

SECURITY BEST PRACTICES

1. Reset your password every 90 days

We recommend resetting your password every 90 days to keep your account secure. Your password should be something unique, include at least one number and should not include your name.

2. Do not share your log in credentials or password

As a general practice never share your log in information with anyone. If you need additional users set up please contact DealerSupport@UrbanScience.com.

3. Do not redeem without a valid driver's license

Only complete a redemption if the customer is in store and has a valid driver's license. Be sure to use the mailing address from their license and verify that their contact information is correct. In doing so you can confirm the customer received their reward which provides a great customer experience.

If anything seems out of the ordinary, contact us.

A few things we'll never do:

- Call and ask you to change your password to something specific
- Tell customers to contact you to have their reward redeemed
- Reach out to you with an email address that does NOT have an @UrbanScience.com email domain

We want to ensure you have a positive and secure experience with AutoHook's Test Drive Solutions so if anything seems out of the ordinary we're here to help! Contact us if...

- If you're unable to find the customer, and or coupon code in your system
- If you have no record of the customer in your CRM
- If someone calls and tells you to change your password
- If you are getting repetitive or similar email messages from different consumers

Notes on Redemption:

- The Terms & Conditions limit 1 redemption per household per 6 months
- The driver's license info must match the lead details and must be used at the time of redemption
- ALL rewards will be emailed to the customer after redemption