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Award Point Program Rules

Program Rules

These Program Rules provide detailed information about how Baird's Award Point Program ("Program") works. This Program is offered through Connexions Loyalty, Inc. and its affiliates ("Connexions") in conjunction with Baird's Cash Management Program ("Cash Management"), in which you must be enrolled. If you have any questions about our Program, please call 888-792-7526, option 3.

Participation

Participation is restricted to individuals who are U.S. Cash Management Program account holders in good standing. Corporations, partnerships and similar accounts, and individuals maintaining an Individual Retirement Account (IRA) or other retirement account are ineligible to participate.

Earning Points

The beneficial owner(s) (herein referred to as "Member," "you" or "your") will earn one point per \$1.00 of net eligible purchases (purchases made with your Baird debit card, not including cash withdrawals, traveler's checks and returns) posted to your Baird account with Cash Management. Also, for Premier clients, one point will be earned for every \$100.00 invested in your bank deposit account or, if eligible, a money market (or such other account balances as may be included in the Program from time to time) on an annualized basis. In addition, clients with Cash Management Select or Cash Management Premier (see "Point Accumulation" below) will receive 2,500 bonus points for initial eBill activation and initial direct deposit into your Baird account with Cash Management.

Points cannot be earned retroactively to redeem an award. Points also cannot be used in conjunction with other award programs. Points acquired expire four years from the end of the calendar quarter in which they were first earned. Points will be redeemed or expire on a first-in, first-out basis. Changes to the above may be made at any time at the sole discretion of Robert W. Baird & Co. Incorporated ("Baird").

Point Accumulation

Points will begin to accrue upon enrollment in Cash Management and are subject to an annual accumulation limit, which varies by Cash Management service level:

- Cash Management Standard: up to 75,000 points per calendar year
- Cash Management Select: up to 150,000 points per calendar year
- Cash Management Premier: up to 250,000 points per calendar year

How Are Points Recorded?

Award points are updated on a monthly basis, and will be listed on your monthly Baird statement. Points are considered earned when they are posted to the Program. No advances will be given toward points earned.

Available Points and Point Redemption

1. Log in to your Baird Online account at rwbaird.com

1. Select "Account Services"
2. Select "Awards"
3. Click any linked account

2. Call 888-792-7526, Option 3 (8:00 a.m. – 7:00 p.m. CT, seven days/week)

NOTE: Anyone with access to your Baird Online account will have the ability to redeem earned points. Neither Baird nor Connexions assumes responsibility for any redemption of points with respect to your account and does not verify the identity of the person redeeming points for your account. To prevent unauthorized redemptions, it is important for you to protect your Baird Online access information.

In addition to the specific point redemption guidelines listed below under "Summary of Redemption Rules," the following apply to all point redemptions:

- Points are not redeemable for cash and cannot be used as payment for any obligations owed to Baird, its affiliates, or any other person or entity.
- Points are not cash or securities and are not covered by the Securities Investor Protection Corporation (SIPC).
- Redemptions are subject to point availability and other requirements contained in these Program Rules. Once a redeemed award is issued, your available award point level will be reduced accordingly and the points will be considered fully redeemed. Such a redeemed award is not exchangeable, refundable or redeemable for cash. If a redeemed item is lost, stolen or otherwise destroyed, it will not be reissued or replaced.
- Points cannot be combined with other Baird or non-Baird award points, programs or offers. Baird and Connexions reserve the right to cancel any reservations or void any documents in connection with such award and travel arrangements.
- Award points are automatically terminated upon death.

Redemption Selections

Any redemption selection and the terms of such selection may be limited and/or changed at any time by Baird or Connexions without notice, including removing or adding redemption selections, the addition of blackout dates, or a change in the number of points required for any selection. Redemption selections will not be offered if prohibited by law.

Summary of Redemption Rules

I. Airline Tickets

- A. Airline tickets redeemed are non-refundable and non-changeable unless permitted by the terms of the fare, and, if permitted, are subject to airline rules, airline penalties up to the full amount of each ticket and fare difference charges, and may also be subject to program fees. Airline tickets redeemed are inclusive of all required taxes and ticket fees, except for government-imposed

departure or entry taxes that cannot be included in taxes collected by the airline. Passengers should be prepared to pay departure and entry taxes in cash, in local currency, on location. All airline ticket redemptions will be subject to availability and any applicable airline rules and restrictions.

- B. In some situations, an airline may issue you a credit "in lieu of" a refund according to the fare rules associated with the individual booking. If a credit is issued by an airline, it is held by the airline in the name of the individual who was the passenger of record on the original reservation. This credit can be used towards the payment for the booking of a new trip under the following conditions:
- The new reservation is in the name of the same passenger as the canceled booking.
 - The new reservation is on the same airline as the original reservation.
 - All travel associated with the new trip must be completed prior to the date specified by the airline, which is determined by the fare rules of the original ticket and the original class of service.
 - You are responsible to pay any exchange fees charged by the airline related to the making of a new reservation as well as any additional charges, fees or fare increase.
 - Credit cannot be applied against an existing reservation.

