

[Knowledgebase](#) > [Loyalty Program](#) > [Why did my tier change even though I haven't used my voucher yet?](#)

Why did my tier change even though I haven't used my voucher yet?

Suise Ubeda - 2025-12-24 - [Comments \(0\)](#) - [Loyalty Program](#)

Your tier changes with your points, even if you haven't used your voucher yet. When your earned points expire, your total points go down, which can lower your tier level and reward.