



## FREQUENTLY ASKED QUESTIONS

Please contact the BonusDrive customer service center at 888-98-BONUS (26687) if you would like to further discuss any of the below or additional questions.

### GENERAL QUESTIONS

#### **What is BonusDrive?**

BonusDrive is an automotive incentive program offered through exclusive partners on qualifying Chrysler, Dodge, FIAT®, Jeep®, Ram, Hyundai, and Volvo\* vehicles. Eligible participants are encouraged to shop our participating automotive brands, which carry an additional discount amount, above and beyond what is available through a dealership.

After the purchase or lease of an eligible vehicle from one of these manufacturers, the consumer (eligible from a participating organization) completes an application through BonusDrive. After eligibility is verified, a check is mailed directly to them from BonusDrive within 8-10 weeks.

The incentives are funded by the auto manufacturers and incentive check from the manufacturer will be sent directly to the consumer from BonusDrive.

#### **Is there a fee associated with using BonusDrive?**

There is no fee for customers to use BonusDrive.

#### **How long do customers have to apply for the cash bonus offer from BonusDrive?**

Customers have 60 days after the purchase or lease date to apply for their cash back from the manufacturer.

#### **What auto brands participate in BonusDrive?**

Chrysler, Dodge, FIAT®, Jeep®, Ram, Hyundai, and Volvo\* vehicles.

#### **What are the cash back amounts? Will the amounts change?**

Amounts vary from \$250-\$500. Amounts of cash back are subject to change based on participating auto manufacturers' program rules. Please see <https://bonusdrive.com/Home/Vehicles> for current offers.

Note the cash back is limited to \$100 for any purchase or lease using a "Hyundai Circle Program".

#### **What is Hyundai Circle?**

Hyundai Circle are exclusive programs offered by Hyundai Motor America to select suppliers, dealerships, and other business partners under which eligible consumers can purchase or lease a new Hyundai at preferred pricing.

Customers that utilize any Hyundai Circle program are eligible for \$100 cash back from BonusDrive.

#### **Do I need to tell my dealer before purchasing in order to use BonusDrive?**

No. BonusDrive program is an incentive outside of the dealer transaction, meaning it is in addition to whatever discount you negotiate with your dealer.

Eligible consumers complete the BonusDrive application after purchasing or leasing a qualified vehicle.

#### **How do I get my cash back?**

BonusDrive cash back comes in the form of a check, which is shipped directly to the address you list on your application.

## ELIGIBILITY QUESTIONS

### **Who is eligible for BonusDrive? How do I know if I am eligible?**

BonusDrive is available to members of participating organizations and common household residents of members of those organizations.

These organizations include certain: credit unions, banks, employers, insurance companies, benefit providers, associations, and membership groups.

To check eligibility, please refer to the “Am I Eligible” section of the website.

### **I am eligible for BonusDrive through a participating organization. Can my family use the program too?**

Family members who live in the household of the person(s) affiliated with the eligible organization can use BonusDrive.

### **If my household member is eligible through me, how do they complete the application?**

When members of the household apply, the application must be completed in the name of person who bought or leased vehicle.

Family members of eligible individuals must reside at the same address and complete the application with that information.

Example: Your spouse buys an eligible vehicle and is going to apply for BonusDrive because he or she is eligible via your employment at XYZ company. He or she needs to complete the application in his or her name, at the same address, but submit your proof of eligibility.

### **For members of the household, how do you tie them to the eligible person? Proof of residency at the same home?**

As long as he/she resides at the same address and this is listed on the application.

### **What dealerships/locations are eligible?**

There are no restrictions to vehicles sold by dealers of listed automotive brands within the 50 US states and the District of Columbia.

Purchases in US territories or foreign countries are not eligible.

### **Does it have to be a new vehicle? Can you define “new” vehicle?**

Yes, the vehicle must be designated as “new” on the purchase or lease agreement. Any vehicle previously sold (including dealer to dealer sales), registered, titled, or with more than 1,000 miles at time of purchase is not eligible.

## HYUNDAI ELIGIBILITY

### **What Hyundai vehicles are eligible for BonusDrive?**

Please refer to the “Choose my Perfect Drive” section of the website.

## FIAT CHRYSLER AUTOMOBILES (FCA) ELIGIBILITY

### **What FCA vehicles are eligible for BonusDrive?**

Please refer to the “Choose my Perfect Drive” section of the website.

### **What is a conquest purchase?**

Participation in BonusDrive when purchasing an FCA branded vehicle (Chrysler, Dodge, FIAT®, Jeep®, Ram,) requires a “conquest sale”.

For purposes of this program, a “conquest sale” is defined as:

The purchase of a brand new FCA vehicle where by a competitive brand vehicle (non-FCA brand) is replaced. OR

In cases where an FCA branded vehicle is traded-in to purchase a new FCA branded vehicle, the BonusDrive applicant can also demonstrate ownership of at least one non-FCA branded vehicle in their household.

