

Carnival Cruises – Carnival Rewards

Frequently Asked Questions:

<https://www.carnival.com.au/help#section-5>

<https://www.cruiseagency.com.au/carnival-cruises>

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Effective 15 September 2025

Carnival Cruise Line has announced that it is updating its loyalty program to offer a more valuable and more rewarding experience for its guests. The new era of Carnival loyalty – Carnival Rewards™ – launches on June 1, 2026.

For the time being, there is no impact to the existing VIFP Club® program, guest status, account, or how we will deliver our existing onboard experience. The preview of the changes is the start of a conversation about how Carnival Rewards will deliver guest benefits and recognition when it formally launches in June 2026. With that in mind, here's some information to get our guests and travel advisor partners up to speed.

When do the loyalty program changes go into effect?

Our updated loyalty program, Carnival Rewards, will officially launch on June 1, 2026.

Will the loyalty program continue to be called the VIFP Club?

No, the Carnival guest loyalty program will instead be called Carnival Rewards to reflect the new ways we will recognize and reward our guests.

Do existing VIFP Club members need to do anything?

First, it's important to stress that there is no immediate impact on our guests or how we deliver on current onboard offerings. This announcement is the start of a conversation ahead of the new program that will launch on June 1, 2026.

As far as the process to transition to Carnival Rewards, we aim to make the process as seamless as possible for our existing VIFP Club members. Starting in June 2026, every guest's existing VIFP member number will be called 'Carnival Guest Number.' And to fully participate in Carnival Rewards, we will ask our guests to join by "opting-into" the program by accepting the new program's terms and conditions, in accordance with applicable law.

We will enable guests to accept the terms in advance of the June 2026 cutover, so everyone has ample time to prepare. We will provide more information about this process at a later time. The

main thing we are asking Carnival guests to do right now is stay informed of the Carnival Rewards program so they know about the changes, and they are ready to hit the ground running to earn valuable points they can use for a future Carnival cruise vacation when the program launches.

Will guests retain their existing VIFP Club number?

Yes, starting June 2026, guests' existing VIFP Club membership number will become your 'Carnival Guest Number.' Any exceptions will be clearly communicated to impacted guests.

What's the concept behind the Carnival Rewards program?

The travel industry starting with airlines and hotels pioneered the popularity of loyalty and rewards programs, and as they have grown and evolved, brands have moved to linking spending, not just frequency, in the calculation of rewards and benefits. By giving guests the ability to earn points on Carnival cruise purchases and credit card activity, we are creating a system where guests can save for and/or spend in whatever way best suits their travel plans. Our guests will be able to use their points to pay for cruise fares and onboard experiences in ways they choose and when they want them.

What categories of spend can I earn points on in Carnival Rewards? And what can I redeem those points on?

Guests will be able to earn points on a variety of purchases made through Carnival. Points can be earned on spend towards cruise fare, gratuities, transfers, Carnival Vacation Protection, pre-cruise and onboard purchases. Points that have been earned can also be used to pay for purchases on those same categories. In addition, guests will also earn points based on the number of points they earn in the casino.

What are Status qualifying Stars? What are stars for and how do I earn them?

Guests will be able to also earn Status Qualifying Stars on all the same purchases that qualify to earn Carnival Rewards points. Stars can be earned on spend towards cruise fare, gratuities, transfers, Carnival Vacation Protection, pre-cruise and onboard purchases as well as on the number of points earned in the casino. Status Qualifying stars as the name suggests are the counter used to track your progress towards status in Carnival Rewards. Status that's earned in a two- year window would be kept for two more years at the end of the earning period. Stars, unlike points, will be earned over a two-year period and will be reset at the end of the two- year period.

What categories of spend are not eligible to earn points and stars?

The categories of spend that are excluded from earning points include but may not be limited to cruise fare's taxes and fees when booking a cruise (i.e., the "Required Cruise Fees and Expenses" as well as "Government Taxes and Fees" – both as defined in our cruise contract), air travel purchased through Carnival (Fly2Fun) and certain other fees. In addition, certain fare types such as charters and packaged rates are excluded from earning points and redemption.

In addition, all forms of payment that are spent on eligible categories will qualify to earn points with some exceptions. Those exceptions are for purchases using your Carnival Rewards points, Onboard Credits (OBCs) that you may receive as well as Carnival-funded Future Cruise Credits (FCCs) that were not originally funded by guests' own spend.

