

— FMC —

TRUE CHAMPIONS

Brought to you by *FMC Professional Solutions*

**Below are some frequently asked questions (FAQ)
about the FMC True Champions program:**

ENROLLMENT

How do I enroll?

Enrollment is processed through the enrollment form located on fmctruechampions.com. On your market specific landing page, either click the “Enroll” button, or simply scroll down until you see the enrollment fields.

Note: Please carefully read the descriptions under each enrollment input field. They give important details about how the information you enter is used.

Is there any cost to enroll in the program?

No, there is no cost to enroll in the FMC True Champions program.

How can I check the status of my enrollment?

For enrollment-only questions, send your inquiry to support.fmctruechampions@fmc.com, and we will respond as soon as possible.

What do I need my True Champions ID# for?

This ID# is only used to verify your identity if you contact the support line for assistance.

PRODUCT REWARD PROGRAMS

Can product rewards be combined with a promotion?

Yes, unless specifically noted by FMC in the promotion’s rules. Generally speaking, most of our promotions allow this “stacking” effect so True Champions members can save even more.

How do I know which product rewards program is right for me?

For the vast majority of customers, we recommend the Dynamic Rewards program. It was designed to maximize rewards for the majority of pest control and lawn care companies, and typically aligns with their purchasing patterns. If you want to compare the programs further, make sure you also review the eligible product lists for each program as well as the below table:

| Early-Order Program (EOP) | Dynamic Rewards Program |
|---|---|
| <p>The Early Order Program is only available from October (fungicides only) through December of any calendar year. EOP rebates are the highest rebates offered on FMC products.</p> <p>Includes the RebateLock perk and tier system</p> <p>Has a higher minimum to qualify (\$300 in rebates)</p> | <p>The Dynamic Rewards program runs continuously throughout the year, which typically accommodates an “as needed” purchasing pattern.</p> <p>Includes scaling rebate tiers depending upon purchase volume</p> <p>Has a lower minimum to qualify (\$100 in base rebates)</p> |
| <p>Generally, an EOP purchaser:</p> <ul style="list-style-type: none">• Prefers bulk purchasing and buys in higher volumes• Buys ahead of time to get the biggest discounts (Oct - December) | <p>Generally, a Dynamic Rewards purchaser:</p> <ul style="list-style-type: none">• Primarily purchase as needed• Prefer not to make large purchases near the end of a year |
| <p>If you have participated in a previous FMC EOP, we recommend you continue purchasing on that program for the best rebates of that year</p> <p>Note: The Dynamic Rewards and Early-Order program rebates cannot be combined</p> | |

What if I want to switch to the Early-Order Program from Dynamic Rewards, or vice-versa?

While we generally do not encourage program switching, we will assess and process requests on a case-by-case basis. Please note that, depending upon the status of the enrollee at the time of the request, program rules may result in forfeiture of accrued rebates, and/or official program status may be delayed until a new program period begins.

If you wish to initiate a switching request, please contact your local market specialist, support.fmctruechampions@fmc.com, or the general support line at 833-278-2766.

How can I check the status of my rebate?

For now, there are two methods:

- 1** We will email you regular updates showing your purchases and estimated rebate payment for the current rebate period.
- 2** Contact the FMC True Champions support line at 833-278-2766.

I want to change part of my rebate or company profile info. How do I make that change?

If you want to correct or change information, please contact **support.fmctruechampions@fmc.com** or the general support line at 833-278-2766.

I know I purchased product but when I checked my rebate total, those purchases didn't appear. How can I address that discrepancy?

Please allow time for purchase information to be received and processed by FMC. We typically receive and update rebate information on a monthly basis, but if the discrepancy persists beyond one month, we recommend the following process:

- 1** First, please contact the distributor from which you purchased the product in question. Ensure they have your purchase on file so they can report it to FMC.
- 2** Contact your local market specialist or the FMC True Champions support line at **support.fmctruechampions@fmc.com** or the general support line at 833-278-2766.

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