



Frequently Asked Questions

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CONTACT-RELATED INQUIRIES

1. I submitted a customer service message and I haven't heard back! What's going on?

Please allow up to five (5) business days for us to respond to your message. We respond to every customer service inquiry so if you do not hear back from us, it may be due to your email provider's filters. If you still haven't heard back from us after ten (10) business days, please let us know by contacting us [here](#).

PRIVACY-RELATED INQUIRIES

1. How can I request that you delete my personal information from your database?

For most users, we cannot delete your personal information from our database for legal record keeping purposes. However,

upon your request, we can stop further sharing of your information with third parties. Contact us [here](#) if you'd like us to stop any further sharing of your information with third parties or visit our [One Trust](#) page to see a list of privacy rights you may exercise, which may include deletion. Please remember that if we have shared your information with our third-party Marketing Partners, you will need to contact those Marketing Partners individually to have them suppress or delete your personal information.

For additional information, see our [Privacy Policy](#).

2. How do I unsubscribe from email solicitations and/or telemarketing phone calls?

To stop email marketing from a particular Marketing Partner, follow the unsubscribe link at the bottom of the email(s) you received that you would like to stop. You may also visit our unsubscribe page by clicking [here](#) to opt out of email from us. If you are having trouble unsubscribing from emails from one of our Marketing Partners, contact customer service [here](#) and we will try to help. If you receive

a telemarketing call from one of our Marketing Partners, you should be offered the option to stop future calls by automated means such as hitting a number on your phone, or by telling the telephone representative that you want to opt-out. If that does not work and/or you would like us to help, contact us [here](#). The [Terms & Conditions](#) also provide information on how to stop telemarketing and text messages.

3. How do I stop getting push notifications on my mobile device?

To stop receiving push notifications on a mobile device, disable the notifications at the time you receive the notification or disable notifications through your mobile device's settings. If you need further assistance, contact us [here](#).

4. How do I stop getting pop-ups on my computer?

To opt-out of browser-based push notifications, disable the notifications at the time you receive the notification or disable notifications through your browser's settings. If you need further assistance, contact us [here](#).

5. Why do you ask survey questions?

We use survey questions to find out what Deals, advertisements, or other information you may be interested in. We also use survey questions to, with your consent, connect you with our Marketing Partners. Completion of the survey questions is not required to earn or claim your Reward. If you do not wish to respond to survey questions, please simply select the "Continue" button.

DEAL AND REWARD-RELATED INQUIRIES

1. How do I know if I qualify to earn a Reward?

To qualify for a Reward, you must: (1) be a U.S. resident, 18 years of age or older; (2) provide accurate registration information (including your name and contact information, i.e., valid residential and email addresses), and (3) **COMPLETE THE REQUIRED NUMBER OF DEALS AND LEVELS, WHICH USUALLY REQUIRE PAID PARTICIPATION OR PAID SUBSCRIPTION**, within a sixty- day period that commences on the date that you complete your first

Deal. Once you have completed the required number and Levels and Deals to qualify for your Reward, you must promptly complete the multistep Reward claim process, which requires ID verification, to claim and obtain your Reward. Once you start the multistep Reward claim process, you must complete it within thirty (30) days. For additional information on the Rewards Program requirements, see our [Terms & Conditions](#).

2. I reached the Website through a link in an email I received. Can I share my link with my family and friends so they can get a Reward?

Links are individualized. As such, we do not allow you to share links to our Websites with other consumers. You may not use a link obtained outside of our normal marketing channels or reuse a link that you previously used to claim a Reward. Accessing one of our sites “mid-path” by skipping the registration and/or survey pages may result in disqualification from receiving a Reward. If you have family or friends that are interested in our Reward websites, they can reach our website which will enable them to start at a landing page of the Website.

3. Why is it important for me to provide accurate registration information?

We rely on our users providing accurate registration information so we and our Marketing Partners can connect with and market to our users. We also require accurate registration information for verification purposes; the information provided during registration should match the information you provide to our Marketing Partners when completing Deals. This helps us ensure that you are accurately credited for completion of Deals. If your registration information (name, postal address, email address) does not match the information on your claim ticket and claim verification form, we reserve the right to disqualify you. In some instances, our system may pre-populate inaccurate registration information. If this happens, contact us [here](#) and provide the correct information so we can update the system.

