

A photograph of two men in business attire shaking hands. The man on the left is smiling broadly and wearing a grey blazer over a blue button-down shirt. The man on the right is seen from the back, wearing a light blue shirt and glasses. The background is a blurred office environment.

## Panasonic HVAC dealer rewards program

### What is IAQ Rewards?

This is Panasonic Canada's new and improved spiff program launching June 2020. The new program provides fast, easy access to Panasonic's online spiff claims system with redemption to a reloadable prepaid VISA® card.

Use your Visa Prepaid card anywhere Visa cards are accepted worldwide. Card is issued by Peoples Trust Company pursuant to a license from Visa Int. Trademark of Visa Int., used under license.

### Where do I register?

Register at **[PanasonicLDSRewards.ca](https://PanasonicLDSRewards.ca)** and receive your confirmation email within 24–48 hours. Following confirmation, you can simply log in anytime to submit all future spiff claims.

## What e-mail address do I use when I register for Panasonic Rewards?

Please use your business email address, when registering for Panasonic Rewards.

## What is the process for loading funds to my card?

Funding will occur weekly. When you have funds ready to load to your card you will receive an email from **notification@prepaidcardstatus.com** with a link you **MUST** click to load funds to your card. Funds are not loaded unless you authorize it by clicking on the link in every authorization email provided.

## How do I get my new reloadable prepaid card?

You will not receive a card initially upon registration. Once you have your first claim approved and ready for payment, you will receive an authorization email from [notification@prepaiddigitalsolutions.com](mailto:notification@prepaiddigitalsolutions.com) with a link you must click to order your card (by confirming your address and setting up a digital wallet) and load your funds. You will receive a similar email from [notification@prepaiddigitalsolutions.com](mailto:notification@prepaiddigitalsolutions.com) for all subsequent payments that are ready to load to your card. Funds are not loaded unless you authorize it by clicking on the link in every authorization email provided

## Why does it take so long to get my claims applied to my reloadable prepaid card?

Claim submissions are processed on a weekly basis but it can take up to 30 days for the funds to be applied to your reloadable prepaid card.



## Does my card expire?

No. As active sales are loaded to your card it will automatically renew.

## Where can I see my transaction history and check my balance?

You can view your transactions and check your balance by visiting the website listed on the back of your card or by calling **1-866-230-3809**. You will be able to access your transaction history online and print your own statements.

## How do I make an online purchase with my prepaid card?

Many online merchants perform address, postal code and/or name verification. If your current personal information is not associated with the card, you may update your card profile at the website listed on the back of your card.

## Can I get cash from an ATM or bank?

Yes. Use this card for cash at any ATM or bank that displays the Visa brand. You can retrieve your PIN at the website or toll free number found on the back of your card.

ATM operator and/or bank fees apply, please check the back of the card or review the cardholder agreement for fees.

## Can my card be used for “Pay at the Pump” gasoline transactions?

No. Present your card to an attendant inside the station, as your card will not work at the pump.

## How do I purchase an item that costs more than the balance on my card?

To use your card on a purchase greater than the available card balance, tell the cashier that you want to split the transaction between the balance of your card and another accepted form of payment for the remaining difference. Note that some merchants may not support split transactions.

## Who to contact if you did not receive your card

PanasonicLDSRewards@360incentives.com or call 1-855-344-6872.

## Your card is lost or stolen

Report a compromised card by calling Cardholder Services at **1-866-230-3809**. Your card will be closed and blocked from future purchases. We will reissue you a new card upon request for the unused balance. Note: a reissue fee of \$10 may apply.

## You have other questions regarding your new card

For any other questions, you may have regarding your new card, please contact Cardholder Services online at **prepaidcardstatus.com**. Live support will be available in English 24 hours a day, 7 days a week! French support is available via IVR (automated system) by calling 1-866-230-3809 or via email.

## Who do I contact if I have a question regarding my claim(s)?

You can email the Panasonic Rewards Support team at: [PanasonicLDSRewards@360incentives.com](mailto:PanasonicLDSRewards@360incentives.com) or call 1-855-344-6872.

## + Become an authorized Panasonic dealer

Open an account with Nordics for all your Panasonic ventilation, residential and commercial HVAC products.

Visit the Nordics website for the registration at [nordics.ca/account-registration](http://nordics.ca/account-registration)

Register for the next online Panasonic RAC Advanced Service Training [nordics.ca/training-request](http://nordics.ca/training-request)

# NORDICS

**Nordics Inc.**

615 Bowes Road Unit #8, Concord, ON, L4K 1J5

(905) 707 5300

[info@nordics.ca](mailto:info@nordics.ca)

[nordics.ca](http://nordics.ca)