If a refund or a credit is not issued by the airline, the canceled reservation will have no value for future use.

- C. You may use your points toward the purchase of an airline ticket on any airline carrier that is offered by the Program. If the cost of the airline ticket is more than the value of the amount of points you want to redeem, you will have the option to pay the difference with your Baird debit card or any other credit card of choice or to select another flight, if available, within the applicable point value. Airline tickets are not restricted by blackout dates, minimum-night stays, or days-in-advance requirements. Choices of airlines and travel dates are subject to availability. Airline travel award items exclude the use of charters, wholesalers or consolidators. Baird and Connexions do not guarantee the availability of any flight on any airline or seats on any flight. Baird and Connexions do not endorse, guarantee or warrant the services or goods offered by any airline. Points may not be combined with any other discounts, special rates, promotions or other award programs, including airline frequent flyer programs or airline credit card programs.
- D. A \$28.80 charge will be applied when booking companion tickets.
- E. All tickets will be issued as eTickets, unless eTickets are not available. If a paper ticket is issued or requested, a minimum fee of \$14.95 per ticket will apply. The amount charged to your debit card will be eligible for point accrual. All paper tickets will be sent to your billing address.
- F. Unused tickets contain no value if not canceled prior to scheduled departure date.
- G. Tickets may not be reassigned or transferred to a different passenger or airline.
- H. Flight schedules are subject to change. Baird and Connexions are not responsible for any schedule change(s) or notifying you of such change(s). Please confirm the scheduled departure time at least 48 hours prior to departure for domestic flights and at least 72 hours prior to departure for international flights to learn if your flight schedule changed.

- I. Failure to use any reservations may result in automatic cancellation of all continuing and return reservations. You must advise your carrier if your travel plans change en route.
- J. Check with each airline regarding its specific boarding and check-in requirements.
- K. Turboprop aircraft may exist on your itinerary. Airlines reserve the right to change aircraft equipment without notice to the booking travel agency or the consumer.
- L. Please review your itinerary, as code-share flights may exist. If a code-share flight exists in your itinerary, passengers must check in with the operating airline on day of departure.
- M. Specific seat assignments cannot be guaranteed; we recommend following up with the airline directly to ensure your seat request. When schedule changes occur, you must request a new seat assignment. Neither Baird nor Connexions maintains any control over the personnel, equipment or operations of any Travel Supplier ("Supplier"). The passage contract in use by the airlines and other carriers will constitute the sole contract between you and the carriers. The responsibility of any airline to you is limited to the airline's statutory liability as a common carrier.

If your ticket(s) is lost, stolen or destroyed, contact us immediately for details on how to process your claim. Until any permitted refund or credit is completed by the issuing carrier, you remain legally responsible for payment, in full, of the lost, stolen or destroyed ticket(s).

Other Travel Awards

Members may also redeem points for hotels, car rentals, cruises and activities. If the cost is more than the points available for redemption, Members may pay the difference with their Baird debit card or another credit card of choice. Members may also choose to pay the full amount with their Baird debit card. In addition, cruise bookings and vacation deals are available for purchase through this Program. Additional terms and conditions apply to all travel redemption items, and are disclosed during the booking process.

II. Hotels

- A. Hotel rooms are NON-REFUNDABLE and NON-CHANGEABLE unless permitted by the terms of the room/rate description. Check the terms carefully before making a hotel reservation. For rooms that are non-refundable, changes or cancellations received at any time are subject to the full cost of room and tax for the entire stay.
- B. If permitted, cancellations or modifications received at any time may be subject to a program fee in addition to any Supplier fees. If cancellations or modifications are permitted, cancellations received within three (3) days prior to check-in date will be subject to a Supplier cancellation fee equal to the charge for a one-night stay, including taxes and other applicable fees. Such fees will appear on your monthly card statement as "CL * Trip Charges."
- C. No-shows are non-refundable and will result in a total forfeiture of any payments made and points used by you in connection with the reservation, without credit due.
- D. Early check-out from a hotel is not subject to a refund.
- E. Contact Connexions via the number listed on your itinerary for all cancellation or modification requests. Cancellations or modifications handled by the property directly may result in additional fees and/or forfeiture of any refund due. When canceling hotel reservations, retain your cancellation number so you will not be held responsible for cancellation charges if you are not supposed to be responsible for the same.

- F. Special requests, such as for bed type, smoking preference or in-room amenities, are subject to hotel availability.
- G. Policies for children vary by property. Please contact the property directly to learn whether child benefits are offered and whether there are child restrictions.
- H. Hotel reservations include room and applicable taxes only. Any additional hotel charges, such as resort fees and hotel energy surcharges, and any charges for incidentals that you incur, are not included in your reservation rate and must be paid directly to the hotel. Incidental charges may include but are not limited to parking fees, babysitting, room service, telephone fees, Internet usage fees, in-room movies, mini-bar charges and gratuities.
- I. Due to hotel Supplier policies applicable to our preferred rates, your name may not be provided to the hotel property until 24 hours prior to your arrival. Please contact Connexions directly for any special requests.
- J. The hotel may require a major credit card in the name of one of the guests or a cash deposit upon check-in.
- K. Reservations do not include services not specified in the reservation confirmation.
- L. A reasonable attempt will be made to notify guests of hotel renovation or refurbishment if Connexions knows of the same; however, Connexions shall not be liable for any failure to provide such notification or for damages that may result from renovation or refurbishment.

