

If you have questions regarding your submission, please review the answers here to some of the most Frequently Asked Questions:

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**Who is The Hunt Group?**

The Hunt Group (THG) is a privately held Canadian company established in 1988; we are a marketing services organization with in-house virtual and physical execution of all aspects of communication, warehousing, rewards, fulfillment, direct response, lettershop and call centre services. We build online programs, interfaces and tools to manage and validate a wide range of consumer and employee promotional and reward offers. We also provide significant front line care and communication services to support the critical aspects of our clients' interaction with consumers, employees, sales channels and partner organizations.

We often act on behalf of our corporate clients, as a 3<sup>rd</sup> Party Provider to manage programs, offers, promotions, incentive, loyalty and reward programs along with related customer care services, call centre, web support and data validation services.

**Before you submit**

**1. What is the best way that I can ensure that I get my Reward?**

Always ensure that you read the terms and conditions of the Company offer very carefully and follow each step. Sometimes submissions simply do not reach us; therefore we recommend that you keep a copy of everything that you have submitted, in case you need to refer to it. Finally, keep a copy of the actual mail-in submission form, especially the section that indicates the toll free number, which is available to you at any time, 24/7/365 days a year at no cost to you (if applicable) and self-look-up website, so you can check on your status.

**2. What information do I need to give to receive my Reward?**

The information required to receive a Reward is specific to each promotion and every Company that we represent, so it is important that you read the Terms and Conditions on the specific submission form. The minimum requirement is generally a proof of purchase/receipt that clearly indicates what you purchased, when you purchased it, how much you paid for it and from which retailer/service provider.

### **3. If I lost my purchase receipt, can I still get the Reward?**

As each promotion is different, you must check the Submission Form. If the Terms specify that you need to have a copy of a proof of purchase (and most forms do require this information) then you should contact the store where you purchased the item, to see if they can provide you with a copy. We will most likely not be able to process your claim without this.

### **4. Do I have options on how to submit for my Reward?**

Yes. The main method of submission is online, as it is much faster than waiting to receive your submission from the mail. That being said, most offers will provide a mail-in/fax form that you can print from the submission site, complete and send in. The specific mailing address or fax number will be on this form. If you choose to submit via fax, you will need to take photo copies of each of the required documents and send them, along with the completed submission form, to 1 866 821-4716.

### **5. I am a little nervous about having to scan and upload my documents. Is it difficult?**

When you get to the part of uploading the files, you will see a [How to Scan](#) link. This will provide you with general steps on how to do this. Alternatively, you may take a photo of the receipt and/or UPC code and upload that, however, it is essential that the information is legible. If you are still having difficulties or are simply unsure, there is a "Print Mail-In/Fax form here" button. Click that and the next page will be a submission form that will already have your information on it. Simply print that and combine with photocopies of your required information and mail it to the address on the form, or fax it to 1- 866- 821-4716.

### **If a UPC code is required for your submission**

#### **1. What is a UPC code?**

UPC stands for "Universal Product Code" that is printed on packaging and is a unique identifying code of virtually every item that is sold.

#### **2. Where can I find the UPC code?**

A UPC code is either printed right on the box of the product you purchased, or it is on a sticker that is on the box. It is NEVER found printed at the bottom of your sales receipt, which is a common error.

Bar Code is found on the side of the box



This is a valid UPC code, either printed or stickered on the outside of the packaging.



A common mistake is to think that this is a UPC code, often found at the bottom of your sales slip. This is NOT a UPC code and cannot be accepted as a replacement of one.

## If you have already submitted

### 1. How do I check the status of my Reward?

Most programs have a specific status site where you can go to see the status of your submission. This information can be found on our submission form as well. If you submitted online, you would have received a confirmation email which contained the link to the site. If you are unsure, you may go to <https://www.therebatecompany.com/ConsumerPages/> to see if your information can be found in our General Status site.

**If you are new or this is your first visit to the status site**, please click the “Register” button. You will be asked to review and agree to our Privacy Policy, then create your profile, so we can match you specifically to any submission claim details within the specific promotion database. Then, follow the prompts to register for the promotion you are inquiring about. You will then be given the status of the Reward you are looking for. **NOTE:** It is essential that you enter your name, address and phone number exactly as you did on your original submission so we are able to find you in the promotional database.

**If you have already registered on our site**, simply enter your Username and Password and click “Login” and we’ll search for your results.

