



Mercedes-Benz StarRewards Program FAQs

- **What is StarRewards?**

- To show our appreciation for Independent Service Providers (ISPs) who choose Genuine Mercedes-Benz Parts, we are thrilled to introduce to you the Mercedes-Benz StarRewards program. Mercedes-Benz StarRewards is an online loyalty program that will give ISPs the opportunity to track and earn rebates on Genuine Mercedes-Benz Parts purchased through authorized Mercedes-Benz dealerships. ISPs like you have a long and rich history of servicing Mercedes-Benz vehicles. We know we wouldn't be as successful without you and we'd like to reward you for doing business with our Mercedes-Benz dealerships. Please consult the Terms and Conditions on www.MBStarRewards.com.

- **What are the benefits of StarRewards?**

- You may already be buying Genuine Mercedes-Benz Parts for your customers, so why not get rewarded for it? With StarRewards, you can - and the more you buy, the more you can earn.

- **How does StarRewards work?**

- Once you are successfully registered in StarRewards, you will be eligible for the loyalty program that runs each quarter.
- On a quarterly basis, Mercedes-Benz will determine a purchase goal/target for your business. This target will be based on your past quarterly purchases of Genuine Mercedes-Benz Parts from Mercedes-Benz dealerships and will be updated each quarter. If you're a new customer, you'll need to buy at least \$200 in a quarter prior to being eligible for the program.
- Next, we will track your Genuine Mercedes-Benz Parts and Mercedes-Benz StarParts purchases throughout the quarterly program as you buy.
- After mid July, you'll be able to see your personal dashboard on www.MBStarRewards.com. If you drill down on the StarRewards Q3 2018 program link, you will be able to see your purchase goal/target and your program purchases for the quarter.
- At the end of the quarter, if you met or exceeded your target, you qualify for rewards. You may earn 1-3% of your purchases back in rewards – so the more you buy, the more you can earn.
 - Reach Target 1: meet your goal and receive 1% of your purchase amount as a reward
 - Reach Target 2: exceed your Target 1 goal by 5% to 9.99% and receive 2% of your purchase amount as a reward
 - Reach Target 3: exceed your Target 1 goal by 10% or more and receive 3% of your purchase amount as a reward

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For official program rules, please visit MBStarRewards.com.





- **Qualifying ISPs will have 45 days after the quarter end to claim rewards.**
- Mercedes-Benz will add more purchase programs throughout the year, allowing you to earn more rewards dollars. You don't have to do anything to participate in new programs – you are already registered! You will be notified when a new program begins.
- You may participate in up to two programs at the same time – so you can earn rewards from both the base quarterly program and one additional ad hoc program.
- **Rewards will be paid via a reloadable MasterCard® award card.**
- Program Terms and Conditions are subject to change.
- **How do I register?**
 - Sign up for Mercedes-Benz StarRewards at www.MBStarRewards.com. You will be asked to provide your first and last name, position, business name, business address, business phone, primary email address (which will become your user name), and select a password. You also will be asked to answer a few questions about your business. In order to expedite your enrollment, please make sure you have your company's DUNS Number or the details for an invoice where you purchased Genuine Mercedes-Benz Parts. You must agree to the program Terms and Conditions on www.MBStarRewards.com.
- **Can more than one person at my business register for StarRewards?**
 - No, only one contact per ISP may register for StarRewards.
- **When will I be approved or be able to login?**
 - Eligible ISPs will typically be approved and notified by email within 24-48 hours after registration. As part of the approval process, you will be asked to click a link to verify your email address, and then you'll be able to log in to the StarRewards site.
- **How do I know if my business is eligible?**
 - Only single-shop traditional mechanical and collision shops are eligible to participate. Please consult the Terms and Conditions on www.MBStarRewards.com for full program rules and eligibility.
- **I've registered and it's been over 48 hours with no update, what should I do?**
 - If you have not received confirmation of your registration, please contact the Mercedes-Benz StarRewards Program Headquarters at 1-855-478-STAR (7827) or Support@MBStarRewards.com. You will need to provide your business name and let the team member know you are waiting to be approved. The team member will find your record and make any needed updates on your behalf to get you approved as soon as possible.

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- **Do I need to register for each program separately?**

- No, once your business is enrolled, you can continue to take advantage of all that StarRewards has to offer. You will have to claim rewards for each program, but you won't need to register again.

