

# John Bear Rewards - Program Guidelines

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## General

1. Dealer has the right to terminate the Service Rewards Program at any time.
2. Dealer may change the Service Rewards Program rules, regulations, benefits, conditions of participation, or point levels for awards, in whole or in part, at any time without notice, even though changes may affect the value of the points already accumulated. Dealer may withdraw, limit, modify or cancel any award, increase the points required for any award, modify or regulate the transferability of awards or benefits.
3. Gold and Service cards have an expiration date of 5 years. Points must be used prior to expiration in order to qualify. Platinum cards have an expiration date of 6 years. However, consistent with the general rules and regulations of the Service Rewards Program, Dealer reserves the right to change the Service Rewards Program at any time without notice, including imposition of expiration limits. If no points from any source are posted to a Service Rewards Program member's account for 13 consecutive months, the account is subject to termination, including forfeiture of all accrued points.
4. Dealer reserves the right to make Service Rewards Program and promotional offers available to members based on service activity, geographic location, program participation, or information supplied by the member.
5. All points and subsequent awards must be earned and used according to the rules and guidelines in this Member's Guide.
6. Dealer reserves the right to cease mailing of Service Rewards Program updates and related materials to any Service Rewards Program member who has not accumulated points for a 180-day period.
7. Abuse of the Service Rewards Program (including failure to follow program policies and procedures, the sale or barter of awards and any misrepresentation of fact relating thereto or other improper conduct, as determined by Dealer in its' sole judgment, any untoward or harassing behavior with reference to any Dealer employee or any refusal to honor Dealer employees' instructions) may result in cancellation of the member's account and future disqualification from program participation, forfeiture of all points accrued. Dealer reserves the right to take appropriate legal action, as it deems necessary, and to recover damages, attorneys' fees and court costs.
8. Dealer reserves the right to interpret and apply the policies and procedures communicated in this Member's Guide. All determinations by Dealer shall be final and conclusive in each case. This Member's Guide supersedes all previously issued Member's Guides.
9. Please allow 24 to 48 hours for all points credited to your Service Rewards Program account.
10. From time to time, the data you have furnished to Dealer and program administrator, MediaTrac LLC, may be used to bring you relevant and valuable offers from Service Rewards Program partners. If you do not wish us to use it for this purpose, please contact the Service Rewards Program Service Center.
11. Except as otherwise explained below, service points are not transferable and may not be combined among Service Rewards Program members, or conveyed by any means to anyone, including through a member's estate, and may not pass to member's successors and assigns. Accrued service points do not constitute property of the member. Accrued service points are not transferable by the member (i) upon death, (ii) as part of a domestic relations matter, or (iii) otherwise.

## Program Enrollment

12. The Service Rewards Program is open to any licensed driver with a mailing address within Canada. All members must complete a Service Rewards Program enrollment form. Failure to complete form in its entirety will negate membership status.
13. Corporations or other legal entities cannot be enrolled as members.
14. Only one person may be enrolled per Service Rewards Program account. An individual may have only one account and that must be in his/her real (legal) name. Membership will be listed under the participant's full name including title (Mr., Ms., etc.) and middle initial.
15. Membership is non-transferable. Each reward card is valid to one vehicle only and is assigned to the VIN # of the vehicle at the time of enrollment and activation. Service and Gold cards are valid for 5 years and Platinum cards are valid for 6 years from the date of activation. If the designated vehicle is no longer licensed by the purchaser all points credits will be void.
16. Retroactive credit will not be given for services performed prior to enrollment.

## Earning Service Reward Points

17. Service Rewards Points are accrued at a rate of 10 point(s) for each pre tax dollar spent in parts and service work performed at the participating Dealer. Service Rewards points for platinum card members are accrued at a rate of 20 point(s) for each pre-tax dollar spent in parts and service work performed at the participating Dealer. All points are earned on pre tax dollars.
18. Points can be earned on customer pay invoices only. Except as where otherwise indicated, points cannot be earned on warranty or insurance paid work.
19. Any fraudulent activity in connection with the program will entitle Dealer, in its sole discretion, to terminate an individual membership and void all point credit.
20. While Dealer, will make every attempt to provide accurate point credit, it is the member's responsibility to retain necessary documents, such as service and parts receipts, to be provided for any un-issued credits.
20. Member is responsible for presenting membership card to Dealer cashier for receipt of points.

## Redeeming Service Reward Program Awards

22. All Service Reward Program awards must be redeemed through the issuing Dealer. Awards have no cash value.
21. Award levels are subject to change at any time without notice.
22. Points are redeemed on after tax dollars. Member is responsible for paying all applicable taxes for the received award.