

1. Is this open to all customers?

The program is open to customers at Sales' discretion and all requirements are met as noted in Question #2.

2. What are the requirements to enroll a customer in Wolff Pro Perks?

To be enrolled in Wolff Pro Perks, a customer must:

- Have a Wolff Bros. Supply Customer Parent Account in good standing
- Be registered on WolffNet
- Have at least \$10,000 in NET sales in the current or prior year
- Cannot be enrolled or involved in any other Wolff Bros. Supply sponsored incentive program(s)

To request an exception to any of the criteria, please contact the VP of Sales.

3. What if my customer has multiple accounts?

All of the customer's accounts will be tracked through their main account (parent), so subaccounts (child) will also accumulate points on their NET sales. Subaccounts should not be registered separately.

4. How do I enroll my customer?

Once you've confirmed the customer meets the program requirements, complete the Wolff Pro Perks Registration Form. The form is available on the Intranet homepage and the Sales folder > Sales Information & Procedures > Marketing – Sales Programs folder. (Save a few steps by adding the form to your browser's bookmarks!)

If the registration form is completed by a sales associate other than the customer's assigned Wolff Sales Representative, the request must be approved by the assigned sales representative before the form is completed.

Once the registration form is complete, the branch manager assigned to the customer account will receive an email to review the request and verify the account meets the program criteria. If approved, the request will be sent to Marketing to enroll the customer. The customer will then receive an automated email from ITA Group to create a username and password to access the portal, where they can track and redeem points earned.

New customer enrollments will be uploaded to the portal on the last Thursday of each month. Customers will still be awarded points for the entire month the approved registration form was received.

5. What if I want to enroll my customer but they are already enrolled in another incentive program?

You must contact the VP of Sales to discuss your customer being enrolled in more than one incentive program. If an exception is made, please note who approved the exception in the

comments section of the Wolff Pro Perks Registration Form.

6. How does a customer earn points?

Enrolled customers will automatically receive a ½ point per \$1 of NET sales. Points will be uploaded on the second Thursday of each month for the previous month's NET sales.

7. When does a customer start accumulating points?

Customers earn points from purchases made January 1 through December 31. Points must be redeemed by 12:00 AM EST on March 1 of the following year or they will be forfeited.

8. Who can claim rewards?

This program is designed to give one person at a customer company (presumably the company owner) the ability to claim rewards. This individual will be the "primary contact" for the Wolff Pro Perks account.

9. What are the tax implications for my customer?

As required by law, a 1099-Misc Form will be issued to customers who redeem points with an aggregate annual value of \$600 or greater.

10. What if my customer wants a reward but doesn't have enough points?

The customer can put their points towards a prize of higher value and pay the balance – this is called "split tender".

11. Can house accounts be enrolled?

Yes, house accounts can be enrolled in the program. When the Sales Associate completes the registration form for a customer, use the Branch Manager's information in the Sales Representative fields.

12. Can trade accounts be enrolled?

Trade and employee accounts are excluded from the program.

13. How do I remove a customer from Wolff Pro Perks?

Send an email to marketing@wolffbros.com requesting removal and the reason why.

14. Who do I contact if there are issues with Wolff Pro Perks?

For questions or concerns related to the awards portal, catalog or shipment of any award, call 800.651.1995 or email contactus@wolffproperks.com. For questions or concerns with customer enrollment, spending, points awarded or account changes, contact marketing@wolffbros.com.