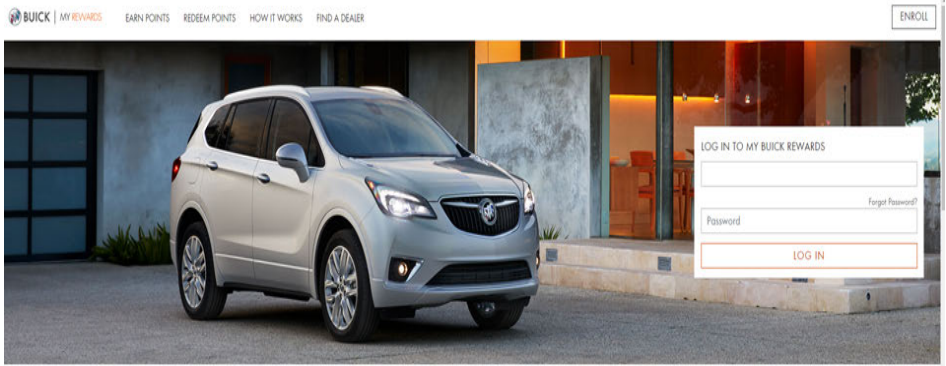


Walking the Customer Through GM Rewards Enrollment

Description

If the customer has an existing GM Owner Center, onstar.com, mybrand mobile app, or RemoteLink login email, they may log into the divisional My Rewards site with those credentials, which will enroll and verify the account automatically. No verification email will be sent.

Resolution

WALKING THE CUSTOMER THROUGH MY REWARDS ENROLLMENT		
TASK #	TASK DESCRIPTION	TASK DETAIL
#1	Offer the customer the applicable branded My Rewards URL	• mybuickrewards.com • mycadillacrewards.com • mychevroletrewards.com • mygmcrewards.com
#2	Advise the customer to click the Enroll button	

GET ON THE ROAD TO REWARDS

It's time to get rewarded for the things you already do with your Buick vehicle. Enroll now to earn and enjoy.

All fields are required unless marked optional.

EMAIL			CONFIRM EMAIL		
PASSWORD	Show		CONFIRM PASSWORD	Show	
FIRST NAME			LAST NAME		
ADDRESS 1			ADDRESS 2 (OPTIONAL)		
CITY			STATE	Please Select One ▼	
PHONE TYPE	Home Phone ▼		PHONE NUMBER		

By providing your telephone number(s), you authorize us or those acting on our behalf to use an automatic telephone dialing system to deliver calls and text messages. Standard message and data rates may apply.

☐ I have read and agree to the Terms & Conditions and Privacy Statement.

ENROLL

Already have an account ? Log In Here

#3

Assist the customer with completing the enrollment form fields

#4

The customer will need to accept the **Terms & Conditions** to complete the enrollment step

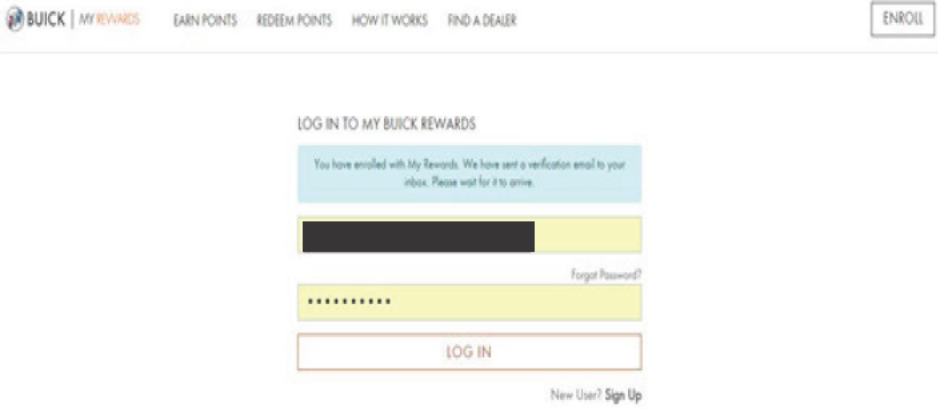
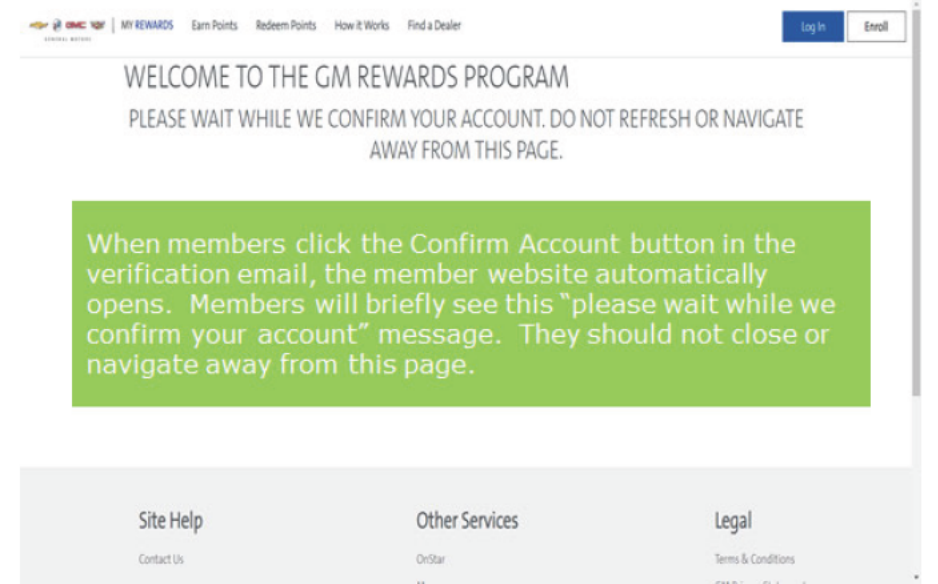
PHONE TYPE	PHONE NUMBER
Home Phone ▼	

By providing your telephone number(s), you authorize us or those acting on our behalf to use an automatic telephone dialing system to deliver calls and text messages. Standard message and data rates may apply.

☐ I have read and agree to the Terms & Conditions and Privacy Statement.

ENROLL

Already have an account ? Log In Here

#5	Once the enrollment steps have been completed, an email is sent to the enrolled email address to verify the account	 NOTE: Unverified accounts do not earn any points until the account is Verified
#6	Customer should follow the steps in the enrollment email to verify the account	NOTE: if the customer does not receive the verification email, remind them to check their email junk or bulk mail folder. If the email has still not been received, advise the customer to attempt to log in from the home page of the divisional rewards site, which will trigger the system to send them a new verification email.
#7	The customer may return to the divisional My Rewards site and log in	

i Additional Information ▾

Available To:

CAC Advisor

BRC Advisor

CAC GoodWill

GM CONFIDENTIAL -- NOT TO BE REPRODUCED FOR DISTRIBUTION OUTSIDE OF GENERAL MOTORS

Feedback

(0) results found

There is no feedback on this document



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