4. I have registered and completed the survey questions. Where is my Reward?

Completion of the survey questions is not required to earn or claim a Reward. As set out in the Program Requirements, you must complete the required number of Levels and Deals,

outlined below in the next question, as the next step to earn your Reward.

Remember, you must complete the required number and Levels of Deals within sixty (60) days of completing the first Deal. Once you have completed the required number and categories of Deals, complete the multistep claim reward process (which requires ID verification) to claim and obtain your Reward.

5. I want to claim a lower value Reward. How do I claim a lower value Reward?

In order to earn your Reward, you must complete the number of Deals at each Level that correspond to the Reward value of your choosing. The Shopping Rewards program allows you to select or change your Reward value up until you begin the process to claim your Reward. At each Level, you can choose to continue to complete Deals and “Shopping Rewards” or claim a Reward and exit the Shopping Rewards program. You can complete Deals and claim Rewards at values of \$5, \$100, \$250, \$500, \$750, and \$1000.

6. What types of products or services are featured on the Levels 1-5 Deal pages?

Deals, offered by our Marketing Partners may include book and movie clubs, subscription boxes, credit reporting services, discount shopping services, credit cards, or health products. Deals also may include app and game downloads and use. Some Deals require the purchase of a product or subscription, while others may include a free or low-cost trial that converts to a full cost payment. Some subscription Deals automatically register you for recurring product shipments and payments that continue until you cancel the service. Shipping and handling costs are determined by our Marketing Partners. Click [here](#) for

a chart that provides information on many available Deals, their payment obligations, and ways to cancel. Our selection of Deals, which are offered by our Marketing Partners, may change frequently based on the success of those Deals and may be offered by our Marketing Partners on a rotating basis.

7. How do I complete a Deal?

To complete a Deal, click on the “Claim Deal” icon below the Deal and complete the steps specified in the description. Remember to play to the stated Level, complete the trial as described, or subscribe to the service to be credited with completion of the Deal! Please note that it can take up to five (5) days for a completed deal to display on your Reward Status page – so be patient! Remember, to be credited with completion of a Deal, you must access the Deal through the Website or through a valid link provided to you by customer support. You must use the same accurate contact information for completing the required Deals as you did during the registration process. You may not have a third party (friend, relative, etc.) complete Deals for you. For more details

on obtaining credit for completed Deals, see the [Terms & Conditions](#).

8. I want to complete Deals, but I don't have the time right now to finish the requirements. Can a friend or family member complete Deals for me?

No. You may not have a third party (friend, relative, etc.) complete Deals for you.

9. Can I go to the Marketing Partner sites directly to complete my Deals?

While we encourage you to patronize our third-party sponsors and sign-up for their great products in the future, you must access the Deal through the Website on particular page or through a valid link provided to you by customer support to be credited with completion of a Deal. You must use the same

accurate contact information for completing the required Deals as you did during the registration process to receive credit for Deal completion.

If you link to a Deal and complete it in any other manner, you may not receive credit for that Deal.

10. If I click on an advertisement or leave the Website after I've completed a Deal, how do I get back to the Deals page to complete more Deals?

If you do not complete all of the required Deals during your initial visit to the Website, click the “Reward Status” button (located in the footer section of the Website’s landing page), log in, and use the provided link that will enable you to resume signing up for Deals. If you are unable to resume signing up for Deals via this method, contact [customer support](#) for assistance. You should retain any confirmation emails or other documentation received concerning completed Deals.

11. How do I check to see how many Deals I have completed?

To see how many Deals you have completed, click [here](#).

Please note: To be credited with completion of a Deal, you must access the Deal through the Website or through a valid link provided to you by customer support. You must use the same

accurate contact information for completing the required Deals as you did during the registration process. You may not have a third party (friend, relative, etc.) complete Deals for you.

12. I think I signed up for all of the required Deals, but my Reward status doesn't show that all of my Deals have been registered. What do I do?

After you select “Claim Deal” and follow the directions to complete that Deal, the completed Deal may not immediately

display on your Reward Status page. Don't worry, it can take up to five (5) days for a completed Deal to display on your Reward Status page. If you have completed a Deal but it has been more than five (5) days and the Deal still doesn't display on your Reward Status page, click [here](#) to submit a customer service request detailing your situation and we will do our best to resolve the issue.