III. Car Rental

- A. Car cancellations received within two (2) days of pick-up date will be subject to a Supplier cancellation fee equal to the charge for a one-day rental, if applicable.
- B. Cancellations or modifications received at any other time may be subject to the applicable Supplier fee. Such a fee will appear on your monthly card statement as "CL * Trip Charges."
- C. No-shows are non-refundable and will result in total forfeiture of any payments made and points used by you in connection with the reservation, without credit due.
- D. The early return of car rentals is not eligible for a refund.
- E. Cancellation fees, rental terms and any additional taxes, fees and surcharges are subject to change without notice, may vary by location and may be charged to the customer at pick-up.
- F. Rental rates are based on 24-hour periods and may be subject to additional fees depending on time of return, including but not limited to hourly rental charges, which will be billed directly to you by the car rental company. International car rentals may require a three-day minimum rental. Any international rentals less than three days may be charged the three-day rental rate.
- G. Advance purchase rental rates in the United States include unlimited mileage, taxes and fees. Car rental rates outside of the United States may not include unlimited mileage, taxes and fees and these will be assessed by the car rental location directly. Charges are billed directly by the car rental company and are subject to change.

- H. Charges for optional services such as insurance waivers, fuel, additional or underage drivers, and special equipment charges are not included in your rental and must be paid directly to the car rental company.
- I. Connexions does not guarantee a specific make, model or color of vehicle, no matter what vehicle is reserved.
- J. Geographic and cross-border restrictions may apply.
- K. Renters in the United States must be at least 25 years of age and have a valid driver's license and major credit card, and some Suppliers require a good driving record. Most rental agencies do not accept debit cards. Outside the United States, minimum age requirements may vary and there may be a maximum age. Suppliers reserve the right to deny car rentals for any reason, including past driving records.
- L. Rentals outside of the U.S. may require an international driver's license or compliance with other local requirements.
- M. One-way rentals are not permitted on this site.
- N. Car-rental redemptions may not be available for all locations and destinations.
- O. Local renters and renters driving out of state/country may be subject to additional restrictions.
- P. Please contact your insurance company if you are unsure whether to accept rental-car company insurance. We may be able to obtain collision damage protection coverage for you prior to departure. Car insurance is not available through Connexions in Ireland, Jamaica, Costa Rica and Mexico.

IV. Activities

- A. Theater tickets, theme park passes and select sightseeing tours are non-refundable once booked. All other activities canceled or modified more than three days prior to the activity date may be subject to applicable Supplier fees, which will appear on your monthly card statement as "CL* Trip Charges." All other activities canceled within three days of activity date are non-refundable. No-shows are non-refundable.
- B. Supplier reserves the right to change, cancel or modify the date, length or any inclusions of the activity booked without notice. You should reconfirm the activity booked at least 72 hours prior to the activity date.

V. Cruise and Tour

- A. Reservations are available through the call center (not online). Cruise reservations are subject to the rules of each vendor on your itinerary. Refunds require a minimum of six to eight weeks for processing and are subject to the policies of the Supplier.
- B. A minimum of 25,000 points is required to redeem for a cruise or tour.
- C. Cruise-only packages do not include ground transfers. Not all air/sea packages include ground transfers.
- D. You may purchase and arrange your own transportation in connection with cruise or tour travel or you may purchase or arrange your transportation through the Supplier. Connexions

is not liable for any flight or other transportation delays that result in a missed cruise or tour departure. If air or transfers are purchased as part of a specific cruise or tour company package, the cruise or tour operator may provide assistance for missed departures. Connexions has no control over air arrangements recommended by cruise or tour Suppliers including flight schedules, airlines selected or whether your flight will be non-stop. Connexions can assist you with deviations from the Supplier air/sea package but cannot guarantee that the Supplier will honor your request. Some Suppliers will not allow air deviations under any circumstances.

- E. It is your responsibility to make sure that deposits and final payments are made by the Supplier due date. Until payments are confirmed by the Supplier, price, cabin/room and availability are subject to change and cancellation.
- F. You may have the option to purchase vacation protection insurance offered through the Supplier on behalf of a travel insurance provider before taking a cruise or tour. If you choose to decline any such vacation protection insurance, you will assume all risk of recovery of your costs and Connexions will be unable to assist you. Refunds are subject to the policies of the individual travel insurance provider.
- G. Cruise and tour cancellations received at any time may be subject to a program fee in addition to applicable Supplier fees.

