



Spark Driver Rewards Program

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What is the Spark Driver™ Rewards Program?

The new Spark Driver Rewards Program lets you access perks based on the number of trips you complete and your My Metrics details. Depending on these factors, you can qualify for three tiers –Silver, Gold, and Sapphire – which give you access to rewards.

The new Spark Driver Rewards program is only available in a limited number of zones to help us collect feedback to improve the experience before a wider release in the future.

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What is the Incentive Multiplier?

This reward lets you increase the value of eligible incentives for any successfully completed trips while you maintain the Sapphire tier. The Incentive Multiplier applies a 10% boost to earnings from eligible incentive programs that you complete while in the Sapphire tier.

View the Rewards Program Terms for details.

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Once I've unlocked a tier, how long do I have access to its rewards?

Each promo code is valid for a limited time. Once redeemed, the duration of a reward ranges from 1 to 6 months.

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What happens if My Metrics drop below the minimum thresholds for my current tier?

On the last day of every month, the thresholds you've reached will determine your starting rewards tier for the following month.

So, if My Metrics for your account fall below the minimum threshold required for your current tier, you won't immediately lose access to that tier or its rewards. However, you will lose access to those tier rewards in the following month.

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Do Trips This Month rollover every month?

No, the number of trips you've taken in a month resets to zero at the beginning of each calendar month

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What rewards are available in each of the tiers?

Program Rewards by Tier

Silver Rewards:

- Driver - Dashcam & telematics app
- Keeper
- T-Mobile

Gold Rewards:

- Everything in Silver
- Walmart +
- Offer Matching Priority (Gold)

Sapphire Rewards:

- Everything in Silver
- Offer Matching Priority (Sapphire)
- Incentive Multiplier

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How will I receive my End of Month Rewards?

You will receive your end of month rewards, like those from T-Mobile, and Walmart + , through an email.

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How is the Spark Driver Rewards Program changing?

The new Spark Driver Rewards Program introduces a new tier system made up of Silver, Gold, and Sapphire tiers. These tiers change the way you can unlock and access new kinds of rewards from one month to the next.

In the new Spark Driver Rewards Program, you can get value from operational rewards like Offer Matching Priority and the Incentive Multiplier, while also getting End of Month Rewards that you can access with promo codes.

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What if I'm not seeing the Rewards Program in the Spark Driver app?

If you don't see the new program in your Spark app, it means your zone isn't included at this time. In the meantime, you can continue to participate in the current rewards program.

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What happens if I change my zone to one where the program is not active?

If you were driving in a zone where the program is active but switched to another zone where the new Spark Driver Rewards Program is not active, you will not have access to some in-app features and perks. This is what you can expect:

- **In-App Screen:** Not available in non-active zones.
- **Trip Count:** Trips completed in non-active zones won't count towards qualification.
- **My Metrics:** My Metrics from all trips will continue to count based on the formula for each My Metric.
- **Partner Promo Codes:** If you've already received the email with the promo codes, these can still be redeemed.
- **Matching Boost:** Not available in non-active zones.
- **Incentive Multiplier:** You must begin and complete an incentive in a participating zone to receive the Multiplier Incentive.

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How do I qualify for each tier?

You can qualify for each tier by maintaining account eligibility on the Spark Driver app and meeting the thresholds in the list below.

To unlock Silver Tier:

- Trip This Month*: 20

To unlock Gold Tier:

- Trips This Month*: 35
- On-Time Arrival: 95%
- Completion Rate: 95%
- Quantity Found: 98%
- Customer Rating**: 4.8

To unlock Sapphire Tier:

- Trips This Month*: 60
- On-Time Arrival: 96%
- Completion Rate: 96%
- Quantity Found: 99%
- Customer Rating**: 4.9

*For trips completed in participating zones

**If the My Metric is available in your account after completing 10 Shopping & Delivery trips or receiving 10 customer ratings.

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What happens if I don't have a Quantity Found Metric?

If you haven't completed at least 10 Shopping & Delivery orders, this metric won't be available. If it's not available, it won't prevent you from unlocking higher tiers like Gold or Sapphire. Once you complete enough trips for this metric to show, it will start counting toward your tier requirements.

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What happens if I don't have a Customer Rating Metric?

Once you receive enough customer ratings for this metric to show, it will start counting toward your tier requirements.

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How long does it take for me to get access to the tier rewards once I qualify?

Rewards come in two types:

End-of-Month Rewards: If at the end of the last day of the month you still meet the minimum tier qualifications, you will get a promo code for your End of Month Rewards.

You will receive this code on the first day of the following month.

The promo codes you receive are redeemed on the website of the third-party provider of that reward.

You will be redirected to a third-party site; any information collected will be processed according to the third party's terms and privacy policy.

Once you redeem a promo code, you can access its perks until the expiration date set for that reward – even if you drop tiers in the following months.

Instant Rewards: You can access these rewards on the same day you unlock a tier.

- You can enjoy these perks until the end of the month you unlocked the tier.
- There are two Instant Rewards:
 - Offer Matching Priority: allows you to see some offers

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What is Offer Matching Priority?

A reward that increases your priority during matching for Round Robin offers.

- Sapphire tier users get priority over Gold / Silver / No Tier drivers.
- Gold tier users get priority over Silver / No Tier drivers.

Note: Your rewards tier is only one of the criteria used to match drivers with offers.

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