For a subscription or purchase Deal, the Marketing Partner must be able to successfully bill your credit card at least once or for the number of times specified in the particular Deal's terms to receive credit. Some of our Marketing Partners will not accept prepaid cards to complete Deals. You will not be credited with completing a Deal unless the Marketing Partner confirms your completion, so do not use a prepaid card for Deals or cancel a Deal right after you signup. Many Marketing Partners will not give credit to a "quick cancel." For this reason, there may be a delay from the time you sign up for a Deal and when it appears as a completed Deal on your Reward Status. Additional terms and conditions may apply to participate in select marketing Deals. You should read the terms of each Deal provided by the Marketing Partner for an explanation of these terms. Specific Deal terms, as well as the Terms and Conditions set out herein, govern each Deal. Please see our [Representative Deal Chart](#) for a brief description of most Deals, information on initial and ongoing commitments, and how to cancel. For additional information on Deals, visit the sponsoring Marketing Partner's website. Customer support is also available to provide assistance [here](#).

13. How do I cancel a Deal that I signed up for?

Oh no! We're sorry that you didn't love the Deal. You can refer to this [chart](#), which may provide contact and cancellation information for your Deal. Because our Deals are offered through our Marketing Partners, you should contact the Marketing Partner directly with any questions or issues or to

cancel the Deal. We are not able to cancel or modify your subscriptions or Deals. However, if you still require assistance after reaching out to the Marketing Partner, submit a customer service request [here](#) detailing your situation and we will do our best to resolve the issue.

14. I completed the required number of Deals to qualify for my Reward. When will my Reward be sent to me?

After completing the required number and categories of Deals to qualify for your Reward, you must complete the multistep claim reward process (which requires ID verification) to claim and obtain your Reward. It may take up to 7-10 business days for us to send your Reward once you have completed the multistep claim reward process. For more information on the reward claim process, see our [Terms & Conditions](#).

15. What documentation do I need to provide during the reward claim process to claim and obtain my Reward?

Once you submit your claim ticket on the Website, an email with further instructions on next steps will be sent to the email address that you provided during registration. The email will explain that you must submit a claim verification form and verify your ID. To verify your ID, you must submit a copy of valid, unexpired government- issued ID (without the identification number showing). For more information on the reward claim process, please see our [Terms & Conditions](#).

16. Why do I have to submit proof of payment, my photo ID, and confirm my initial registration information?

Our program has specific Terms & Conditions with respect to the requirements for a Reward, including limitations on how often Rewards can be obtained by household members. We want to ensure that our Rewards are being awarded to those who properly adhere to our Terms and Conditions. We reward those who play by

the rules – not those who are trying to avoid the rules, game the system or, worse, fraudulently receive Rewards.

17. What if my Reward item arrives damaged or is defective?

We use third parties (UPS, FedEx, USPS, etc.) to ship your Reward. If your Reward arrives damaged, contact the vendor who sent your Reward. If your virtual gift card Reward arrives defective, [contact us here](#) and we will help you resolve the issue.

18. Why is my account being audited?

As part of the reward claim process, we may require additional documentation to substantiate your registration information and/or completion of Deals. Our Audit Team reserves the right to request any additional documentation that may supplement your claim for a Reward.

19. Is there a limit on the number of Rewards I can earn?

Yes, there is a limit. You and the members of your household must wait sixty (60) days after completing all of the Deals required for a Reward with a value of \$100 or less before becoming eligible for another Reward of any kind, and you must wait twelve (12) months after completing all of the Deals required for a Reward with a value greater than \$100 before becoming eligible for another Reward of any kind. You are always welcome back to our Rewards Program after each waiting period!

20. Are there any fees associated with processing my gift card claim?

You are only responsible for a shipping fee if you choose to receive a physical gift card from the available gift card options. Virtual gift cards are available without fee.

21. What happens if I do not receive my Reward in the time frame provided?

After completing the claims process, you will receive an email from Tremendous allowing you to select your Reward. If it has been more than 2 weeks and you have not received your email, [contact us here](#).