payment.

- What are the associated fees when paying my rent with a debit or credit card through Bilt Rewards?
 - Just like our previous payment processor, Bilt charges a transaction fee when utilizing a debit or third-party credit card. A breakdown of these fees can be found below.
 - Debit card: \$9.99 fee
 - Third party credit card (in states where allowed): When using a non-Bilt card, a 3% fee is charged where permitted.
- What are my options if I choose not to pay through Bilt Rewards?
 - All forms of payment itemized in your lease document are accepted.
- Will I be able to view my account balance if I choose not to pay rent through Bilt Rewards?
 - Residents can view their account balance through their Bilt Rewards account or can reach out to their Property Support Associate at residentpaymentinfo@windsorcommunities.com.
- Can I still pay my Minol bill online through Bilt Rewards?
 - Yes, Minol bills can be paid through Bilt Rewards.

Have additional questions? Please contact the Bilt team at support@biltrewards.com.