

FCA DrivePlusSM Mastercard[®] Assistance

Contact your dealership's assigned Regional Sales Manager with questions or assistance with the program. In addition, the Dealer Help desk is available after regular business hours (after 4:30 cst).

FCA DrivePlus Mastercard Dealer Help desk (866)348-3735 – Option 2 / fcamastercard@fnni.com

APPLICATION ASSISTANCE [2-4 Week Message and Temporary Shopping Pass Printing Assistance]

Check the status of an application which receives the 2-4 week messages by emailing a **"PENDED APP REQUEST"** to **fcapends@fnni.com**. Please copy your FCA MasterCard Regional Sales Manager on all requests.

Subject Line: Application Assistance/Dealership Name

Body of the email: Customer is waiting to make a purchase (PENDED APP) or "Need Shopping Pass re-print"

First/Last Name: FIRST and LAST name of Applicant

Applicant's Zip Code: 5-digit ZIP code

EMPLOYEE INCENTIVES www.rewardingexcellencecard.com or call (888) 887-6192

Incentives for each new qualifying account are paid through Rewarding Excellence typically on the first and third Friday of each month. Standard incentive is paid on activated accounts within 30 days.

Note: Incentive plans are subject to change; monthly [Incentive Rules](#) can be found on Credit Card Central

IN-DEALER REDEMPTION (866) 348-3735 Option 1

Instructions for in- dealership point redemption (M-F 8:00am – 11:00pm~ Sat/Sun 8:00am – 4:30pm CT)

Step 1: Dealership calls to process a cardmember's point redemption request with customer present or by three-way call.

Required information: Dealer Code, Customer Name last 4 card number, last 4 SSN, DOB of Customer

Step 2: First Bankcard processes redemption and provides virtual credit card number to employee.

Step 3: Payment processed using virtual card number through credit card terminal at dealership.

CARDMEMBER SERVICES (866) 348-3507

Existing card member account assistance with statement or rewards questions, payment due dates, make payment, update address, request credit limit increase or report lost/stolen card, etc.

HELPFUL NUMBERS

DealerConnect Hotline
(800) 374-4040

RouteOne Dealer Assistance
(866) 768-8301

Mopar Contract Information
(866) 541-4612





POWERED BY
DrivePlus

Required Applicant and Cardmember Documentation

**Signed customer consent of application is a requirement

- Complete FCA Fulfillment Checklist prior to application processing
- Before submitting application, customer must read and sign Customer Acknowledgment form.
- Upon approval have customer sign Instant Temporary Shopping Pass:
All blank forms can be found on Resource Center tab in Credit Card Central
- Save customer signed documents in dealer file for seven (7) years

Employee Incentives and Required Training

In order to submit applications and earn incentives, employees are required to take annual program training through the FCA Performance Institute (course MCARD4WB). Training status (next expiration date) can be found on the home page in Credit Card Central. Applications can be submitted on the next business day after completion in Credit Card Central and Route One (authorized dealers).

The DrivePlusSM Mastercard[®] Dealer Employee Benefits

Example:



**Incentive amount is subject to change at any time. Please visit Credit Card Central via DealerCONNECT to find the current month's incentive amount per activated account in 30 days.

FCA DrivePlus Mastercard Dealer Benefits

Service Advisor Sales Tips

- \$100 statement credit with \$100 in dealer purchase made in first billing cycle
- Every day 0% APR for 6 billing cycles on all in-dealer purchases \$499 or more (*minimum monthly payments required)
- 5% earned on ALL in dealer purchases (including service contracts, oil packages, tires & repairs etc.) Benefits are additive to dealer/manufacturer incentives

F & I / Sales Manager Tips

- 5% earned on ALL in dealer purchases including down payments (*up to \$3000, service contracts, accessories etc.)
- Every day 0% APR for 6 billing cycles **on all in-dealer purchases \$499 or more** (*minimum monthly payments required)

***All earned points are worth double value when redeemed in dealer on future purchases (service and f&i products included)**

Credit Card Do's

- Encourage all consumers to apply equally
- Validate identity with government-issued ID
- Be aware of and report any red flags or suspicious activity during the application process
- Provide all appropriate and up-to-date disclosures to every applicant and cardmember
- Direct any complaint to (800) 688-7070
- Clearly separate credit card from car loan financing
- Keep all documentation related to the credit card application and approval
- Complete application fully, including Mother's Maiden Name and annual household income
- Confirm customer knows application is for a credit card

Credit Card Don'ts

- Discourage anyone from applying or pressure anyone to apply
- Misrepresent or overstate credit card benefits, terms or conditions
- Promise customers they will be approved
- Produce or make use of marketing materials that have not been approved by First Bankcard
- Tell customers that they must complete an application in order to receive a product or service
- Use the terms "Financing" or "Funding" when speaking to customers about the Mastercard
- Submit a credit card application without the consent of the customer
- Accept more than \$3000 towards vehicle down-payment on a newly acquired account