



NEW!

Consumer Rebate Cards Are Here!

Lennox is now issuing all rebate payments on a Lennox Visa® Prepaid card!



We are excited to announce that Lennox is transitioning to prepaid cards for all consumer rebate promotions!

Branded cards will ensure customers have a lasting experience with our Lennox dealers, and will encourage referrals and loyalty! Single load cards have become the industry standard in fact, 81% of businesses have replaced check fulfillment with cards. We are always looking for ways to innovate our programs and we hope that your customers enjoy this exciting change!

Consumer Benefits:

- Faster processing of rebate payments
- Use anywhere that accepts Visa® debit cards*
- ATM cash enabled^
- Card arrives by mail and is ready to use
- Rebate can be gifted to a family member

Common Customer FAQs:

How do I use the card?

Use the card for in-store or online purchases anywhere Visa® is accepted. You can also use the card at an ATM. To set up a pin, visit prepaidcardstatus.com or call 1-866-230-3809.

How soon after submitting my rebate online will I receive my Lennox Visa Prepaid card?

Once your claim has been approved, we will issue you a card which should arrive 7-10 days from the date of which your rebate is approved. For the status of your claim please visit the program site at www.lennoxconsumerrebates.com (Canada: www.lennoxconsumerrebates.ca).

Is there an expiration date on the card?

Yes, cards are valid for 6 months and the entire balance must be used before the expiration date on the card. However, you can request a new card within 60 days of the expiration date. A reissuance fee will apply.

Will the card impact my credit?

No, this is a single load card in which funds are pre-loaded and you must use up the balance, but you cannot credit any purchases once the card balance is at \$0.00 (ie. If you have \$0.00 balance you cannot make any purchases and pay it off like you would a credit card). Furthermore, these cards are not linked to your personal banking.

How do I check my card balance or specific card transactions?

Visit prepaidcardstatus.com or call 1-866-230-3809.

How do I check the status of my rebate claim or card arrival?

Visit www.lennoxconsumerrebates.com (Canada: www.lennoxconsumerrebates.ca) or if you prefer to connect with a program headquarter administrator please email us at lennoxrebates@360incentives.com or call us at 1-855-458-5462 press 1.

What happens if I lose my card?

Lost, stolen and damaged cards can be reissued for a \$10 fee.

* US cardholders can use your Visa Prepaid card anywhere Visa debit cards are accepted in the United States and U.S. Territories. Card is issued by The Bancorp Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Canadian cardholders can use your Visa Prepaid card anywhere Visa debit cards are accepted worldwide. Card is issued by Peoples Trust Company pursuant to a license from Visa Int. ^ATM operator and/or bank fees apply.



Lennox® Consumer Visa® Prepaid Card Frequently Asked Questions

Question: I want the cash to deposit in my checking or savings account. How do I get cash with this Visa Card?

Answer: Visit any ATM and withdraw cash to deposit in your account.

Question: My customers are used to getting a physical check. How do I help them transition from a traditional check to a Visa® Prepaid card?

Answer: Help them understand that the card can be used for any transaction or purchase that you would normally make using cash. The largest categories of card usage are currently in shopping, food and dining, travel, utilities and entertainment.

Question: When do the funds expire? Is the expiration date the same as the date on the card? Can the expiration date be extended?

Answer: The Lennox Pre-Paid Visa has an expiration date of 6 months from the date of card issue. For customers who need a little longer than 6 months to use all of their funds, the expiration can be extended for only \$2.95 per month.

Question: What are the fees associated with using the card?

Answer: There are NO associated fees to use the card wherever VISA is accepted for everyday purchases within the first six months. Important Fees issued outside the VISA transactions in the first six months are as follows:

Monthly Maintenance Fee: \$2.95 per month (Starts the month following the expiration date; assessed until Card balance is zero)

Card Reissue Fee: \$10.00 per request (Charged for the reissue of a Card for any reason)

Domestic ATM Withdrawal Fee: \$2.95 per transaction (Does not include ATM Operator fee, charged per transaction, maximum \$1,000/day)

Non-U.S. ATM Withdrawal Fee: \$4.95 per transaction (Does not include ATM Operator fee, charged per transaction, maximum \$1,000/day)

ATM Balance/Decline Fee: \$0.75 per transaction (Charged per ATM inquiry regarding balance or ATM transaction decline)

Non-U.S. Currency Transaction Fee: 2.00% per transaction (Charged on transactions made outside of the United States as a % of value)

Question: How do I check my balance without being charged a fee?

Answer: Your card balance can be checked for free by logging on to www.prepaidcardstatus.com or by calling 1-866-230-3809.

Question: I tried to withdraw all of my funds from the ATM, but it says insufficient funds, what could be the problem?

Answer: The full funds are available for use; however, there is a \$2.95 ATM fee, as well as the fee the ATM operator fee. These fees could impact the full amount available. These are the same fees that would be incurred if you were using your bank issued debit card.