What will be the status levels in the Carnival Rewards program?

The status level categories (Red, Gold, Platinum and Diamond) will stay the same with the exception of the current entry-level Blue tier, which will be eliminated. All Blue tier guests will be rolled into the Red tier status. What will change, however, will be the rewards and recognition benefits for each of these tiers and the way to qualify for them.

From the guest perspective the VIFP Club is easy to understand and seems to be working well. What's the rationale for changing from the existing program?

The Carnival VIFP Club was launched in 2012 as an update to the previous Carnival Guest Recognition program, and it indeed proved very popular as guests accumulated sailing days and achieved higher tiered status. However, the rapid growth of our company, the popularity of cruising, and our growing customer base have combined to erode the recognition and rewards of the current VIFP offering.

Furthermore, the way guests gain status in the VIFP Club is based on sailing days, and the status qualifying levels have not changed since 2012. So, every month, more and more guests are achieving top tier Platinum and Diamond status, which is a positive as it relates to our guest loyalty, but is a challenge with regard to delivering meaningful rewards and recognition. In just the last three years, we have doubled the number of Platinum guests and quadrupled the number of Diamond guests. While we love that we have such a loyal customer base and that they are cruising more often, our ships and our team cannot offer special recognition when so many people on board are categorized as top tier guests. On a typical ship, anywhere from a quarter to a third of our guests are Platinum and Diamond. On our popular Carnival Journeys cruises, for example, we can no longer offer priority boarding and early stateroom access because essentially the entire manifest is populated with top tier guests. As the adage goes, when everyone is special, no one feels special.

While we announced the coming Carnival Rewards changes in June 2025, guests will continue to earn status in the existing VIFP program through May 31, 2026 (for cruises that have been completed by that date), and will carryover and retain their earned status in Carnival Rewards on June 1, 2026, based on the following schedule:

- **Diamond Guests:** Based on your feedback, reflecting upon what it takes to achieve Diamond status, we are permanently extending Diamond level status to all guests who have earned it by May 31, 2026.
- **Platinum Guests:** All guests who are Platinum level as of May 31, 2026, along with extending Platinum status through May 31, 2028, 10,000 status qualifying stars will also be deposited into Platinum guests' new Carnival Rewards account when the program launches next year. That provides a minimum of Gold status in the subsequent June 2028 to May 2030 cycle and provides a boost towards maintaining Platinum status or earning Diamond status. Furthermore, we're pleased to advise that this 10,000 status qualifying stars deposit will be a biennial gesture at the start of each new two-year earning cycle, providing Gold status and a nice head start each period towards Platinum and Diamond status. This deposit is limited to existing Platinum VIFP guests as of May 31, 2026.
- All other guests will keep their status for two years, through May 31, 2028, unless their cruise activity and cruise spend qualifies them for higher status earlier.

- As we roll out Carnival Rewards, there will be a fixed two-year window starting June 1, 2026 (next one on June 1, 2028, then June 1, 2030 and so on) for earning status, which will be honored for the next two years (with the exception of the one-time six-year window for Diamond guests).

By eliminating lifetime status for guests, won't some guests feel like you're taking away something that they worked hard to attain?

Based on your feedback, reflecting upon what it takes to achieve Diamond status we are permanently extending Diamond level status to all guests who have earned it by May 31, 2026. Given the number of existing Platinum members, we are unable to extend Platinum status permanently due to all of the operational challenges we've previously explained. Therefore the new program is designed to allow guests to maintain their status if they choose and gives more opportunities to earn status and rewards. It will, however, be tied to spending activity, consistent with loyalty rewards programs across the travel sector. We recognize that change can be difficult, but the current program based on cruise frequency makes it difficult to properly recognize our loyal guests.

If I'm a Platinum or Diamond guest who has worked hard to achieve status – and qualify for valuable perks like priority boarding and early stateroom access – how am I supposed to like this change?

