



## Accepting the MemberCard FAQ

### **How will my business be promoted?**

*In exchange for your participation you will receive year-round promotion through a variety of media including a listing on our MemberCard Mobile App, online at [www.membercard.com](http://www.membercard.com) - with a link to your own website where cardholders can find additional information on your business - and lastly the MemberCard and its unique offers will be highlighted on-air during pledge drives and various times throughout the year.*

### **Can you help me train my staff?**

*We email an electronic Welcome Kit, which contains all pertinent information you need to honor your MemberCard discount, such as your offer and helpful links direct you to a printable instruction card.*

### **Is our offer for a one-time use?**

*Unless otherwise noted, all savings are one-time use per location per year. For dining, the least expensive entrée should be deducted.*

### **How do I know if a MemberCard is valid?**

*A MemberCard Mobile App that has expired will not allow benefit redemption. The plastic MemberCard has an expiration date on the bottom right, it's valid until the end of the month printed.*

### **Can a group of customers present more than one MemberCard?**

*Our policy states that no more than three MemberCard Mobile Apps and/or plastic MemberCards may be used in any one group; a different MemberCard Mobile App and/or plastic MemberCard must be presented for each free item.*

### **Is the MemberCard valid during our promotions or holidays?**

*No, the MemberCard is not valid on any major US or Canadian holiday. These include all U.S. Federal Holidays, Canada Day, New Year's Eve, Martin Luther King Day, Valentine's, St. Patrick's, Good Friday, Easter, Mother's, Memorial, Juneteenth, Father's, Independence, Labor, Columbus, Veterans, Remembrance, Victoria, Boxing, and Christmas Eve. The MemberCard is also not valid in conjunction with other specials, special events, discount offers or coupons.*

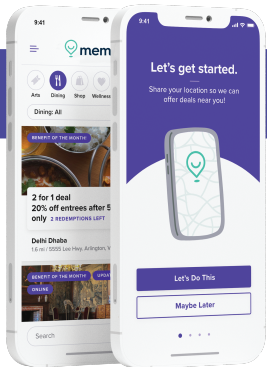
### **Where can I find the MemberCard Mobile App?**

*You can find the mobile app in the Google Play store and the Apple app store, by searching MemberCard (all one word).*

### **What if I have questions?**

*Our Customer Service team is available to help answer any questions. Please email [CustomerService@membercard.com](mailto:CustomerService@membercard.com) or call (800) 423-7645 to speak with a representative during normal business hours (8:30am to 5:00pm EST Monday - Friday).*

# Your Guide to Accepting the MemberCard & Mobile App

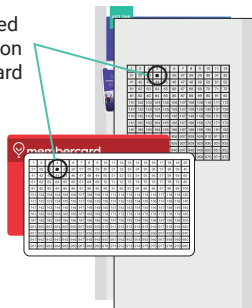


- 1 Your establishment has agreed to provide a one-time discount to cardholders, as outlined in your MemberCard agreement.
- 2 Cardholders will present a valid MemberCard OR Mobile App to redeem offer.
- 3 Register the transaction in accordance with your record-keeping system.

## Plastic MemberCard Redemption

Cardholders will provide their **PLASTIC CARD** to redeem offer

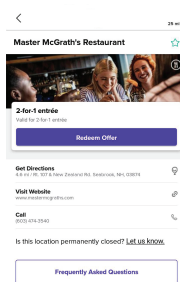
Locate and mark off your assigned **BENEFIT NUMBER** using the grid on the back of the plastic MemberCard OR printed directory



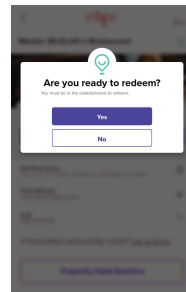
Cards are printed in various designs. All cards show the MemberCard logo across the top and an **EXPIRE DATE**

## Mobile App Redemption

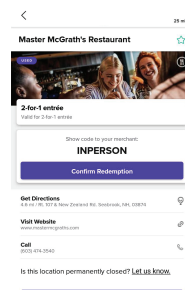
Cardholders will provide their **MOBILE PHONE** to redeem offer



With your offer selected touch **REDEEM OFFER**



Select **YES** on redemption screen



Select **CONFIRM REDEMPTION**

**QUESTIONS?** CustomerService@membercard.com or (800) 423-7645 (8:30am - 5:00pm ET M-F)