

## VozLatinum: About Your Points FAQ

### What are VozLatinum Points?

VozLatinum Points is the incentive system VozLatinum uses to thank community members for completing certain surveys and discussion forums. Study invitations will mention how many points the activity is offering.

When you accumulate a minimum of 2,000 points, you will be able to redeem your points for an Amazon.com gift code. For example, 1,000 VozLatinum Points = \$10. As soon as you complete a survey or discussion forum that offers points, the points will be posted to your account. You may need to refresh your browser to see the points updated.

Points are not transferable.

### How do I redeem my VozLatinum Points?

When you accumulate 2,000 VozLatinum Points, the REDEEM button will be activated in to your VozLatinum account.

Steps to redeem your points:

1. Log in to <https://www.vozlatinum.com> with your user name and password.
2. Click on the REDEEM button in the points widget.
3. You will be given the choice to redeem or zero out your balance and not receive a gift code.
4. Once confirmed, the Amazon.com gift code will be sent to the email address we have on file.

Steps to redeem your gift code at Amazon.com:

1. Visit <http://www.amazon.com/>.
2. Select items for purchase by clicking the “Add to Shopping Cart” button.
3. When you're finished selecting your item(s), click the “Proceed to Checkout” button (you will not be able to redeem your gift certificate using the Amazon.com 1-Click® service).
4. When prompted to select a payment method, enter the gift code in the field provided during the checkout process.

You must pay for any remaining balance on your order with a credit card.

If you have questions about redeeming your gift code, please visit [www.amazon.com/contact-us](http://www.amazon.com/contact-us).

You can only redeem points in multiples of 2,000. For example if you have 6,000 points in your account and you wish to redeem all of them, you will need to go through the redemption process 3 times. Simply click on the redeem button again to redeem more points.

Once you redeem your points, your point balance will be updated and the redeem button will be enabled/disabled depending on whether your new balance is greater than the minimum threshold of 2,000 VozLatinum points. You may need to refresh your browser to see the balance updated.

### **Why is my REDEEM button not working?**

The REDEEM button will only be enabled when you reach the minimum threshold of 2,000 VozLatinum Points. If you have not reached the minimum threshold, you will see be able to see the button (starting in mid-March, 2012),

but the button will not be enabled. If points are not showing up in your account balance, please contact [support@vozlatinum.com](mailto:support@vozlatinum.com).

### **Where can I find my VozLatinum Points balance?**

Log into VozLatinum website at <http://www.vozlatinum.com>. Your VozLatinum Points balance will be displayed on the left-hand side of the page.

### **I haven't received my Amazon Gift Code**

To receive your gift code you must have completed the redemption process online at <https://www.vozlatinum.com>. Once your redemption has been processed, your gift code will be e-mailed to you to the email address we have in the system (the e-mail you provided during the sign up process).

Please check your spam/junk folder in addition to your regular mailbox in case the automated e-mail is filtered there. You can add [support@vozlatinum.com](mailto:support@vozlatinum.com) to your safety list prevent this from happening in the future.

If you have deleted the email in error, you can email [support@vozlatinum.com](mailto:support@vozlatinum.com) from the email address we have in the system. Include your name, the date you redeemed the points and we will resend you the gift code to the email address we have in the system.

### **My Amazon Gift Code doesn't work**

Please email us at [support@vozlatinum.com](mailto:support@vozlatinum.com) from the email address that is registered with us, and we will resend you a gift code.

### **Do I have to redeem all my points at the same time?**

No, you don't have to redeem all your points at the same time. You can only redeem in multiples of 2,000 and cannot redeem more or less than that amount at one time. Instead of keeping your points in your VozLatinum account, we recommend you redeem your points for an Amazon.com gift code and store the value of your codes in your Amazon.com account. You can do so by logging into your Amazon.com account and applying your gift card to your account.

### **I think I've earned more points than what is showing in my account.**

There is an internal audit system in place that ensures that the proper number of points are allocated to your account upon completion of a survey or discussion forum. The number of points awarded to each survey varies and is typically determined based on the length and complexity of the project. If points are awarded to a particular survey, it will be mentioned in the e-mail invitation you receive as well as at the end of the survey.

### **Why is my account balance showing 0 points?**

You may have to refresh your browser to see your updated balance if you just completed a survey that awarded points. If you continue to experience problems, please email [support@vozlatinum.com](mailto:support@vozlatinum.com).

### **Is there a maximum number of points I can accumulate in my account?**

You are encouraged to redeem your points once you reach the minimum threshold of 2,000 points. You can redeem your points and store the value of your Amazon.com gift code in your Amazon.com account for future purchases.

To do so, simply log into your Amazon.com account and “apply your Amazon.com gift code” to your account. By doing so, you will have the funds available for future purchases and the funds will never expire.

### **Can I get my gift code sent to a different e-mail address?**

Your Amazon.com gift code will be sent the email address we have on file for you. Points are not transferable. If you wish to change the email address you use for communicating with us, you may do so by logging in to <https://www.vozlatinum.com>, and clicking on the "Update User Info" tab.