Reflecting upon what it takes to achieve Diamond status we are permanently extending Diamond level status to all guests who have earned it by May 31, 2026. Given the number of existing Platinum members, we are unable to extend Platinum status permanently due to all of the operational challenges we've previously explained. In addition, in Carnival Rewards, Diamond and Platinum guests will continue to enjoy some of their most valued benefits including priority embark and debark when available. Not all cruises offer priority boarding, especially on itineraries heavily booked with top-tier guests, like Carnival Journeys cruises. And in the future, as guests earn points in Carnival Rewards, they will be able to use their points towards their cruise fare or to purchase experiences of value to them, including faster to fun priority boarding, if their status no longer qualifies them for that benefit.

Carnival cruisers are very loyal and they love collecting the pins and other logo gifts that have traditionally been offered. And they also are very proud of achieving various milestones, like their 50th cruise. How will these changes impact these VIFP Club features?

We still plan to recognize milestone moments in a newly revamped Milestone program. We will keep the cherished Platinum/Diamond ship-specific pin in the new program, but other means of recognition may change. Even though the VIFP Club gift and gold pin will go away, there will be plenty of Carnival-branded items on board for sale that our guests can use their points for by converting them to onboard credits.

Can Carnival explain in more detail how guests will qualify for status in Carnival Rewards?

When Carnival Rewards launches on June 1, 2026, guests will maintain their status based on their VIFP Club status (as of sailings that returned by May 31, 2026) for a two-year period through May 31, 2028 with the exception of Diamond guests, who will retain their status permanently.

Guests have two years to earn status by collecting Status Qualifying Stars, and once a status

level is achieved, it will be valid for at least two full calendar years. The first two-year 'qualifying period' will begin on June 1, 2026 and end on May 31, 2028. The number of qualifying stars a guest earns by the end of that 'qualifying period' will determine what status they have in the subsequent two-year 'enjoyment period' running from June 1, 2028 through May 31, 2030. If a guest reaches the required number of stars for a given tier, they do not need to wait until the next 'enjoyment period' to begin enjoying that status. For example, if a Gold guest earns enough stars to reach Platinum in the middle of the first two-year period (i.e. June 2027), they will be upgraded to Platinum status and get to enjoy it for the remainder of the qualifying period (through May 31, 2028) and then the full subsequent two-year enjoyment period (through May 31, 2030), for a total of three years. However once June 1, 2028 rolls around, their Status Qualifying Stars will reset to zero and their activity during the subsequent two-year qualifying period (through May 31, 2030), will then determine what status they will enjoy starting in the enjoyment period beginning in June 2030. The approach is a very similar one to how airlines award their frequent fliers status where they have one year to qualify for status and then one year to enjoy it, however Carnival Rewards will give guests a two-year period to qualify and then a minimum of two years to enjoy that status, and even up to four years depending on how fast they earned that status in the prior qualifying period.

Will Minors be allowed to participate in the Carnival Rewards program? What will happen to the VIFP Club loyalty status of my children who are currently Platinum or Diamond members?

Due to evolving federal and state laws regarding tracking and marketing to minors, children under 18 cannot directly participate in Carnival Rewards. However, we have a plan to ensure their loyalty is recognized! Minors will sail with the same status and benefits as the responsible paying adult on their cruise (e.g., parent/guardian). (The responsible adult will also earn all points and stars from the minor's pre-cruise and onboard spend). However, when the current platinum or diamond minor turns 18, they will be invited to opt-in to Carnival Rewards and will receive status recognition based on the same two-year plan for Platinum members or permanent plan for Diamond members.

Will my children's days continue to be tracked despite them not being able to participate in Carnival Rewards until the age of 18?

Once a minor turns 18 and enrolls into Carnival Rewards, the number of cruise days they have upon joining will carry over from when they were a minor and they will be recognized at the next Carnival Rewards Milestone.

What is the difference between Status Qualifying Stars and Carnival Rewards Points?

Status Qualifying Stars: These determine your Carnival Rewards status (Red, Gold, Platinum, Diamond)

- You earn 3 Status Qualifying Stars for every \$1 spent on eligible Carnival purchases, including cruise fare, pre-cruise purchases, and onboard spend
- You also earn 1 Status Qualifying Star for every 1 casino point earned
- Status is earned over a two-year period and retained for the following two years. Unlike the previous VIFP program, status will no longer be lifetime and will require requalification every two years (with an initial extended period for current Diamond members)
- The more Status Qualifying Stars you accumulate, the higher your status level, which unlocks exclusive benefits

Carnival Rewards Points: These are redeemable points that can be used like cash for various Carnival purchases

- You earn 3 Carnival Rewards Points for every \$1 spent on eligible Carnival purchases
- You also earn 1 Carnival Rewards Point for every 1 casino point remaining at the end of the sailing
- These points can be redeemed for almost anything Carnival offers, such as onboard activities, spa treatments, specialty dining, gratuities, or even applied toward a future cruise
- Carnival Rewards Points will not expire as long as there is activity on your Carnival Rewards account at least once every three years

For existing VIFP members whose status is being extended, when does Carnival start tracking my spending as part of the first status qualifying period?