VI. Travel Insurance Terms and Conditions (if available through your program)

- A. Travel insurance is provided by a third-party insurer who has no direct affiliation with Connexions.
- B. If travel insurance was purchased, you will receive an email confirmation, including your policy number and specific details of your policy, within 24 hours of your purchase. Please review your policy details immediately upon receipt for important coverage information.
- C. Travel insurance will not cover any cancellation fees or standard penalties if your reservation is canceled because your credit card is declined.

VII. Seller of Travel Information

Travel services are provided by Loyalty Travel Agency LLC ("LTA"), who acts only as an agent for the Suppliers and makes the travel arrangements for you on behalf of Connexions. State Seller of Travel registration numbers for LTA are: California 2097389-50 (registration as a seller of travel does not constitute approval by California. LTA is not a participant in the Travel Consumer Restitution Fund); Florida ST38239; Hawaii TAR-6750; Iowa 987; and State of Washington 602 868 200.

VIII. Retail, Dining, Car and Hotel Gift Cards/Certificates

- A. Gift cards/certificates will generally be issued within 7–10 business days of your request and will be delivered via ground delivery to any of the 50 United States or territories. Expedited delivery is available for an additional 2,500 award points. An eCertificate, or electronic certificate, is a gift certificate that is issued by a merchant and can be delivered electronically via email, text message or both. When selecting an eCertificate to be delivered via text message, the eCertificate has been optimized to display properly on Apple iPhone or Touch, Android or Droid, and BlackBerry mobile or smart phone devices. There are many different combinations of software and hardware; therefore, it cannot be guaranteed that the eCertificate can be viewed on any mobile device. Text message delivery of an eCertificate will work as long as your carrier supports text messaging. An eCertificate delivered via text message on your mobile phone

may incur a charge from the mobile service provider. Check with your carrier for details about text messaging charges. Please visit the website or call the contact center for the gift card denominations that are available. Denominations can vary by merchant and by gift certificate delivery method.

- B. Gift cards/certificates are not personalized and may be transferred. Gift cards/certificates should be treated like cash; please keep them in a safe place to avoid losing them. Baird, Connexions and the participating merchants are not responsible for any gift cards/certificates that are lost, misplaced or presented without your authorization.
- C. Gift cards/certificates must be presented to the participating merchant for use. Connexions and Baird make no guarantees, warranties or representations of any kind, expressed or implied, with respect to the goods or services offered by any participating merchant, and shall not be liable for any loss, expense, accident, injury, defect, failure or inconvenience that may arise in connection with the use of a gift card/certificate.
- D. Participating gift card/certificate merchants and the terms of gift card/certificate redemptions may be limited or changed at any time.
- E. A gift certificate may only be used once.
- F. Gift cards/certificates may expire.
- G. Mechanical reproductions, copies or facsimiles of gift cards/certificates will not be accepted.
- H. Gift cards/certificates are subject to the terms and conditions of each merchant, in addition to those listed herein.
- I. There are no refunds, exchanges, replacements or conversions for currency, credit, other points or rewards for unused portions of gift cards, except as may be required by applicable law.

Redemptions of points for gift certificates/gift cards shall be limited to gift certificates/gift cards with an aggregate face value of \$10,000 per person per day.

IX. Merchandise

- A. Orders may be shipped to any of the U.S. 48 contiguous states. Most orders will ship within 2–4 weeks from date of redemption with standard shipping only. Ship-to address must include a street address; APO/FPO/PO Box addresses are not accepted.
- B. All items are subject to availability; all substitutions offered at the time of redemption will be of equal or greater value.
- C. Merchandise may not be returned. Merchandise may be exchanged only if damaged, defective or shipped incorrectly and reported within 30 days of the date it was received. If defective, notebook computers and hand-held computers may only be returned within 15 days of receipt. Please return as directed. No award points will be credited for returned merchandise.
- D. The manufacturers' warranty, if any, applies to all items offered, and you must work directly with the manufacturer on any warranty concerns.
- E. Determination and payment of tax liability is the sole responsibility of the customer.

X. Experiential Awards

The experiential awards are offered to Cash Management Premier level clients only.

