

Helpful information about changes to your IHG One Rewards Credit Card

1. When is the Creation Financial Services and IHG® Hotels and Resorts relationship ending?

27 June 2023

2. What will happen to my IHG One Rewards points?

You will receive IHG One Rewards points for any spend up until and including 27 June 2023. These will then be sent to IHG, who will add them to your rewards account per standard processing. Your IHG One Rewards account with IHG is subject to the IHG One Rewards Membership Terms and Conditions.

3. Will my IHG One Rewards status change?

You will maintain your current IHG One Rewards status until 31 December 2023. After, your IHG One Rewards account and status will not be associated with your credit card and will be subject to the status earning and maintaining requirements as stated in the IHG One Rewards Membership Terms and Conditions.

4. Will my IHG One Rewards Credit Card still work?

Yes – your credit card will continue to work after 27 June 2023, however you will not earn any IHG One Reward points or benefits.

5. Can I keep my IHG One Rewards credit card?

No – you will be moved to a Creation Credit Card by 30 September 2023 so long as your account is in a good working condition (not over limit, in legal dispute, or in arrears, or have other account limitations).

6. Will there be another IHG One Rewards Credit Card?

We do not have any information on a new IHG One Rewards Credit Card within the market.

7. Do I have to move to the Creation Credit Card?

No – if you do not want to move to the Creation Credit Card, please email CCE@creation.co.uk, stating your Name, First line of address, Postcode and last 4 digits of your card number, to opt out and close your account.

8. Do I need to do anything?

No – you will see everything change to Creation branding automatically.

9. Will my payment method change?

You can continue to repay Creation using your debit card or pay using Direct Debit.

10. Will I need to register on the App/Online Account Manager again?

If you have already registered, there is no need to re-register. The branding will change from IHG Rewards to Creation automatically after 27 June 2023.

11. What will happen to my payment arrangement?

If you have a payment arrangement set up with us, this will remain unchanged.