We are permanently extending Diamond level status to all guests who have earned it by May 31, 2026.

For VIFP Blue, Red, Gold and Platinum Members the first status qualifying period is from June 1, 2026 to May 31, 2028. The number of stars earned during this period will determine a member's status for the next two-year enjoyment period, i.e. June 1, 2028, through May 31, 2030.

Regardless of status; days sailed will be carried over from existing VIFP accounts into their Carnival Rewards Account.

What is the Status Qualifying Period? Is this dependent on when a guest enrolls?

The "Status Qualifying Period" is a fixed two-year period that applies to every enrolled member of Carnival Rewards, regardless of enrollment date. The first Status Qualifying Period is June 1, 2026, to May 31, 2028 (with exception of members who achieve Diamond status by May 31, 2026).

For example, if a guest enrolls on Sep 1, 2026, they will have 21 months (until May 31, 2028) to qualify for status and if a guest enrolls on June 1, 2027, they will have twelve months (until May 31, 2028) to qualify for status based on how many stars are earned during this timeframe and to retain this status for the next two-year Status Enjoyment Period (June 1, 2028 to May 31, 2030).

When do Status Qualifying Stars reset?

Status Qualifying Stars will reset to zero for all members at the end of the Status Qualifying Period, marking the beginning of a new two-year Status Qualifying Period.

For example, the initial Status Qualifying Period will be from June 1, 2026 to May 31, 2028. On June 1, 2028, Status Qualifying Stars will reset to zero stars.

What happens if I earn status before the end of the Status Qualifying Period?

If a member earns status prior to the end of a Status Qualifying Period, the member will keep their earned status for the remainder of the period and for the next two-year Status Enjoyment Period. For example, if a member earns Platinum status on June 1, 2027, they will enjoy Platinum status for the remainder of the Status Qualifying Period (ending May 31, 2028) and retain Platinum status for the next two-year Status Enjoyment Period (ending May 31, 2030). A member can always achieve higher status based on their spending within the two-year Status Qualifying Period.

What happens if I am sailing on June 1, 2026 and I am expecting to upgrade to a higher VIFP status during this sailing? What happens to my status?

If a guest is sailing on June 1, 2026 and during this sailing they are upgrading to a higher VIFP status, we will recognize the guest's upgraded VIFP status as their new Carnival Rewards status for the transition period (2 years for Gold and Platinum guests and permanently for Diamond guests). In addition, guests will earn Carnival Rewards Points for all of their eligible purchases tied to any sailing where June 1, 2026 happens to occur mid-voyage.

How do I earn Carnival Reward Points and Status Qualifying stars?

To earn Carnival Rewards Points and Status Qualifying Stars, a guest must accept the terms and conditions of Carnival Rewards. Enrolled members will earn 3 Carnival Rewards Points and 3 Status Qualifying Stars per \$1 eligible spend. Limited exclusions apply. For activity in the casino, Carnival Rewards points are earned based not on what is spent in casino but rather based on casino play at a rate of 1 Carnival Rewards point per 1 Casino point earned in the casino and remaining at the end of a voyage. Status Qualifying Stars are earned at a rate of 1 star per 1 casino point earned.

All Carnival Rewards Points and Status Qualifying Stars earned from eligible cruise fare purchases, pre-cruise purchases, onboard purchases, and casino play will be accredited to the Carnival Rewards member account at the end of the sailing.

Do Carnival Rewards Points expire?

Carnival Rewards Points are your way to pay for almost anything Carnival. Points do not expire as long as you have any eligible qualifying activity within a 3-year period. Eligible activity is defined as any activity with Carnival that leads to either earning of points or redemption of points. For example - completing a sailing and earning points from the sailing, earning points from a partner transaction, or redeeming points towards an onboard purchase. Once an eligible activity takes place, the points expiration extends to 3 more years from that activity date.

