

## **The Cat<sup>®</sup> Rental Store – Finning Canada Loyalty Program FAQ**

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### What is The Cat<sup>®</sup> Rental Store – Finning Canada Loyalty Program?

The Cat<sup>®</sup> Rental Store – Finning Canada Loyalty Program was designed to help reward both existing and new customers with prizes for renting equipment with us. With our new digital stamp card, customers are able to earn stamps on their rental contracts, redeeming them for great prize packs.

### How do I join The Cat<sup>®</sup> Rental Store – Finning Canada Loyalty Program?

To join The Cat<sup>®</sup> Rental Store – Finning Canada Loyalty Program, please follow the steps below:

1. Scan the QR code (below) or copy the following link [here](#)



2. Save to your Google Pay/Android Pay or Apple Wallet
3. Start earning rewards

### If I am a new customer, how many free stamps can I get?

If you are a new customer, you can receive up to 5 FREE stamps when signing up to The Cat® Rental Store – Finning Canada Loyalty Program.\* Here is how:

- Earn 2 FREE stamps when you complete either a face to face or virtual consultation with a sales representative from The Cat Rental Store.
- Earn 2 FREE stamps when you sign your first rental contract with us over \$250.
- Earn 1 FREE stamp when you sign up for Rental Point (our online Equipment reservation tool)

### If I am an existing customer, how many free stamps can I get?

If you are an existing customer, you can receive 1 FREE stamp when signing up to The Cat® Rental Store – Finning Canada Loyalty Program.\* Here is how:

- Earn 1 FREE stamp when you sign up for Rental Point (our online Equipment reservation tool)

### How to add my loyalty card to my phone?

To go about adding your loyalty card to your phone, please follow the link below for more instructions: <https://blog.loopyloyalty.com/how-to-add-a-loyalty-card-to-your-phone-7f9a1b545bf1>

### What if I don't have Google Pay?

If you don't have Google Pay, please follow the link below for more instructions:

<http://docs.loopyloyalty.com/en/articles/1002521-what-if-my-customers-don-t-have-google-pay>

### How and where do I redeem my reward(s)?

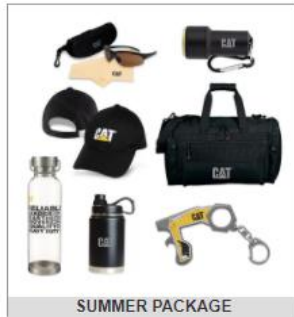
Congratulations, you've reached 10 stamps! Within the next 7 business days, you will receive an email (the one you provided when signing up for the Program) with a link and passcode that you can use to then select the prize pack of your choice, enter your shipping information and receive your prize.

### What can I redeem my reward(s) for?

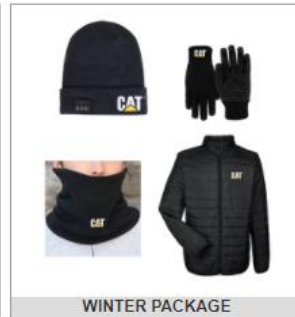
You can redeem your 10<sup>th</sup> stamp for one of the following prize options:



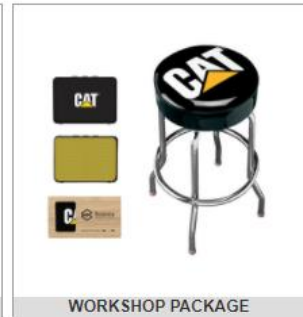
SPRING PACKAGE



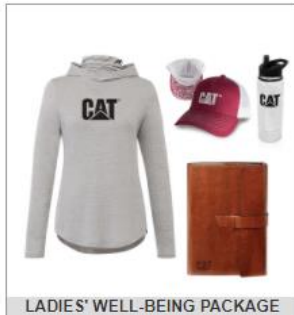
SUMMER PACKAGE



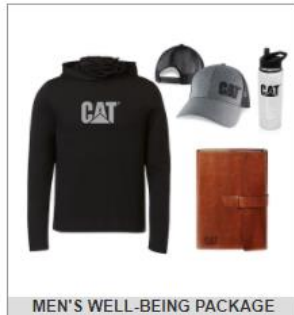
WINTER PACKAGE



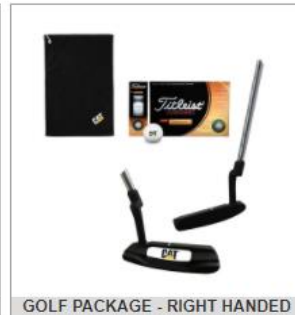
WORKSHOP PACKAGE



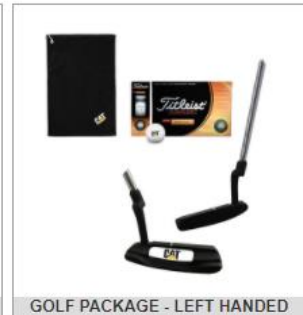
LADIES' WELL-BEING PACKAGE



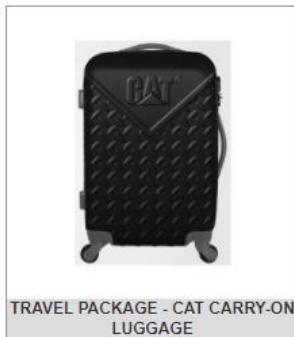
MEN'S WELL-BEING PACKAGE



GOLF PACKAGE - RIGHT HANDED



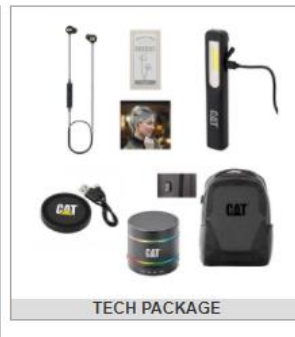
GOLF PACKAGE - LEFT HANDED



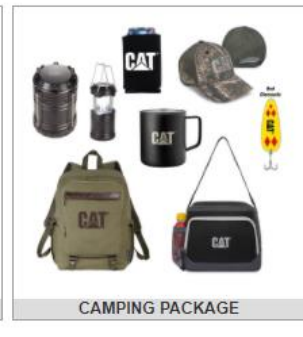
TRAVEL PACKAGE - CAT CARRY-ON LUGGAGE



COLLECTIBLE PACKAGE - CAT D11R MODEL



TECH PACKAGE



CAMPING PACKAGE

I just joined The Cat® Rental Store – Finning Canada Loyalty Program. When will I receive my first reward?\*

Congratulations on just joining The Cat® Rental Store – Finning Canada Loyalty Program. The program consists of 10 stamps valued at a minimum spend of \$250 per stamp. Once all 10 stamps are achieved, you will receive your first reward, a Prize Pack of your choice, valued at \$200. Then start and again and continue earning!

Can I earn more than one reward before I redeem? Is there a limit to how many Rewards I can have at any given time?\*

Yes and No, respectively. You can earn as many rewards prior to redeeming your prize pack; however, an email will be sent within 7 business days with your code and link and in order to receive your prize, you MUST keep this email. As for a limit on how many rewards you can have, no, there is none.

How do I get my stamps?

Receive your stamps in branch or from your sales representative. If you phoned in, are doing contactless pickup/drop-off, online reservations...etc. please ensure your sales representative is made aware that you are a loyalty member and your stamps will be applied within 48 business hours.

The prize site said I have reached the cart maximum, what does that mean?

This means you have tried to select more than 1 prize quantity. Please ensure you have only selected one prize pack of a quantity 1. If you are still running into additional issues, please contact our Admin team at [TCRSLoyaltyProgram@finning.com](mailto:TCRSLoyaltyProgram@finning.com)

### The prize site won't let me sign in.

Please ensure you verify your passcode with your email you received and ensure you typed the passcode correctly. Try opening up the link in a Chrome browser instead and try again. If you still have no luck, please contact our Admin team at [TCRSLoyaltyProgram@finning.com](mailto:TCRSLoyaltyProgram@finning.com)

### What is the expiry date on my reward?

There is no expiry date on your reward; however, an email will be sent within 7 business days with your code and link and in order to receive your prize, you MUST keep this email.

### What if I have more questions?

If you have any additional questions, please contact our Admin team at [TCRSLoyaltyProgram@finning.com](mailto:TCRSLoyaltyProgram@finning.com)

[\\*Terms and conditions](#)