- A. Experiential award certificates will generally be issued within 7–10 business days of your request and will be delivered via ground delivery to any of the 50 U.S. states or territories. Expedited delivery is not available.
- B. Certificates are not personalized and may be transferred. Certificates should be treated like cash; please keep them in a safe place to avoid losing them. Baird, Connexions and the participating vendors are not responsible for any certificates that are lost, misplaced or presented without your authorization.
- C. Certificates must be presented to the participating vendor for use. Connexions and Baird make no guarantees, warranties or representations of any kind, expressed or implied, with respect to the goods or services offered by any participating vendor and shall not be liable for any loss, expense, accident, injury, defect, failure or inconvenience that may arise in connection with the use of such certificates.
- D. Participating experiential certificate merchants and the terms of such certificate redemptions may be limited or changed at any time.
- E. The experiential certificate provided must be imprinted with a valid confirmation code in order to redeem. Mechanical reproductions, copies or facsimiles of experiential certificates or a certificate containing an expired or invalid confirmation code will not be accepted.
- F. Additional terms and conditions appearing on the experiential certificate are to be interpreted in accordance with these Program Rules.
- G. There are no refunds, exchanges, replacements or conversions for currency, credit, other points or awards for no-shows or unused portions of experiential certificates.
- H. Experiential certificates are valid for a period of one year from the date of purchase (except where prohibited by law). You or the certificate holder must redeem the certificate with the vendor for the face value of the certificate for any of the services provided by the vendor, which are specifically listed on the vendor's website.
- I. Experiential certificate descriptions are for guidance only, and the vendor may change content or format without notice to you. The services, machines, vehicles, craft, animals, other items and settings at each venue vary.
- J. You are responsible for scheduling directly with the vendor. Upon scheduling, you enter into an agreement directly with the vendor, subject to the vendor's own terms and conditions. Any cancellation or alteration of a scheduled service will be a matter of individual negotiation between you and the vendor. You must be over 18 and legally allowed to consent to the Experiential Award Agreement.
- K. Many experiential awards have a finite availability and may be limited by restricted space, seasonal requirements or other scheduling issues. You must contact the vendor at your earliest opportunity to determine if the service is available according to your needs. If the service is not available, you may exchange the certificate for another service or credit with another vendor, but you will not be entitled to any refund of the award points redeemed or any sums paid to the vendor, except as otherwise provided by law.

- L. Many experiential awards are of a physical and dangerous nature and the vendor may have physical restrictions for you. Vendors may also require you to sign additional agreements relating to any such risks after scheduling. Failure to sign these agreements or meet the physical requirements may result in refusal by the vendor to allow you access to the service. Upon such occurrence, the certificate will be deemed to have been used and the vendor will issue no refund, exchange or credit after scheduling.
- M. Connexions is in no way responsible for the quality, safety and/or availability of the vendor's services, and Connexions makes no representations or warranties with regard thereto.

XI. Point-Gifting Feature Rules

This feature allows you ("transferee") to transfer points from your Baird account with Cash Management to any other open and activated Baird account with Cash Management ("transferor"). Once the authorization for transfer is received and processed, transferee relinquishes all rights to the transferred points, and such points will be deducted from transferee's account and become the transferor's points. Points transferred will be based on a first-in, first-out basis. Any points in excess of the point total required for the reward redemption will remain in the designated Awards Program account. The Awards Provider reserves the right to cancel or suspend this feature at any time without notice, which may result in the cancellation of any transfer-related point activity and/or outstanding points.

What Does "Good Standing" Mean?

The term "good standing" means that you use your Baird account with Cash Management in a manner that satisfies the terms of your Baird Client Relationship Agreement.

Baird reserves the right to disqualify account holders from any or all award benefits at our discretion in the event any of the terms of the Baird Client Relationship Agreement have been violated by you or if the account for any other reason fails to remain in good standing. In addition, your earned points will automatically be forfeited if any of the following occur:

1. You or any joint account holder closes your Baird account with Cash Management.
2. Fraud or abuse relating to the earning of points or redemption of points occurs under the Program.
3. Baird closes your account because you have breached the terms of your Baird Client Relationship Agreement.

The forfeiture of points for the reasons given will occur regardless of the length of participation in the Program.

What Other Information Do I Need to Know?

You do not own points. Whether you can redeem your points depends entirely upon whether you satisfy all of the terms and conditions of your Baird account with Cash Management. Except as described in these Program Rules, points may not be pledged, brokered, bartered, transferred or sold to another person. Your points are not subject to anticipation or alienation by you, and such attempts will be void.

The Program has no predetermined termination date. We have the right to end the Program by providing written notice to participants. In that event, your right to earn and redeem points will end.

The laws of the State of Virginia govern the Program and your participation in it without reference to its choice of law provisions. The Program is void where prohibited by federal, state or local law. Administrative services are provided by Connexions and travel agency services are provided by its affiliate, Loyalty Travel Agency LLC. Each is an independent contractor and is not affiliated with Baird.

Limitation of Liability

Neither Baird, Connexions, LTA nor any other person or entity providing any products or services in connection with your Baird account shall be liable for any bodily harm, death, injury, property damage loss, incidental, consequential, indirect or punitive damages and/or any other claim, demand, liability, loss, damage or expense (including, without limitations, attorneys' fees) that may result from participation in the Program or your purchase or use of any of the products or services available under the Program.

Baird makes no representations as to current or future tax consequences regarding participation in the Program. You are responsible for any taxes associated with point redemption. Account holders should consult their own tax advisor for more information.

Baird and/or Connexions reserve the right to alter, change or terminate the Program at any time with or without notice.

