



IN-DEALER REDEMPTION PROCESS

Ask the customer if they will be redeeming their points toward the balance today!

1 Dealer Collects Customer Information & Calls for Redemption

Dealer collects the following information:

- Full Customer Name, Last 4 digits of FCA Mastercard Number, Last 4 digits of SSN, Customer DOB, Bill amount & dealership code

**Dealer email is also requested if you'd like to receive information via email. (not required)

- FCA Dealer calls with customer present or on a 3 – way call
 - 1-866-348-3735 Option 1
- Reward redemption is processed

Note: Agent will need to hear a verbal confirmation from the customer.

2 Rewards Vendor Processes Redemption

Once the Rewards Vendor confirms the point balance and the amount to be redeemed with the cardmember, the dealer will be provided:

- Virtual Credit Card Number
 - This can be provided over the phone or emailed to the dealer/cardmember
- Reward Amount
- Expiration Date
- CVV Code

Transaction must be processed within 24 hours.