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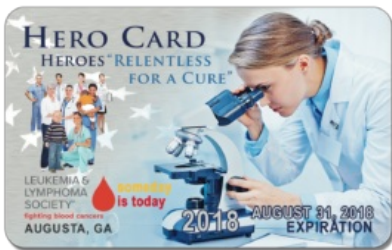
FAQ's – LLS Hero Card Frequently Asked Questions Phone: 706-955-0436, Email: info@myherocard.com

We at My Hero Card hope the information on this page will answer most, if not all of your questions regarding our program. Contact your team captain or feel free to give us a call at 706-955-0436 to answer any questions not addressed below.

LLS Hero Card Basics: Website – www.LLSHeroCard.com. Contribution per card is \$30. *This Exclusive Offer Is Available To Leukemia & Lymphoma Society Contributors Only.* Expiration date is 8/31/2018. Volunteers may collect cash contributions or process credit card contributions online at the LLS Hero Card Website.

What's New? Volunteers now have the ability to collect debit or credit card contributions for the LLS Hero Cards online at www.LLSHeroCard.com. This is great for multi card purchases or for those that do not have cash on hand. **Two** contribution options are available. **Option 1.** \$30 per card. This option is for team members in possession of LLS Hero Cards they will hand deliver to contributors. This is a great option for contributors who may not have cash on hand and wish to make their contribution with a debit or credit card. **Option 2.** \$30 Per Card + \$2.95 S&H. This option allows team members to *order* LLS Hero Cards and have them *mailed* to the contributor or to the name and address provided.

IMPORTANT – All Newly Issued LLS Hero Cards **Must Be Activated Prior To First Use** at either www.LLSHeroCard.com or www.MyHeroCard.com. Click on the "Activate Card" Button then enter your 16 digit card# and 4 digit Pin# (located on the back of your card), your name, address, phone and email. Local benefit providers are not required to honor unactivated member cards. Unactivated cards cannot be replaced if lost or stolen.



How do I use my LLS Hero Card? Simplicity is one of the great benefits of the Hero Card. Just present to your attendant, waiter, waitress, cashier or other benefit provider representative. Hero Card and we do all the rest. Behind the scene our proprietary benefit usage and tracking software system works as the gatekeeper for all the eligible benefits provided through My Hero Card. The attendant will then scan your card for benefit availability at that location. Once the scanning process is completed and you are approved, the attendant will return your card to you and you will receive the expected savings.

What type of benefits are available with the Membership? For a complete list of member benefits and details visit either www.LLSHeroCard.com or www.MyHeroCard.com. Click on "View Benefits". Most locally owned businesses allow a 20 to 25% savings to be deducted from your check. Some offer Buy One Get One Free or Buy One Get Second Half Price. Some offer a

specific \$ discount at purchase. Some offer combinations of these offers. Some businesses limit the dollar amount of discount per visit. To view specific benefit details for any offer please click or touch the logo of any benefit provider displayed on the benefit page. Sample – Willie Jewell's *Old School BBQ* – <http://www.myherocard.com/portfolio/willie-jewells/gallery/benefit-summary-page/>

How often can I use My LLS Hero Card? Members can use their card to redeem the benefits based on the specific offer made by the Hero Business. Most benefit providers allow for an unlimited number of usages for the entire membership period! There is no limit on the number of times per day the card can be used provided it is used at *different benefit provider locations*. Hero Card Inc. does not limit your daily usage in any way unless specifically requested by the benefit provider or limited by the specific benefit offer. A few benefit provider may limit usage to a certain number of times per month or year. Please refer to the specific offers made on the Hero Card Benefit Summary Page for any usage limitation. <http://www.myherocard.com/benefit-summary-page/>.

What is the standard membership period and when will the LLS Hero Card Expire? 12 Months is the standard membership period. As is the case with LLS, we have the flexibility to offer special programs with durations different from the standard 12 months. Your membership will expire on the last day of the month and year embossed or printed on the lower right of your card. **The current Expiration for the 2017-2018 LLS Hero card is 8/31/2018.**

What If I Lose My Card? It is important to activate your card Immediately upon receipt. Lost or stolen cards cannot be replaced if they have not been activated. Because we provide in bulk, a large quantity of member cards to local charities, we have no way of associating a card# with an individual purchaser prior to activation. The current charge for the replacement of a valid lost or stolen Hero Member Card is currently \$10.

What Is The Standard Price For An annual Membership? As noted above, the 2017-2018 LLS Hero Card is currently available to contributors for \$30 each. The standard 12 month membership is \$69 for new members. Special *renewal* pricing of \$49 is currently available to Hero Card members with a valid, active membership.

Renewal – Process and Pricing? We encourage all LLS Hero Card Members to renew their membership each year with LLS to take advantage of the special pricing if available.

Does My Hero Card offer Fundraising support for other organizations? **Yes.** Call 706-955-0436.

What forms of payment are acceptable? LLS Team Members may collect cash or process a debit or credit card contributions at www.LLSHeroCard.com. Mastercard, Visa, American Express and Discover are accepted.