

INTOUCH INSIGHT CONTEST RECRUITMENT OF MYSTERY SHOPPERS WIN ONE OF 20 TRAM PASSES 2018 CONTEST RULES AND REGULATIONS

1. Contest general description

- As of February 21st, 2018, Intouch Insight Inc. and/or its partner the RTM, will present an advertising campaign in order to recruit Mystery Shoppers to evaluate the customer service of various RTM services:
- Commuter trains
- Express Chevrier bus
- Metropolitan ticket outlets
- Customer service over the phone
- Customer service agent in train stations

An amount of 20 monthly TRAM passes will be drawn at a rate of 2 passes per month for a period of 10 months amongst Mystery Shoppers who will have carried-out evaluations for the period starting February 21st, 2018 and ending December 20th, 2018.

Mystery Shoppers are invited to register electronically as a Mystery Shopper at the following address: www.intouchinsight.com/RTM

Then, they must select a mystery shop for Express Chevrier, Trains, Customer service over the phone, customer service agent in train stations or Metropolitan ticket outlet in their secure personnel I Secret Shop account OR among all who have registered as mystery shoppers having mentioned their interest in completing a mystery shop evaluation for the RTM, the project coordinator will randomly assign a mission to be completed by the chosen mystery shopper.

A draw of the 2 monthly TRAM passes will be conducted randomly amongst the Mystery Shoppers who have properly completed their questionnaire based on their mystery evaluation mandate.

The winners will be contacted by telephone. A TRAM monthly transport pass valid for one month allowing the use of RTM public transport services will be presented to each winner.

2. Contest eligibility/requirements (admissibility)

All Mystery Shoppers who will have conducted a mystery evaluation and completed an online questionnaire via the I Secret Shop website at <https://isecretshop.com> will be eligible for the contest. However, please note that RTM or Intouch Insight staff members, as well as people with whom they live, are not eligible for this contest.

Mystery evaluation questionnaires will be given to the Mystery Shoppers via their personal account at <https://isecretshop.com>

EVALUATION TIME FRAME

From February 21st to March 20th, 2018

From March 21 st to April 20 th 2018
From April 21 st to May 20 th 2018
From May 21 st to June 20 th 2018
From June 21 st to July 20 th 2018
From July 21 st to August 20 th 2018
From August 21 st to September 20 th 2018
From September 21 st to October 20 th 2018
From October 21 st to November 20 th 2018
From November 21 st to December 20 th 2018

3. **Prize description**

Contest winners will receive a monthly TRAM regular fare pass allowing the use of commuter train, bus and metro transport services that are offered by the RTM and by the organizing authorities of public transport in the RTM territory within the encoded fare zone supported by OPUS as well as within any zone with a lower number. Intouch Insight Inc. will deliver the prizes by mail to the contest winners.

For each winner, the value of the monthly TRAM pass will be established according to public transport needs and zone within the Metropolitan area corresponding to his or her place of residence. Possible values of monthly TRAM passes presented to the winners are as follows: \$96.00, \$112.00, \$135.00, \$145.00, \$167.00, \$201.00, \$230.00, \$263.00. The average value of a TRAM pass is \$168.25.

EVALUATION TIME FRAME	PRIZES TO BE WON
From February 21 st to March 20 th 2018	2 TRAM monthly passes for MAY 2018- One TRAM pass per winner
From March 21 st to April 20 th 2018	2 TRAM monthly passes for JUNE 2018 – One TRAM pass per winner
From April 21 st to May 2018	2 TRAM monthly passes for JULY 2018 – One TRAM pass per winner
From May 21 st to June 20 th 2018	2 TRAM monthly passes for AUGUST 2018 – One TRAM pass per winner
From June 21 st to July 20 th 2018	2 TRAM monthly passes for SEPTEMBER 2018 – One TRAM pass per winner
From July 21 st to August 20 th 2018	2 TRAM monthly passes for OCTOBER 2018 One TRAM pass per winner
From August 21 st to September 20 th 2018	2 TRAM monthly passes for NOVEMBER 2018 – One TRAM pass per winner

From September 21 st to October 20 th 2018	2 TRAM monthly passes for DECEMBER 2018 – One TRAM pass per winner
From October 21 st to November 20 th 2018	2 TRAM monthly passes for JANVIER 2019 – One TRAM pass per winner
From November 21 st to December 20 th 2018	2 TRAM monthly passes for FEBRUARY 2019 – One TRAM pass per winner

4. **Delivery of prizes**

The draw will be held at **Intouch Insight Inc. office located at 2963 Joseph-Armand Bombardier, Laval, Quebec, H7P 6C4**, within the following dates:

EVALUATION TIME FRAME	DRAW DATE AND TIME
From February 21 st to March 20 th 2018	Tuesday March 27 th 2018 at 11h00
From March 21 st to April 20 th 2018	Friday April 27 th 2018 at 11h00
From April 21 st to May 20 th 2018	Monday May 28 th 2018 at 11h00
From May 21 st to June 20 th , 2018	Tuesday, June 26 th , 2018 at 11h00
From June 21 st to July 20 th , 2018	Friday July 27 th , 2018 at 11h00
From July 21 st to August 20 th 2018	Tuesday August 28 th 2018 at 11h00
From August 21 st to September 20 th 2018	Friday, September 26 th 2018 at 11h00
From September 21 st to October 20 th 2018	Friday October 26 th 2018 at 11h00
From October 21 st to November 20 th 2018	Tuesday November 27 th 2018 at 11h00
From November 21 st to December 20 th 2018	Friday January 4 th 2019 at 11h00

Each month, two (2) questionnaires will be chosen randomly among all properly completed questionnaires for the following evaluations: commuter train services, Express Chevrier bus services, ticket outlets, customer service over the phone and customer service for agents in train stations. These questionnaires should be completed according to standards and delivered within the expected time frame.

Winners will be contacted by telephone by a designated person from Intouch Insight and will be informed on how to take possession of their prize. In the event that the Intouch Insight representative is unable to get in touch personally with the winner five (5) business days following the draw, Intouch Insight will proceed with another draw until all prizes are attributed. One person cannot win more than once.

The list of winners will be posted on the Intouch Insight Facebook page. Only the given name and the first letter of the last name of the winners will be published.

5. **Prize acceptance**

The winners cannot obtain the monetary value instead of the prize that will be intended for them. The refusal to accept a prize releases Intouch Insight of any obligation related to the prize. The winner must, at the request of Intouch Insight and prior to taking possession of the prize; sign a form by which he or she acknowledges receipt of the prize and discharges Intouch Insight of any responsibility in relation to the prize.

6. **Publicity**

Any person claiming a prize shall, at the request of Intouch Insight, attend a photography session and must accept that these pictures and his or her name may be used for publicity purposes by Intouch Insight without any compensation other than the prize.

7. **Proceedings**

You may contact Intouch Insight for more details with regards to prize attribution. Any dispute regarding the organization or conduct of this contest advertisement may be submitted to the ***Régie des alcools, des courses et des jeux***. Any dispute regarding the awarding of a prize may be submitted to the Régie solemnly with the purpose of helping the parties reach a settlement.

**INTOUCH INSIGHT WOULD LIKE TO THANK ALL MYSTERY SHOPPERS WHO
WILL CARRY-OUT MYSTERY EVALUATIONS FOR RTM SERVICES IN 2018**