**NOTE:** All results are displayed in real-time, so if we have not yet received or processed your submission, you will not find your status on our site. If we cannot find your status, we suggest that you make sure your contact info you entered on our site and what you entered when you submitted are the same, or check back in a week to see if your claim has been entered.

The stages of approval are:

#### i Status reads “Reward request received”; OR “No record”

If your status says ‘Compliant’, that means your submission has been approved for the indicated Reward. ‘Date shipped’ indicates when your Reward left our facility. “Estimated Ship Date” (more on that in Answer #4) is the latest we expect to ship your Reward to you. “In Production” means that we are currently processing your Reward to be shipped out shortly.

**If your status says 'No record'**, it means we have not received your submission yet, or have received it, but not processed it yet, or the contact information you entered on the site and what you entered when you submitted do not match. We suggest you go back and check the information that you entered on our site to ensure that it is correct. It usually takes approximately 2 to 3 weeks from the time you submitted until we post the status. If it has been significantly longer than that, please call the toll free number listed on the submission form (if applicable) and speak to a Promotions Care specialist and they will give you instructions on how to resubmit your claim.

**ii Status: Reward date sent OR Non-Compliance Letter sent**

This means we have processed your submission and have sent something to you, which can take up to 2 weeks to get to you.

**NOTE:** If the status is 'Pending' or "Non-Compliance Letter Sent", this means something was incomplete and you may need to provide more information. Please wait 2 weeks for delivery of the Non-Compliant letter, which will tell you what prevented us from processing your Reward.

If it states that more information or proof of purchase is requested, then please be sure to resubmit prior to the deadline.

The other why to check the status of your Reward is to call the toll free number that is printed on most submission forms (if applicable).

**2. The agent at the call centre told me I don't have a customer record. What should I do?**

If you mailed the claim form to less than four weeks ago, please wait until the fourth week before re-checking the status as we may not have received it or it may not have been entered into our database yet. You may check at the promotion website listed on the submission claim form at anytime. If it was longer than 4 weeks, please re-send your information, as it is likely we have not received it. Your claim may have been not received due to incorrect address, improper postage or other reasons beyond our control. If you submitted online, there is likely a difference in your contact information between what you entered when you submitted for your Reward and how we have your submission in our system (e.g.: "Bill" vs. "William").

**3. I received a Non-Compliant letter? What does this mean?**

This means there was something wrong or missing in your submission and we cannot process your claim without further information from you. Read the instructions contained in the NC Letter carefully. We will provide specific instructions on what you may do to have your claim re-evaluated. The letter will specify what you need to re-submit to allow us to process your Reward, or ask you to call a toll free number (if applicable) for further information.

Your account will remain 'Non Compliant' (ineligible to receive reward until corrective details or information is received by us to re-evaluate your claim), until we are able to correct the problem. Once you re-submit the requested information, please wait 2 to 3 weeks after mailing or faxing before checking the status again. It is important that you return the requested information to us before the expiration date that is noted on the letter, or the promotion may close and we would not be able to process your claim.

#### **4. Why is the Estimated Ship Date so far away? Can't you ship faster than that?**

Generally we can and do ship much sooner than the Estimated Ship Date (ESD), however, the ESD is automatically generated from the date your submission completely satisfied all eligibility requirements of the program or promotional offer. If your initial submission was Non-Compliant, then it is generated from the time your re-submission became eligible or compliant. We are provided instructions and related supporting inventory & funding by our clients, essentially the company with whom you have participated in their promotion, based on their program instructions. Therefore the ESD is typically the longest period you can expect, once you have satisfied the eligibility requirements of the promotion program offer.

#### **5. I used Registered Mail and have a signature proving that it was received. How can you say you don't have my submission?**

All of our mailing addresses are directed to PO Boxes at a main postal facility, so whenever something is sent via Registered Mail, someone at the post office has to sign on our behalf and then place the submission into our mail box. Although we do receive the majority of such submissions, we have observed that from time to time, they do not always make it to our mail box. We strongly suggest that you use only First Class mail for your submissions, as they then go directly to our delivery PO Box.

#### **6. My cheque says 'For Deposit Only'. What does that mean?**

It is recommend that you deposit the cheque into your account, either via the teller or the automated bank machine and then withdraw the funds per your bank's operating policies. Subject to your bank and banking relationship, some bank branches may not cash your reward cheque at the counter, although this is fairly uncommon.