- **I can't remember my password. How do I reset it?**

- If you have already been approved as a registered StarRewards member, then please visit www.MBStarRewards.com/forgotPassword.
- Enter the email address you used when you first registered.
- You will be sent an email right away with a temporary password. If you don't see an email in your Inbox, please check your spam or junk folder. If this happens, you may want to save mbstarrewards as an approved sender so you never miss another message from us.
- Use your email and temporary password to login. (Note the password is case sensitive and must be typed in the log in screen.)
- This will take you to the Change Password screen.
- Click "Change Password" to update the temporary password to a new password of your choosing. You will need to select a password that meets the following criteria: at least 8 characters including 1 capital letter, 1 number and 1 special character.

- **Where can I find my dashboard on the site?**

- Your personal dashboard will be available on the StarRewards site by mid July. We will send you a notification via email once your dashboard is live.

- **Where can I find my purchase goal on the site?**

- After mid July, when you log in, you'll see your personal dashboard. If you drill down on the StarRewards Q3 2018 program link, you will be able to see your purchase goal for the quarter.

- **How was my purchase goal set?**

- Your individual purchase goal was predetermined by Mercedes-Benz USA, LLC based on your past purchases of Genuine Mercedes-Benz Parts from Mercedes-Benz dealerships. This goal will be updated each quarter.


- **How much more do I need to buy to be eligible for this program?**

- The quarterly programs will end on the last day of each quarter. For the Q3 2018 program, the quarter will end on September 30, 2018. After mid July, when you log in to the StarRewards site

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and click on the Q3 2018 program link, you will see the program details including the “Days Remaining” and your “Earnings Detail.” You will also be able to see the dollar value of purchases needed in order to achieve your goal.

- **When I look at my dashboard, some of my purchases are not being counted. What should I do?**
 - Please allow at least two business days for the invoice to flow from your Mercedes-Benz dealership to the dashboard.
 - If you have a batch of older invoices that are not being recognized, please contact the StarRewards Program Headquarters to verify that all of your data is connected to your profile. You will be asked to provide your business name and address and at least one example of an invoice that you feel is missing. (Invoice Number, Invoice Date, and Dealer selection required.) If an invoice is added to your account, please note that your purchase goal may also be re-calculated.
 - As a reminder, only Genuine Mercedes-Benz Parts and Mercedes-Benz StarParts are eligible for this program.
- **I met my goal. How do I claim my reward?**
 - At the end of each program, your data will be verified and certified. Once this verification has been completed, you will receive an email informing you that the award redemption period has begun and will last for 45 days.
 - To claim your reward, you must log in to your StarRewards account and click Claim Reward at the top of the screen.
 - Once you have claimed your reward, please allow 5-10 days for payment.
- **Why was I asked for tax information when I clicked to claim my reward?**
 - If the sum of the rewards you claim is greater than or equal to \$600 in any calendar year, then we are required to issue a 1099 tax form for you. When you click to claim the reward, you will be prompted to provide the tax ID number for your business.
- **What is the method of payment for my reward?**
 - All rewards will be paid via a reloadable MasterCard® reward card that will be mailed to you upon program completion.
 - If this is your first reward, a new card will be mailed to the address you provided in your profile.

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- If you have a card from a previous program, your funds will be loaded onto your existing card. Please hold on to your award card through December 2019 since future earnings will be reloaded onto this same card.
 - **I received my reward card in the mail. How do I activate it?**
 - Please call 1-800-759-9610 to activate your card. You will need to provide the last 4 digits of the phone number associated with your StarRewards account.
 - **I didn't receive my reward card or my new funds haven't been loaded to my card. What should I do?**
 - If you have not received your funds within 4 weeks of claiming your award on the site, please contact the Mercedes-Benz StarRewards Program Headquarters at 1-855-478-STAR (7827) or Support@MBStarRewards.com.
 - **When will my reward card expire?**
 - For any rewards earned through December 2019, your reward card will expire on June 30, 2020.
 - **What if I haven't used the balance on my reward card when it expires?**
 - If you have a balance greater than \$10 when your reward card expires, then you will receive a check in the mail for the balance amount minus a \$10 closing fee. Balances less than \$10 at card expiration are forfeited.
 - **How will I know when additional funds have been loaded to my reward card?**
 - You will be notified by email each time additional funds are loaded to your reward card. You may also check the balance on your card at any time by calling 1-800-759-9610.
 - **I lost my reward card. What should I do?**
 - If you lost your card, please call 1-800-759-9610.
 - **Why did I receive a second reward card in the mail?**
 - New cards will be issued for rewards claimed after December 31, 2019. If you have an existing reward card, then please continue to utilize your existing card until you reach a \$0 amount available or by the expiration date embossed on the card. All future rewards will be placed on your new card.

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