Liability Disclaimers

- A. Connexions acts only as an agent for the Suppliers in regards to travel and assumes no liability for injury, damage, loss, accident, delay or irregularity that may be caused due to a defect in any vehicle, acts of God, war, riots, or by any company or person involved in conveying the passenger or in carrying out travel arrangements.
- B. Connexions reserves the right to make minor adjustments in the passenger's travel itinerary and to cancel any trip prior to departure. In the event of trip cancellation, a full refund will constitute a full settlement of all liability. The issuance of vouchers or tickets shall be deemed to be your consent to the above terms. The passenger's ticket(s), when issued, shall constitute the sole contract between the Supplier and the purchaser and/or passenger, and Connexions shall have no liability for any actions or omissions of the Supplier. In addition, Connexions shall have no responsibility for any credit or voucher issued by any Supplier, and any questions or issues you may have with respect to such credit or voucher must be addressed directly with the Supplier.
- C. All rates published in any venue are based on exchange rates and tariffs and are subject to change. All taxes, gratuities and portage charges are subject to deletions, additions or changes without notice. These items are not under the control of Connexions, as changes in government regulations and labor agreements cannot always be anticipated. Connexions is not responsible for any changes initiated by the passenger after departure.
- D. The information published on the Program website for redemptions may include inaccuracies or typographical errors. Connexions and its affiliates do not guarantee the accuracy of, and disclaim liability for inaccuracies relating to, the information and description of the hotel, air, cruise, car and other products displayed (including, without limitation, photographs, logos/ icons, list of hotel amenities, general product descriptions, etc.), which information is provided by the Suppliers. Hotel ratings are intended as only general guidelines, and Connexions and its affiliates do not guarantee the accuracy of the ratings.

- E. Baird, Connexions, its affiliates and the Suppliers make no representations about the suitability of the information, products and services contained on the Program website for any purpose, and the inclusion of any products or services on in the Program does not constitute any endorsement or recommendation of such products or services by Connexions or its affiliates. All such information, products and services are provided “as-is” without warranty of any kind. Connexions, its affiliates and the Suppliers disclaim all warranties and conditions with regard to this information, products and services, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title and noninfringement.
- F. The Suppliers providing travel or other services are independent contractors and not agents or employees of Baird, Connexions or its affiliates.
- G. Baird, Connexions, LTA and its affiliates have no liability and will make no refund in the event of any delay, cancellation, overbooking, strike, force majeure or other cause beyond their direct control, and they shall have no responsibility for any additional expense, omissions, delays, re-routing or acts of any government or other authority. In no event shall Baird, Connexions, its affiliates and the Suppliers be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of, or in connection with, the use of the Program redemption website or any information, products and services obtained through the Program redemption website, or otherwise arising out of the use of the Program redemption website, whether based on contract, tort, strict liability or otherwise, even if its affiliates and/or the Suppliers have been advised of the possibility of damages. Because some states/jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

Additional Travel Insurance Benefits

The below insurance benefits – Common Carrier Travel Accident Insurance and Excess Baggage Reimbursement – are automatically provided while traveling throughout the 50 United States, Canada, Mexico, Bermuda, the Caribbean, Europe, Russia, Asia and the South Pacific on a licensed common carrier when your travel fare(s) has been charged directly to your debit card or paid using award points.

I. \$1,000,000 Common Carrier Travel Accident Insurance: Description of Coverage

The Plan As a Baird debit Cardholder, you, your spouse and unmarried dependent children will be automatically insured up to \$1,000,000 against accidental loss of life, limb, sight, speech or hearing while riding as a passenger in, entering or exiting any licensed common carrier, provided the entire cost of the passenger fare(s), less redeemable certificates, vouchers or coupons, or rewards has been charged to your card account. “Rewards” means points, miles, cash rewards or any other type of redeemable rewards, provided that all Rewards have been accumulated and redeemed through a Policyholder-sponsored Rewards program. If the entire cost of the passenger fare has been charged to your Baird debit card account prior to departure for the airport, terminal or station, coverage is also provided while the Insured Person is riding as a passenger in, entering or exiting any Common Carrier, while traveling to or from the airport, terminal or station: 1) immediately preceding the departure of the scheduled Common Carrier on which the Insured Person has purchased passage; and 2) immediately following the arrival of the scheduled Common Carrier on which the Insured Person was a passenger. This Related Transportation Extension does not include any courtesy transportation provided without a specific charge. If the entire cost of the passenger fare has not been charged prior to your arrival at the airport, terminal or station, coverage begins at the time the entire cost of the travel passenger fare is charged to your Baird debit card account. “Common Carrier” means any land, water or air conveyance operated by those whose occupation or business is the transportation of persons without discrimination and for hire. “Dependent Child(ren)” means those children, including adopted children and children placed

for adoption, who are primarily dependent upon the Insured Person for maintenance and support and who are: 1) under the age of nineteen (19) and reside with the Insured Person; or 2) beyond the age of nineteen (19), permanently mentally or physically challenged, and incapable of self support; or 3) under the age of twenty-five (25) and classified as a full-time student at an institute of higher learning.

Eligibility This travel insurance plan is provided to Baird debit Cardholders automatically when the entire cost of the passenger fare(s) is charged to the card account while the insurance is effective. It is not necessary for you to notify Baird, the administrator or the Company when tickets are purchased.

The Cost This travel insurance plan is provided at no additional cost to eligible Baird debit Cardholders. Baird pays the account holder's premium out of the annual revenues generated from the Baird debit card.

