



Top 10 FAQs Regarding Promotions:

1. What payment options are available to receive CashBack Rebates and Financing Buydowns?

- Note: CashBack rebates and Financing Buydowns are paid out separately.
 - a. For **CashBack rebates** there are 2 options available, Direct Deposit or Re-Loadable Pay Card.
 - Direct Deposit is for payments to be directed to a contractor business directly.
 - Re-Loadable Pay Card is for payments to be sent to an individual or individuals at a company.
 - b. All **Financing Buydowns** are paid out through direct deposit into the bank account connected to your Synchrony financial account.

2. How long does it take to receive CashBack Rebates and KwikComfort® Financing Buydowns?

- Note: Payments are dependent on when your distributor approves your claim. Claims must be approved before they are batched for payment.
 - a. CashBack rebates are paid out every 2 weeks.
 - b. Financing Buydowns are paid out every 15 to 30 days.

3. I signed up to receive the Re-Loadable Pay Card for my CashBack rebates, but have not received my card in the mail. How come?

- a. Pay cards are not automatically sent after setting up your payment method.
- b. Your first load notification email must be redeemed to verify your personal information and mailing address to initiate the shipment of your card.
- c. It takes about 10 to 12 business days for your card to arrive in the mail.

4. What key pieces of information are required when filing a claim for CashBack rebates, KwikComfort Financing and ProClub points?

- There are 4 key pieces of information required:
 - a. Basic Homeowner information: name, address, phone number and email.
 - b. The serial numbers of each piece of equipment installed.
 - c. The last four digits of the homeowner's *KwikComfort Financing* account number if Financing was applied.
 - d. Indication if a thermostat was or was not included with the install.

5. What about ProClub?

- a. ProClub points can be filed year-round within the CST Dashboard.
- b. ProClub follows the same claim submission process and reporting as CashBack and *KwikComfort Financing*.
- c. Details regarding ProClub can be found on the ProClub portal within the Pro Partner dashboard in My.Rheem.com.

6. Can reviews be requested through the CST Dashboard?

- Yes, during step 2 of the claim process you can enter the homeowner's email and this will automatically send a review request to the homeowner once you have submitted your claim.

7. What are the differences between the 4 detailed reports available in the CST Dashboard?

- a. CST Search – This report generates all claims ever submitted:
 - o Pending
 - o Approved
 - o Denied
 - o Ineligible product claims
- b. Promotions – This report only shows eligible claims that have been paid or are pending **CashBack payment**.
- c. *KwikComfort* – This report only shows eligible claims that have been paid or are pending **Financing payment**.
- d. ProClub – This report will only show claims that received ProClub points.

8. Is there a location to review promotion totals and averages in an instant?

- All Pro Partners have access to a personalized "Report Card" in their Contractor Profile showing a breakdown of CashBack rebates, *KwikComfort Financing* and ProClub amounts. The report card is to help simplify your Pro Partner benefits and take away the hassle of pulling your own reporting.

9. Are there resources available within My.Rheem to help navigate Promotions and the CST Dashboard?

- The Knowledge Base and promotions portal are both available within My.Rheem to all Pro Partners.
 - o There are multiple documents and videos posted to help answer questions ranging from promotion details and payment methods, to how to file a claim and pull detailed reporting.
- My.Rheem.com > Support > Help Desk > **Knowledge Base**
- My.Rheem.com > Marketing > Pro Partner > **Promotions**

10. Who can be contacted to help assist with promotion issues and questions?

- a. The Help Desk can answer most questions, and if they can't, they will direct your ticket to the correct person that can.
- b. Email Help@MyRheem.com

