



## **Co-op Connections® for Members FAQ**

### **What is the Co-op Connections program?**

The Co-op Connections program is an exclusive membership discount program that offers cooperative members thousands of local and national deals. In cooperation with Touchstone Energy, a national alliance of more than 640 consumer-owned electric cooperatives in 46 states, REC offers this card to bring value to its members and to help participating businesses grow.

### **Does this program cost the member anything to join?**

No. You get a card simply for being an active REC member. The Co-op Connections card is another way REC demonstrates the value of cooperative membership.

### **How is the card activated?**

No activation fees or registration are necessary. Simply use the card at any business that displays the Co-op Connections window decal. Visit [www.myrec.coop](http://www.myrec.coop) to find valuable online discounts.

### **Does everyone in my family need an individual card?**

No. One card may be used by the entire family.

### **Where do I use the card?**

Your Co-op Connections card is accepted at over 50 national companies, dozens of local businesses, and over 9,000 businesses in 29 states. Any business that displays the Co-op Connections window decal honors the card. When you travel, you may use your REC card wherever the local Co-op Connections card is accepted.

### **How do I find a list of businesses offering discounts?**

Go to the *Co-op Connections for Members* Web page to view participating local and national businesses and their discount offers, as well as participating local and national pharmacies. Since businesses may join at any time, check our Web site frequently for the most up-to-date information.

### **What if I don't have Internet access?**

Members may call 800-552-3904 and request a list of participating local businesses.

### **What if a business does not honor the card?**

All participating businesses have agreed to honor the card for a minimum of one year. If you encounter any problems with a participating business, please contact the Co-op Connections program manager at [coopconnections@myrec.coop](mailto:coopconnections@myrec.coop) or contact REC Customer Service at 800-552-3904.

### **What if I lose the card?**

REC members may call 800-552-3904, and an REC representative will assist you in obtaining a new card.