How will Carnival Rewards Points & Status Qualifying Stars be earned for cruise fare, pre-cruise purchases, and onboard purchases?

Cruise Fare

Carnival Rewards Points (3 points per \$1) and Status Qualifying Stars (3 stars per \$1) earned from eligible cruise fare spend will be divided equally among all eligible guests in the same stateroom. A non-member traveling in the same stateroom with other eligible members will not earn their portion of points unless they enroll in Carnival Rewards within 180 days of sailing (or during the sailing). If the non-member does not enroll in Carnival Rewards, then the non-member portion of points will be forfeited and the forfeited portion of points will not be awarded to other members in the sailing and will be lost. This does not impact minors (guests under the age of 18 are ineligible to be members), Carnival Rewards Points and Status Qualifying Stars earned from minor's portion of the cruise fare will be awarded to the responsible party.

Scenario 1 (Single occupancy): Carnival Rewards Points and Status Qualifying Stars will be

earned by the single guest traveling for the total amount of the eligible cruise fare.

Scenario 2 (Multiple eligible guests and minors traveling in same stateroom): Carnival Rewards Points and Status Qualifying Stars will be distributed equally among all eligible guests in the same stateroom. If one of the guests (or multiple guests) are minors, the minor's responsible party will earn Carnival Rewards Points and Status Qualifying Stars for the minor's portion of the cruise fare.

Scenario 3 (Multiple eligible guests traveling together in multiple staterooms): Carnival Rewards Points and Status Qualifying Stars will be equally distributed among the eligible guests within the same stateroom for their portion of the cruise fare. The eligible guests staying in the second stateroom will earn Carnival Rewards Points and Status Qualifying Stars for their portion of the second stateroom cruise fare (equally distributed among eligible guests within the second stateroom). Same would apply for any additional staterooms within the same booking.

Scenario 4 (Purchased the cruise fare, but not traveling): Carnival Rewards Points and Status Qualifying Stars are earned by the guests who are traveling (and distributed equally among eligible guests in the same stateroom), not the individual who makes the purchase.

Pre-Cruise and On-board Purchases (excluding Casino)

Carnival Rewards Points (3 points per \$1 spent) and Status Qualifying Stars (3 stars per \$1 spent) will be earned for all eligible pre-cruise and onboard purchases that appear on the individual member's folio. For eligible purchases made for the entire stateroom that appear on an individual member's folio, all associated Carnival Rewards Points and Status Qualifying Stars will be awarded to that member at the end of the sailing. Carnival Rewards Points and Status Qualifying Stars from folio spend on a minor's account will be added to the responsible party's Carnival Rewards Points and Status Qualifying Stars balance.

Casino (Carnival Players Club)

Carnival Rewards Points and Status Qualifying Stars will be earned at the individual member folio level and will be based on casino points earned from casino play. Members will earn 1 Status Qualifying Star for every 1 casino point earned. Members will also earn 1 Carnival Rewards Point for every 1 casino point remaining at the end of sailing (after any redemption of casino points for Fun Play).

Can Carnival Rewards Points be gifted or transferred to someone else? Will Carnival Rewards Points be allowed to be shared among my family or household?

Upon the launch of Carnival Rewards, points will be non-transferable.

Will I still earn Carnival Rewards Points (and Status Qualifying Stars) for bookings made through a travel agent or PVP?

Yes, guests will earn Carnival Rewards Points and Status Qualifying Stars for bookings made through a PVP or travel agent. Some exclusions may apply including specified fare types and rates codes that are considered ineligible spend.

Will guests earn Carnival Rewards Points and Status Qualifying Stars for bookings and pre-cruise purchases made prior to June 1, 2026, for sailings on/after this date?

Yes, because Carnival Rewards Points and Status Qualifying Stars are earned after a sailing is complete, any sailings that end on and after June 1st, 2026, will earn both Carnival Rewards Points and Status Qualifying Stars. This includes the cruise fare, Vacation Protection Package and other eligible pre-cruise purchases made toward those sailings (and eventually eligible purchases made onboard).

How does the new Carnival Rewards program impact guests who are part of the Carnival Player's Club? Will this impact my Carnival Player's Club benefits?