### **If you received your Reward in the form of a Gift Card**

#### **1. I just received my card. Do I need to activate it?**

The Gift Cards we send are always activated before you receive them, so they are ready to be used without you needing to do anything, just enjoy!

#### **2. How do I check the balance on my Gift Card?**

Please refer to the toll free number and/or website address that is printed on the back of your card for how to check your balance.

#### **3. I have lost my Gift Card. Can it be replaced?**

It is important that you treat gift cards just like cash, as lost or stolen cards usually cannot be replaced. With some gift cards, you may register the card on the retailer's site and be provided benefits such as lost or stolen replacement. Each gift card has specific guidelines, kindly refer to the retailer's gift card page on their website for further details.

**Important: Record your card number** and store in a safe place separate from the card. Some retailers may replace any unused balance on the gift card at their sole discretion. Financial Network Branded Prepaid Cards (MasterCard<sup>®</sup>, etc.) do have a lost or stolen replacement policy, provided the funds have not been used, however, replacement fees may apply. Visit their appropriate site or call their Prepaid Card Services customer service or contact our Customer Care Centre for assistance.

## **If you received your Reward in the form of a Prepaid Card**

**1. I understand that Gift Cards do not have expiry dates in many States and Provinces. Why does the card you sent me have one?**

Many prepaid financial card products have expiry dates. The “card” expiry date and the “funds” expiry may be different. Please always refer to the accompanying “Cardholder Agreement” for specific terms & conditions of use. Card balances and transaction details may be obtained from the card issuer. Please refer to the back of your card for direction.

**2. I just received a MasterCard® (or American Express® or VISA®) card as my reward. Is this a credit card?**

No. This is a prepaid card, which has your Reward dollar amount loaded onto it. A purchase you make with this card cannot exceed the amount of funds on the card; unless you pay the balance with another type of payment (see #3, below). Once the funds on the card are spent, or expire, the card cannot be used again.

**3. How do I purchase something with my prepaid reward card (American Express®, MasterCard® or VISA®) that is worth more than the amount of money that is on the card?**

This is called a 'Split Tender' and you need to let the cashier know exactly how much is available on your Prepaid Reward card so they do not enter any more than that amount. Then you can pay the difference however you wish (cash, debit, credit card, etc.). You have no overdraft coverage, therefore, it is very important to always know what your balance is, which can easily be determined by calling the toll free number or go to the website address that is printed on the back of the card. See your Cardholder Agreement that accompanied your Prepaid Card for full details.

**4. I have lost my prepaid card. Can it be replaced?**

It is important that you treat prepaid cards just like cash, as lost or stolen cards often cannot be replaced. Important: Record your card number and the toll free number that is printed on the back of your card and store it, along with the card carrier, in a safe place separate from the card. You will need your this information when reporting a lost or stolen card. Not all lost prepaid cards can be replaced and some may be replaced for a fee, provided the funds on the card have not been used.

## **eMail and Privacy**

**1. Do I need to provide my email address?**

The email consent will specifically provide the reason we would like to obtain your email address and only for that purpose(s). Typically, we would ask to communicate any status of your reward submission and separately for any promotional communication. Our consent requests are very clear. You may unsubscribe at any time.

An email address may be a mandatory element for some programs and optional for others. Your options are clearly indicated during the submission process. If an email address is mandatory and you do not wish to provide it, you may submit via an alternative method, if available, such as mail or fax. If an email address is optional, you may be asked to expressly consent to our sending you status emails regarding your submission or status of your reward eligibility, only.

## **2. What will my email address be used for?**

Your email address will only be used to expressly notify you of the status of your promotional claim or Reward submission and when it is sent to you. If you have subscribed to receive additional information from the company whom we are acting on behalf of, you must contact them directly if you wish to Unsubscribe from such additional emails.

## **3. Will the personal information I put down on the request form be given to other companies?**

No. THG collects the information provided during the submission process with the Company that offers the promotion that you participated, as we are acting as a 3<sup>rd</sup> party on their behalf. You will not be sent marketing or promotional information unless you specifically express Consent to receive such information when you entered your submission, or consented to receive such material somewhere other than on our submission site.

THG reserves the right to aggregate data for analysis and will never contact you unless without appropriate consent to do so.