



## MasterTech Rewards FAQ

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- **How can I view my MasterTech Rewards Points?**

Please visit [www.AFASinc.com](http://www.AFASinc.com) and click on the MasterTech Rewards card to take you to the login page.

- **Does my recipient ID# have to be on all of the contracts to receive credit?**

Yes, you must put your recipient ID# on every contract in order to receive credit for that contract.

- **What happens if I forgot to put my recipient ID# on the contract I sold?**

Once contracts are processed, we will not award points for those contracts.

- **How often are the points applied to the MasterTech Rewards card?**

Points are applied once a month, on about the 15th of each month.

- **How much is one point worth in dollar terms?**

One point equals one dollar.

- **When will I have access to view the website?**

Since the website requires you to login with your card number, you will have access to the website once you receive your card.

- **Can I use the card in any of the stores listed on the website?**

Yes. Your MasterTech Rewards card is used just like a reusable gift card. It will automatically deduct the amount from your card without allowing you to overdraw.

- **How can I contact American Express if I have any questions about my account?**

The phone number for American Express Preferences Card Customer Service is 800-382-7092.

This is a completely automated service where you can check your current point balance. The phone number is also conveniently located on the back of your MasterTech Rewards card.



- **What if I lose my MasterTech Rewards card?**

Contact the American Financial Marketing Department at 800-967-3633. They will then issue a new MasterTech Rewards card to you.

- **Is there a charge for a replacement card?**

It is free the first time. For each subsequent replacement there will be a 15-point/\$15 deduction taken from your card.

- **I have not received my card yet.**

After your first funding, your MasterTech Rewards card will be sent to you within 7-10 business days. Please keep in mind, the turn around time from the day you sell a MasterTech contract in your dealership to the day American Financial & Automotive Services, Inc. awards the points to your MasterTech Rewards card can be up to two months. For instance, if you write a contract in August, it will be processed in September and then the points will be awarded early to mid October.

If you have any questions, please contact your Dealership Development Manager or our Marketing department at 800-967-3633.

- **Who do I contact if my address has changed?**

Contact the American Financial Marketing Department at 800-967-3633.

- **I was not funded enough points.**

First, verify that you have written your recipient ID# on all of the contracts you submitted.

Next, verify that the contracts were remitted by the deadline for that funding month. This is usually the 24<sup>th</sup> of each month. If there is still a discrepancy in the amount of points you have been funded, please fax a copy of your report and remittance forms to the American Financial Marketing Department at 832-813-0538 and we will do further research. Please allow 14 business days for us to research the discrepancy.



- **What should I do if I am employed at a different dealership now?**

If the dealership is within the same dealer group, no additional paperwork is needed, just notify your Dealership Development Manager. Please specify all dealerships in which you should receive MasterTech Rewards points.

If you have moved to a dealership that is not within the same dealer group, please contact your Dealership Development Manager to check if your dealership is eligible to participate in MasterTech Rewards. If so, a new sign-up is required.

- **I have moved to a different dealership, do I need to get a new card?**

No. The MasterTech Rewards card is linked to you, not the dealership.

- **What if I work at more than one store?**

You need to sign up at both stores in order to receive points for both locations.

- **How many points is one contract worth?**

All eligible contracts will be awarded a base amount of 3 points per contract (MasterTech Ultra Lease contracts are awarded 1.5 points). All points are subject to change and are adjusted regularly. Bonus points are available periodically.

- **How do I sign up for MasterTech Rewards?**

Contact your Dealership Development Manager for more details.