



3.21.18

## **FAQ's**

### **Why do I have to reregister for this program?**

Due to banking regulations, the new version of the site requires you to provide your personal information.

### **How long will it take to be approved into the program if I am re-registering?**

You will receive an email approving you into the program within one to two business days.

### **How long will it take to be approved into the program if I am registering for the first time?**

If you are new to the program, it will take 2-3 days for approval into the program.

### **I'm having issues registering, what do I do?**

You can do one of two things- call our support team at 888-485-3867 between 8:30am-5:30pm CST Monday through Friday. Or, you can email [fellowesrewards@mtcperformance.com](mailto:fellowesrewards@mtcperformance.com) and receive a response within 48 hours.

### **Will I have to supply a copy of my ID and copy of current paystub when I reregister?**

You may, so please ensure you are registering with your legal name, correct date of birth and social security number. You can redact your pay amount any other personal information.

### **Can I enter claims in the old site?**

No, all eligible claims that have not been entered into the previous site, must now be entered into this new site as of 4/1/19.

### **Can I enter claims in the new site for past promotions?**

Yes, you can enter claims for promotions up to 60 days prior.

### **How do I see claims that were entered prior to 4/1/19?**

Claims made on the previous system, can only be accessed by visiting [www.fellowesrewards.com/old](http://www.fellowesrewards.com/old). You will also use the old site to view your existing card balance and transaction information.

### **When entering a claim will I still have to check a box to save a customer's address to be able to add to my address book on the site?**

No, all address of who sold to will be automatically saved and can be used again for future claims via a dropdown. You can simply start typing and the autofill will kick in.

### **How do I see my VISA prepaid card transaction information?**

You can see your card transaction history by going to “My account” on the left-hand side menu bar and from there select “My Prepaid Card.”

### **How do I see my VISA prepaid card balance?**

You can see your card balance by going to “My account” on the left-hand side menu bar and from there select “My Prepaid Card.”

### **How long will the old site [www.fellowesrewards.com/old](http://www.fellowesrewards.com/old) be available?**

The old site [www.fellowesrewards.com/old](http://www.fellowesrewards.com/old) will be available through 6/30/19.

### **Will I be getting a new VISA prepaid card?**

No, PLEASE KEEP YOUR PREPAID VISA CARD. All existing prepaid cards will remain active. Please keep your original reloadable prepaid card as the new card will be transferred to the new site.

### **When will I see my VISA prepaid card balance and transactions on the new site?**

You will see your card balance and transactions on the new site once your registration is approved.

### **What web browser is required for the new platform?**

Internet Explorer version 10.0 and above, Chrome or FireFox

### **I’m having issues using Chrome for registering?**

When using Chrome, please make sure your Autofill is turned off. This will prevent any additional frustration.

### **Can I access the site no matter how old my phone or tablet is?**

Yes

### **How do I get back to the home page?**

There are two places to get you back to home, you should have a breadcrumb link on each screen or you can always click the logo at the top of the page to get home.



**For general questions and inquiries, you may contact the Fellowes Support Line at 888-485-3867 between the hours of 8:30am-5:30pm CST Monday through Friday. You can also email [fellowesrewards@mtcperformance.com](mailto:fellowesrewards@mtcperformance.com)**