Guests who play in the casino and are members of Carnival Player's Club will continue to earn casino points, receive exclusive offers, and additional perks as they do today based on their activity in the casino. In addition to the offers and benefits guests receive as part of Carnival Player's Club, guests who are also enrolled in Carnival Rewards will earn additional Carnival Rewards Points and Status Qualifying Stars for the casino points they earn through casino play. Members will earn 1 Status Qualifying Star for every 1 casino point earned. Members will also earn 1 Carnival Rewards Point for every 1 casino point remaining at the end of voyage after any casino point redemption. As a Carnival Rewards member, they will also earn Carnival Rewards Points (3 points per \$1 spent) and Status Qualifying Stars (3 stars per \$1 spent) on all eligible purchases in addition to their casino play, including any spend activity within casino while they are playing e.g. drink purchases.

Does each guest have to use their own form of payment to earn Carnival Rewards Points and Status Qualifying Stars?

Members will receive Carnival Rewards Points and Status Qualifying Stars on all eligible purchases linked to their individual folio at the end of voyage, regardless of who made the purchase. A member simply charges any onboard purchases through their Sail & Sign card including purchases made through the HUB App. After completion of the sailing, members will receive Carnival Rewards Points on all eligible purchases on their folio summary.

Once I start earning Carnival Rewards Points, what will I be able to do with them?

Your Carnival Rewards Points are flexible! You will be able to redeem your Carnival Rewards Points for almost anything Carnival offers. There's no minimum required to start redeeming.

Cruise Fare

- You can redeem your Carnival Rewards Points during the booking process, putting them toward your deposit, or even the cruise fare itself
- You will be able to pay for your cruise fare using a combination of cash and available Carnival Rewards Points

Pre-cruise

- You can redeem your Carnival Rewards Points for pre-cruise experiences including shore excursions, specialty dining, spa treatments, drink packages, WiFi and more

Onboard

- You will be able to redeem your Carnival Rewards Points during your cruise via Hub App adding

fun and flavor as you go, with things like poolside drinks, shopping, activities, and more

Do I need to be a member of Carnival Rewards to receive Carnival Rewards Milestones?

Yes, you will need to be a member of Carnival Rewards to receive Carnival Rewards Milestones.

Will days still be recognized as part of Carnival Rewards?

As part of Carnival Rewards, we will continue to track the number of cruise days sailed and members will receive recognition for achieving important milestones as part of our newly revamped Carnival Rewards Milestones. The total number of days a guest has sailed by June 1, 2026, will carry-over to Carnival Rewards and will be part of calculating future Carnival Rewards Milestones.

What's happening to the current VIFP Milestone Recognition program, and how will it change with Carnival Rewards?

The current VIFP Milestone Recognition program will officially end on June 1, 2026, when the new Carnival Rewards Milestones goes into effect. Any milestones you've already earned (25th, 50th, 75th, and 100th cruise) in the VIFP Milestone Recognition program can still be redeemed through May 31, 2030. The new Carnival Rewards Milestone program, starting June 1, 2026, will celebrate even more milestone moments (10+ milestones), based on number of days sailed instead of number of cruises sailed. These will be celebrated onboard and rewarded with Carnival Rewards Points, exclusive gifts on-board, a commemorative sail & sign card, and onboard recognition by our amazing crew.

Will I be recognized and earn any benefits retroactively for Carnival Rewards Milestones that I have previously achieved prior to launch of Carnival Rewards?

At launch of Carnival Rewards on June 1, 2026 your sailed days will carry over with you. You will be recognized and earn Carnival Rewards Milestones benefits starting at the next Carnival Rewards Milestone. For example, if a guest has 175 days sailed on June 1, 2026, the guest will receive the benefits for the next Carnival Rewards Milestone, in this case, at 200 days. The guest will not receive any benefits for previous Carnival Rewards Milestones (50 days, 100 days).

I'm in Australia or Canada. Will I be able to participate in the Carnival Rewards credit card program?

Although a Credit card is not needed to earn Carnival Rewards Points and Status Qualifying Stars with the Carnival Rewards Program, we are excited to hear that our guests in Australia and Canada are eager to earn more rewards through a co-branded credit card. While the current Carnival Rewards Mastercard program with Barclays is only for US residents, we are in active discussions with financial institutions in Australia and Canada to find a suitable product.