

# Elevate Rewards FAQ

## Program Rules:

- 1. What is the Elevate Rewards Program?** Elevate Rewards is a new addition to show our appreciation for your dedication and to help incent your sales. Points are earned on every qualifying sale (All products with the exception of Short Term Medical and Life Association).
- 2. What products are eligible to earn points?** All products with the exception of Short Term Medical and Life Association products are eligible for everyday sales. Additional points may be earned during times of ongoing campaigns.
- 3. How do I earn points?** 2 points are earned, with a **one-time** add, for every first monthly premium dollar. Non-monthly billing modes will be converted to monthly to determine point values for all products with the exception of Short Term Medical and Life Association products, which are not eligible for daily sales adds. IE... \$300 quarterly bill = adjusted monthly premium of \$100. \$100 monthly premium x 2 points per monthly premium dollar = 200 points. A **one-time** addition of 200 points will be added to Elevate Rewards point totals.
- 4. Who do I call if I have questions regarding my point balance?** Agent Services 888-876-3300
- 5. What does the Elevate Rewards Program replace?** Elevate Rewards is a new offering to show our appreciation and to help incent your sales and does not replace any other programs.

## Setting up:

- 1. How do I download the Elevate Rewards App?** The mobile app is now available on the Google Play Store and the Apple Store. These apps can be downloaded to your mobile device using the following links or by performing a quick search in either store.  
<https://apps.apple.com/us/app/natgen-elevate-rewards/id1621104432>  
<https://play.google.com/store/apps/details?id=natgen.elevate.rewards>
- 2. How do I register?** Upon opening the app your user ID is your email on file with National General. To create your password, click "Forgot Password?" You will receive an email with a link to set up a password to the Elevate Rewards Program.
- 3. What should I do if I receive an error when I log in?** Please call Agent Services 888-376-3300
- 4. How do I set my communication preferences? Rewards Program Emails, Push Notifications, Text Messages?** Communication preferences can be toggled on and off within the Mobile Application under the My Profile section.

## Getting the most of the program:

- 1. What are Elevate Reward Tiers?** Elevate Reward Tier status is obtained by meeting production requirements. Members Club achieved with first sale; Chairman's Club achieved after earning 40,000 points; Elite Producer Club achieved after having earned 330,000 points.
- 2. Can I set reward goals?** You are able to browse the rewards catalog via the Mobile Application and click the "heart" icon to flag desired products you would like to strive for.
- 3. Where can I view the campaigns available to me?** Campaigns are viewable on the portal.

## Point Redemption

- 1. How do I redeem points?** Points may be redeemed by selecting your reward from our catalog. The Elevate Rewards catalog may be browsed via the mobile app or the Elevate Rewards website portal.
- 2. What type of rewards may my points be redeemed for?** Points may be redeemed for an assortment of items including gift cards, travel and merchandise.
- 3. Do my points expire?** Points are valid for 12 months and will expire after this timeframe.
- 4. When are my points updated?** Point totals are updated daily.
- 5. Where do I view point transactions: earned, redeemed, etc?** Point earnings and redemptions may be viewed in the Elevate Rewards platform.
- 6. How soon will points be added after a sale?** Qualifying Points will be added to your point balance the day following an issued sale.
- 7. How soon after earning, can points be redeemed?** Points may be redeemed immediately after being added to the point balance.
- 8. Where is my reward shipped from?** Vendor shipping rewards is Motisha.
- 9. Am I able to transfer points to another agent?** No, Elevate Reward points are non-transferable.
- 10. Where are my rewards shipped?** Address selected at checkout.
- 11. How much is shipping and handling?** Shipping and handling are included at no cost to you.
- 12. What happens to my points if my appointment terminates?** Elevate Rewards points are still accessible until they expire at the end of the term.
- 13. Can I cancel my order?** Yes, must be cancelled same day by midnight. Please use the Order Support option on the Contact Us tab and complete the request.
- 14. How to return my order?** Our goal is 100% satisfaction. If you find it necessary to return merchandise please use the Order Support option on the Contact Us tab and complete the request. All merchandise must be packed in the original manufacturer's box and include all original packing materials and accessories.
- 15. What if I receive a defective item?** Defective items and large appliances must be handled directly with the manufacturer under their warranty procedures. Other defective products must be returned in their original manufacturer's box with all accessories included. Please use the Order Support option on the Contact Us tab to initiate a return request.
- 16. If I receive an item that is damaged or defective, what should I do?** Please use the Order Support option on the Contact Us tab and complete the request.

## Terms and Conditions

- 1. Where do I find the terms and conditions?** Terms and Conditions can be found on the National General Elevate Rewards Website. Access through your Agent Back office account by clicking the Rewards button.