Beneficiary The Loss of Life benefit will be paid to the beneficiary designated by the insured. If no such designation has been made, that benefit will be paid to the first surviving beneficiary in the following order: a) the Insured's spouse; b) the Insured's children; c) the Insured's parents; d) the Insured's brothers and sisters; e) the Insured's estate. All other indemnities will be paid to the Insured.

The Benefits The full Benefit Amount is payable for accidental loss of life, two or more members, sight of both eyes, speech and hearing or any combination thereof. One half of the Benefit Amount is payable for accidental loss of: one member, sight of one eye, speech or hearing. "Member" means hand or foot. One quarter of the Benefit Amount is payable for the accidental loss of the thumb and index finger of the same hand. "Loss" means, with respect to a hand, complete severance through or above the knuckle joints of at least 4 fingers on the same hand; with respect to a foot, complete severance through or above the ankle joint. The Company will consider it a loss of hand or foot even if they are later reattached. "Benefit Amount" means the Loss amount applicable at the time the entire cost of the passenger fare is charged to a Baird debit card account. The loss must occur within one year of the accident. The Company will pay the single largest applicable Benefit Amount. In no event will duplicate request forms or multiple charge cards obligate the Company in excess of the stated Benefit Amounts for any one loss sustained by any one individual insured as the result of any one accident.

Maximum Limit of Insurance In the event of multiple accidental deaths per account arising from any one accident, the Company's liability for all such losses will be subject to a maximum limit of insurance equal to two times the Benefit Amount for loss of life. Benefits will be proportionately divided among the Insured Persons up to the maximum limit of insurance.

Exclusion This insurance does not apply to an accident occurring while an Insured Person is 1) in, entering or exiting any aircraft while acting or training as a pilot or crew member. This exclusion does not apply to passengers who temporarily perform pilot or crew functions in a life-threatening emergency; 2) an Insured Person's emotional trauma, mental or physical illness, disease, pregnancy, childbirth or miscarriage, bacterial or viral infection, or bodily malfunctions. This exclusion does not apply to Loss resulting from an Insured Person's bacterial infection caused by an accident or from accidental consumption of a contaminated substance; 3) This insurance does not apply to suicide or attempted suicide, while sane, or Loss that is intentionally self-inflicted; or 4) Loss caused by or resulting from a declared or undeclared War. Declared or undeclared War does not include acts of terrorism.

Claim Notice Written Notice of Claim must be given to us or any of our appointed agents or brokers within twenty (20) days after the occurrence or commencement of any Loss covered by this policy or

as soon as reasonably possible. Notice must include enough information to identify the Insured Person and Policyholder. Failure to give Notice of Claim within twenty (20) days will not invalidate or reduce any claim if notice is given as soon as reasonably possible.

Claim Forms When the Company receives notice of a claim, the Company will send the Insured Person or the Insured Person's designee, within fifteen (15) days, forms for giving us Proof of Loss. If the Insured Person or the Insured Person's designee does not receive the forms, the Insured Person or the Insured Person's designee should send us a written description of the Loss. This written description should include information covering the occurrence, character and extent of the Loss for which claim is made.

Claim Proof of Loss Complete Proof of Loss must be given to us within 90 days after the date of loss, or as soon as reasonably possible. Failure to give complete Proof of Loss within these time frames will not invalidate any otherwise valid claim if notice is given as soon as reasonably possible and in no event later than one year after the deadline to submit complete Proof of Loss.

Claim Payment The Company will pay you or your beneficiary the applicable benefit amount within 60 days after complete Proof of Loss is received and if you, the Policyholder and/or the beneficiary have complied with all the terms of this policy.

Effective Date This insurance is effective the date you become a Baird debit Cardholder, and will cease on the date the Master Policy 9907-44-28 is terminated or on the date your card account ceases to be in good standing, whichever occurs first.

To submit a claim or for general inquiries, please contact the Plan Administrator:

Cardwell Agency, Inc.
P.O. Box 5725
Glen Allen, VA 23058-5725

You can also file a claim directly with Federal Insurance Company by contacting the Claim Administrator. To obtain a claim form, contact the Claim Administrator, Crawford and Company. Complete all items on the required claim form, attach all appropriate documents, and mail or fax to:

Crawford and Company
P.O. Box 4090
Atlanta, GA 30302
Phone: 855-830-3719
Fax: 855-830-3728

As a handy reference guide, please read this and keep it in a safe place with your other insurance documents. This description of coverage is not a contract of insurance but is simply an informative statement of the principal provisions of the insurance while in effect. Complete provisions pertaining to this plan of insurance are contained in the master policy on file with the Policyholder: Robert W. Baird & Co. If this plan does not conform to your state statutes, it will be amended to comply with such laws. If a statement in this description of coverage and any provision in the policy differ, the policy will govern. To view this document in its original format as filed with the Department of Insurance, please visit descriptionofcoverage.com and enter code: DOC94428TAI when prompted.
Form # FS634L

II. Excess of Automatic Common Carrier Baggage Reimbursement

What is excess baggage reimbursement? As an Insured Person,¹ you are eligible to receive reimbursement for amounts paid for direct physical loss or damage to checked and/or carry-on baggage² and personal property contained therein. Reimbursement will be on an actual cash value³ basis at the time of loss. This coverage applies provided the entire cost of the Common Carrier⁴ passage fare is charged or debited to your account or paid by using award points.

