

FMC

TRUE CHAMPIONS

Below are some frequently asked questions (FAQ) about the FMC True Champions program:

Enrollment

- **How do I enroll?**

Enrollment is processed through the enrollment form located on fmctruechampions.com. On your market specific landing page, either click the “Enroll” button, or simply scroll down until you see the enrollment fields.

Note: Please carefully read the descriptions under each enrollment input field. They give important details about how the information you enter is used.

- **Is there any cost to enroll in the program?**

No, there is no cost to enroll in the FMC True Champions program.

- **How can I check the status of my enrollment?**

For enrollment-only questions, send your inquiry to support.fmctruechampions@fmc.com, and we will respond as soon as possible.

- **What do I need my True Champions ID# for?**

This ID# is only used to verify your identity if you contact the support line for assistance.

Product Reward Programs

- **Can product rewards be combined with a promotion?**

Yes, unless specified by FMC in the promotion’s rules. Generally speaking, most of our promotions allow this “stacking” effect so True Champions members can save even more.

- **Do I have to select the program when I enroll?**

There’s no need to select which program at the time of enrollment. By default, you are enrolled in the In-Season program because Early-Order Program enrollment is only open during select months of the year.

- **How do I know which product rewards program is right for me?**

The In-Season program was designed to maximize rewards for the majority of pest control and lawn care companies based upon typical operational and purchasing patterns. However, the table below provides a few comparison points that should guide your decision:

Early-Order Program (EOP) & RebateLock	In-Season Program
<p>The EOP features most FMC products and always has the best rebates of the year. Typically offers extended payment terms for purchasers.</p> <p>Depending on purchases during EOP, those rebates can continue through the upcoming season.</p>	<p>The In-Season program features select FMC products and offers a lower minimum rebate threshold and scaling rebate multipliers.</p> <p>The program runs year-round and is split in two payment periods.</p>
<p>Generally, an EOP purchaser will:</p> <ul style="list-style-type: none"> ➤ Prefer or do some purchasing in bulk ➤ Buy ahead of time to get the biggest discounts 	<p>Generally, an In-Season purchaser will:</p> <ul style="list-style-type: none"> ➤ Primarily purchase as needed ➤ Prefer not to make large purchases near the end of a year

- If you have participated in a previous FMC EOP, we recommend you continue purchasing on that program for the best rebates of that year
- **Note:** The In-Season and Early-Order program rebates **cannot** be combined

- **What if I want to switch to the Early-Order Program from In-Season, or vice-versa?**

While we generally do not encourage program switching, we will assess and process requests on a case-by-case basis. Please note that, depending upon the status of the enrollee at the time of the request, program rules may result in forfeiture of accrued rebates, and/or official program status may be delayed until a new program period begins.

If you wish to initiate a switching request, please contact your local market specialist, support.fmctruechampions@fmc.com, or the general support line at 833-278-2766.

Rebates

- **How can I check the status of my rebate?**

For now, there are two methods:

- 1) We will email you regular updates showing your purchases and estimated rebate payment for the current rebate period.
- 2) Contact the FMC True Champions support line at 833-278-2766.

In the near future, we will be implementing a login and password to the FMC True Champions website that will display your current rebate information.

- **I want to change part of my rebate or company profile info. How do I make that change?**

If you want to correct or change information, please contact support.fmctruechampions@fmc.com or the general support line at 833-278-2766.

- **I know I purchased product but when I checked my rebate total, those purchases didn't appear. How can I address that discrepancy?**

Please allow time for purchase information to be received and processed by FMC. We typically receive and update rebate information on a monthly basis, but if the discrepancy persists beyond one month, we recommend the following process:

- 1) First, please contact the distributor from which you purchased the product in question. Ensure they have your purchase on file so they can report it to FMC.
- 2) Contact your local market specialist or the FMC True Champions support line at support.fmctruechampions@fmc.com or the general support line at 833-278-2766.