### **Can you provide an example of conquest purchases?**

Example 1: An applicant currently owns a Ford Explorer and trades the vehicle in and buys a new Jeep Wrangler. Ford is a competing manufacturer so this qualifies as a conquest buyer.

Example 2: An applicant trades in her Chrysler 200 and leases a new Dodge Challenger. Although the applicant traded in a FCA vehicle for another FCA vehicle, the applicant still qualifies because her husband owns a Nissan Rouge. Since the household owns a non-FCA vehicle she is eligible.

Example 3: An applicant's lease expires on their 2015 Ram 1500 and they lease a new Ram 1500. Although the applicant traded a Ram for a Ram, the applicant also owns a 2017 Honda Accord, so the applicant will qualify as a conquest buyer because she owns a competing manufacturer's brand.

### **Can you provide an example purchase/lease that is not a conquest and therefore won't qualify for the \$250 rebate from FCA?**

Example: An applicant owns a Jeep Grand Cherokee, her daughter turns 16 and she decides to lease her a Jeep Renegade. Because the applicant only owns/leases FCA vehicles the applicant will not qualify as a conquest buyer.

### **How do you prove that you or a household member have a non-FCA vehicle?**

The BonusDrive application will provide a detailed list of acceptable documentation and instructions on how to upload it by either attaching a photo or a photocopy. Examples of documentation:

Title for non FCA car

Registration card

Insurance card or policy

Trade in documentation such as the bill of sale

## **VOLVO ELIGIBILITY**

*Volvo cash back is available to members of select BonusDrive partners.*

### **What Volvo vehicles are eligible for BonusDrive?**

Please refer to the "Choose my Perfect Drive" section of the website.

### **Do conquest rules apply to Volvo?**

Applicants for Volvo cash back must demonstrate that either:

You or someone in your household owns or leases a vehicle that is not a Volvo.

OR

You traded in a vehicle and the vehicle traded in was not a Volvo.

### **How do you prove that you or a household member have a non-Volvo vehicle?**

The BonusDrive application will provide a detailed list of acceptable documentation and instructions on how to upload it by either attaching a photo or a photocopy. Examples of documentation:

Title for non Volvo car

Registration card

Insurance card or policy

Trade in documentation such as the bill of sale

## **APPLICATION/STATUS QUESTIONS**

### **I think I'm having technical issues on the application. What should I do?**

Please contact our customer service center by email at [INFO@BONUSDRIVE.COM](mailto:INFO@BONUSDRIVE.COM) or Phone 888-98-BONUS (26687).

### **What are the service center hours?**

BonusDrive customer service center is open Monday-Friday 8am-8pm ET.

### **Is my information secure?**

Your data security is important to us and information is highly maintained in a system with several layers of security protocols and supported with 24/7 monitoring. Access is limited to authorized individuals only.

Applicant data is not provided to any third party not associated with the BonusDrive program and is not sold to any other third party for any purpose.

### **Can I start my application and then return to the site to finish later?**

No. Please finish your application in one sitting to avoid losing your place within the application.

### **Do I have to submit my application online?**

If you are unable to submit an online application, you can do so by mail.

All mailed in applications must be shipped through UPS, FedEx, USPS Priority Mail with verifiable tracking information. Applicants must retain tracking information to validate date of entry along with a copy of the documentation that was submitted.

### **What is a VIN? Where can I find it?**

A VIN # is your car's Vehicle Identification Number. The VIN # acts as a specific identifier for a car and is composed of 17 characters (digits and capital letters). All cars have a VIN #.

The VIN is commonly found on the metal plate on the driver's side interior dashboard and on the certification on the drivers-side door jamb. You can also find it on forms such as your bill of sale, registration card, and/or vehicle permit.

### **Why do I need to send additional documents?**

Additional documents may be required to verify applications where the information submitted does not match auto manufacturer's records.

### **What happens after I apply? How will I know my application was received?**

After your application, you will receive an email confirmation from BonusDrive. You will receive further updates by email from the customer service center. After receiving your approval email, the check will arrive to your address in 8-10 weeks.

### **How do I know where my application stands within the review and approval process?**

Please look-out for email updates from BonusDrive customer service center. Note these emails may be held by spam filters, so check your junk inbox.

You may contact the service center if you have any issues.

### **When will my check arrive?**

Once the application is verified/approved by BonusDrive, the customer will receive a check from BonusDrive within approximately 8-10 weeks.

### **Are there any restrictions on my check?**

No.

## **GIVE US FEEDBACK**

### **I have a great story that I'd like to share about BonusDrive, who can I send it to?**

Please send any stories you'd like to share to [news@bonusdrive.com](mailto:news@bonusdrive.com)

### **Reporting poor service or other issues.**

Please contact our customer service center by email at [INFO@BONUSDRIVE.COM](mailto:INFO@BONUSDRIVE.COM) or Phone 888-98-BONUS (26687) so we can rectify any issues.



