

# Maximum Rewards

## Frequently asked questions

**Q: How does a dealership register for the Maximum Rewards Program?**

Please visit <https://ws.aspireawards.com> and click on the Dealer Registration link. After registration is complete, a confirmation email including the unique dealer registration code will be sent to the email address provided. The registration code is required to complete the participant registration process.

**Q: How does a participant register for Maximum Rewards Program?**

Participants can visit the [Maximum Rewards website](#) and click on the Participant Registration link to register. (They will need the unique dealer registration code assigned to their dealership). After registering, a confirmation email will be sent that will include their eight digit tracking code. This tracking code must be entered on every eligible Vehicle Service Contract (VSC) sold.

**Q: Which web browsers are compatible with the Maximum Rewards website?**

We recommend that dealers and participants view the [Maximum Rewards website](#) using either Firefox or Internet Explorer. At this time, the website is not compatible with Google Chrome.

**Q: How soon after a participant registers is the Maximum Rewards Prepaid Card expected to arrive?**

The card will arrive within 5-10 business days.

**Q: How does Warranty Solutions know which contract awards belong to which participant?**

Eligible VSCs must be submitted with the eight digit tracking code provided in the participant registration confirmation email.

**Q: What happens when a participant enters the wrong tracking code on their VSC or forgets to enter the tracking code?**

Incorrect or missing tracking codes can be manually updated within 90 days of the VSC sale date by contacting your Warranty Solutions agent or calling the CRM team at 1-800-828-1392 option 4.

**Q: Where can the Maximum Rewards Prepaid Card be used?**

The Maximum Rewards Visa can be used at ATMs or anywhere Visa is accepted. 5% cash back benefits are available with purchases made through over 60 merchants including Lowe's, AMC Theaters, Bed Bath & Beyond and many more.

**Q: How often are the Maximum Rewards Prepaid Cards funded?**

Maximum Rewards cards are funded every Friday (holidays excepted).

**Q: How can participants view the balance for their Maximum Rewards Prepaid Card?**

For card balances, please call Customer Service's number on the back of your card or visit <https://myprepaidcenter.com>.

**Q: Where can participants find a list of contracts that have been paid to them?**

Detailed Award Issuance reports are available at the [Maximum Rewards website](#). After logging in, click on the Accounts Summary icon and click Search.

**Q: What if the Maximum Rewards Prepaid Card is lost or stolen?**

For a Lost or Stolen Visa, please call Hawk Incentives at 877-610-1075 in the U.S. and Canada.

**Q: What do participants need to know about their previous Wells Fargo Mastercard and account?**

Previous awards were funded through a Wells Fargo Mastercard that will remain active until 1) the cardholder removes all value and closes the account or 2) the card expires.

Cardholders can transfer the account balance to an existing Wells Fargo domestic checking account.

If there is no account activity for 11 consecutive months, Wells Fargo will close the card due to inactivity. If a card has a remaining balance at the end of 11 months of inactivity, Wells Fargo will send a check to the cardholder's address listed in their system. If the cardholder does not cash this check, Wells Fargo will handle the escheatment process.

For card or account questions, please call Wells Fargo Prepaid at 866-307-4737 or login to the account by visiting <https://www.myprepaidsolution.com>.