How do I become eligible for this plan? This Common Carrier Baggage reimbursement is provided to you automatically when the entire cost of the Common Carrier passage fare is charged or debited to your debit card or paid by using award points. It is not necessary for you to notify the Insurance Company or Plan Administrator at the time the passage fee is charged or debited to your account or paid by using award points.

How much does this benefit cost me? This coverage is provided at no additional cost to eligible Insureds under the master policy issued to Baird.

How does this plan provide benefits? The Company's liability will be for a maximum reimbursement of \$5,000 per Insured, of which no more than \$200 will be for all jewelry and fur. Payment will be on an actual cash value basis at the time of loss. Coverage under this plan will be in excess over any amount due solely from the Common Carrier.

Coverage of the Insured will be void if, at any time, the Insured has concealed or misrepresented any material fact or circumstance concerning this coverage or the subject thereof or the interest of the Insured herein, or in case of any fraud or false swearing by the Insured relating thereto. Coverage for an Insured will be void if, whether before or after a loss, the Policyholder or its subscribing organization(s) has concealed or misrepresented any material fact or circumstance concerning this coverage or the subject thereof or the interest of the Insured therein, or in case of any fraud or false swearing by the Policyholder or its subscribing organization(s) relating hereto.

Are there any exclusions? Yes. Coverage does not apply to loss resulting from: (1) any dishonest, fraudulent or criminal act of the Insured; (2) forgery by the Insured; (3) loss due to war or confiscation by authorities; (4) loss due to nuclear reaction or radioactive contamination. Coverage also does not apply to: (1) sporting equipment, unless checked with the Common Carrier and for which a claim check has been provided by the Common Carrier; (2) animals, perishables; cameras and accessory equipment; eyeglasses and contact lenses; prosthetic devices including dentures and hearing aids; tickets, valuable papers and documents; credit cards and debit cards; securities; money; art objects; electronic equipment; business items; bullion or precious or semiprecious metals; stones or gems other than those contained in items of personal jewelry owned by the Insured; household furniture; motor vehicles, boats or watercraft or aircraft or parts for such conveyances.

What is the procedure for filing a claim? The Insured must send the Company written notice of a claim, including your name and policy number, within 45 days after a covered loss occurs. If notice cannot be given within that time, it must be given as soon as reasonably possible. To file a sworn Proof of Loss, you must send the following to the Company or its authorized representative: (1) a copy of the account statement showing the Common Carrier fare charged; (2) a copy of the initial claim report submitted to the Common Carrier; (3) proof of submission of the loss to and the results of any settlement by the Common Carrier; (4) proof of submission of the loss to and the results of any settlement or denial by the Insured's personal insurance carrier(s); (5) if no other insurance is applicable, a notarized statement from the Insured to that effect; and (6) evidence that the personal property has actually been replaced.

What is the effective date of this plan? This plan is effective the date you first become an eligible Insured and will cease on the date the master policy terminates (in which case you will be notified by the Policyholder); or on the date you no longer qualify as an eligible Insured; or on the expiration date of any Misrepresentation and Fraud applicable period of coverage for any Insured, whichever occurs first.

For Insureds Who Are New York State Residents To the extent that this plan provides insurance against the loss or damage to baggage and its contents, the following terms and conditions apply: (1) the loss or damage must occur while the Insured is in transit; (2) the maximum amount of insurance is \$2,000 per bag, including contents, subject to a maximum annual aggregate amount of \$10,000 for all Insureds per trip.

This Summary of Coverage is not a contract of insurance but simply an informative statement to eligible Insureds of the principal provisions of the insurance while in effect. Complete provisions pertaining to this plan of insurance are contained in the master policy on file with the Policyholder. If a statement in this Summary of Coverage and any provision in the policy differ, the policy will govern.

Plan Administrator, plan underwritten by:

Federal Insurance Company
A member of the Chubb Group of Insurance Companies
15 Mountain View Road
P.O. Box 1615
Warren, NJ 07061-1615

¹Insured means "You," "Cardholders," "Cardmembers" and "Account Holders of the Policyholder." "Cardholder" means an individual who has been issued an account card by the Policyholder. "Cardmember" means any authorized primary or additional card user who has been issued an account card by the Policyholder. "Account Holder" means an individual who has an open and active account with the Policyholder.

²"Checked Baggage" means suitcases or other containers specifically designated for carrying personal property, for which a claim check has been issued to the Insured by a Common Carrier. "Carry-On Baggage" means suitcases or other containers specifically designated for carrying personal property, which are carried on board a Common Carrier by the Insured.

³"Actual Cash Value" means the cost to replace the lost or damaged personal property at the time of loss, less depreciation.

⁴"Common Carrier" means any land, water or air conveyance operated under a license for the transportation of passengers for hire.

