

CareFree Advantage Membership Rules & Conditions

Membership Rules and Conditions

All benefits that Senske offers in the CareFree Advantage program are conditioned upon your compliance with these Membership Rules and Conditions, the terms and conditions described elsewhere in this Guide, all terms and conditions of Senske's service agreements, and all other applicable Senske rules and regulations. These rules are subject to change at any time. Unless otherwise stated, the current rules in effect at the time of your service, request for a benefit, or other transaction will govern that transaction.

Current versions of this CareFree Advantage Membership Guide and Program Rules, and other applicable rules that may apply to your services, are available at Senske.com or from a Senske representative. Please check back frequently for program updates or rule changes.

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Void Where Prohibited By Law

Some or all parts of the CareFree Advantage program may not be legal in all states. Consequently, the CareFree Advantage program is void where prohibited by law.

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Conditions of Enrollment

Senske's CareFree Advantage program is open to any person that has not been prohibited participation.

Corporations and/or entities cannot be enrolled as members.

Members must provide full name to participate in the CareFree Advantage program. Full name means the given name, middle initial or middle name, if any, and family or surname. The full name must be the same as the name on the member's service record. Members will be assigned an individual membership number upon enrollment. Membership numbers are nontransferable.

Only one person may be enrolled per CareFree Advantage account.

Members may not maintain more than one CareFree Advantage account. Multiple Customer accounts may report to one CareFree Advantage account.

In the event more than one account number is assigned to the same individual, the duplicate account will be cancelled, and only the applicable credit, excluding any enrollment bonus, can be transferred to the remaining account.

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Name and Address Changes

Each member shall be responsible for advising Senske of any change of name, e-mail or postal address on their account.

Using their Senske Personal Identification Number (PIN), members may update their account address information by visiting www.senske.com/MyAccount. Call Senske's CareFree Advantage Service Center at 800-326-2071 or 509-374-5020 to update account information or writing to the CareFree Advantage Service Center at:

Senske Lawn & Tree Care, Inc.
CareFree Advantage Service Center
400 N. Quay St.
Kennewick, WA 99336
or fax: 509-374-5037

The member's signature and CareFree Advantage membership number must be included in all written correspondence.

A copy of supporting legal documentation (e.g., court order, marriage certificate, or divorce decree) will be required for any name change requests.

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Senske Account Password

With your CareFree Advantage account number and password you have access to your CareFree Advantage information 24 hours a day, 7 days a week. Without a password, certain transactions may only be done via mail or in person with your CareFree Advantage card and valid identification. Establishment of a password indicates your acceptance of the terms and conditions set forth in this Membership Guide governing your password. A password allows you access to a variety of self-service tools and CareFree Advantage account information on Senske.com and via CareFree Advantage Service Center over the phone that could previously be handled only in writing.

Your password can be viewed or changed only by you or a Senske CareFree Advantage representative. If you would like to change your password, go to www.Senske.com/MyAccount or call 800-326-2071 inside the U.S. Outside of these areas, call 509-374-5020. If you cannot remember your password, it will be mailed to you. To request your password, go to www.Senske.com/MyAccount and click "Forgotten Password" or either of the telephone numbers listed above.

You are responsible for the selection and use of your password and for maintaining the confidentiality of your password. You may not divulge your password to anyone. If you do, you are solely responsible for any actions that person takes with your password, including, without limitation any transactions in your account, any violations of the CareFree Advantage program rules, and any further disclosure of your password. Senske shall have no liability for losses resulting from unauthorized access to, or use of, your password.

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Current balance, account activity, redemption and program information may be obtained via www.Senske.com/MyAccount or via Senske's CareFree Advantage Service Center by calling 800-326-2071 or 509-374-5020 from any telephone.

Note: A Senske password is required for account information via Senske.com and telephone, and for redemption and address change transactions with a Senske customer service representative.

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Audit

Senske reserves the right to audit members' accounts at any time and without notice to ensure compliance with the CareFree Advantage program rules.

In the event the audit reveals discrepancies or violations, Senske may delay the processing of Award Certificates or other redemptions, cancel any outstanding Award Certificates and withhold statements until the discrepancies or violations are resolved. During an investigation, Senske may inhibit the CareFree Advantage account of a member. While the account is inhibited, the member may continue to accrue points in the account, but no point redemptions or other transactions will be permitted and any outstanding Award Certificates will be cancelled. Cancelled Award Certificates or Award Tickets must be surrendered to Senske upon Senske's request.

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Account Deletion and Point Expiration

Accounts with no activity for 12 consecutive months after enrollment will be deleted. A new CareFree Advantage number can be obtained by contacting Senske.

Points will not expire as long as you participate in one of the following activities at least once every two years:

- Earn points from a qualifying Senske Lawn & Tree Care, Inc., Senske Pest Control, Inc., or Christmas Décor by Senske other CareFree Advantage partner service.
- Earn or redeem points with one of the CareFree Advantage program partners.
- Purchase points at Senske.com/buypoints or by calling Senske Lawn & Tree Care.
- Redeem points at Senske or another CareFree Advantage partner (Redemption of previous program awards does not extend the point expiration date.)

Termination and/or Points Deduction for Violations

Senske reserves the right to terminate your membership in the CareFree Advantage program at any time if you violate the CareFree Advantage program rules, any term or condition of Senske's agreements or any other Senske rules and regulations that apply to your service. Termination of your membership will result in a loss of all accumulated point credit in your account, the cancellation of any unused Awards or Award Certificates, and the loss of all other CareFree Advantage benefits. Terminated members are not eligible to participate in any aspect of the CareFree Advantage program, including without limitation any special promotions or CareFree Advantage partnership offers. In lieu of termination, Senske may at its sole discretion deduct points from your account, but permit you to continue participating in the CareFree Advantage program.

Members whose accounts have been terminated for any reason may not reopen new accounts.

It is your responsibility to familiarize yourself with the CareFree Advantage program rules and with the other terms and conditions that apply to your services with Senske. If you have any question about the rules that are applicable to your situation, please check Senske.com or contact a Senske representative for guidance.

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Program Changes and Termination

Senske and its program partners reserve the right to change program rules, benefits, regulations, Awards, fees, points Award levels and special offers at any time without notice. This means that Senske may initiate changes, for instance, impacting partner affiliations, rules for earning points credit, continued availability of Awards, or blackout dates. Such changes to Senske's frequent CareFree Advantage program may include modifications that (i) govern point credits or other benefits earned on or after the date of change, (ii) change the value of already accumulated point credits or other benefits or (iii) govern point credits or other benefits earned on or after the date of change and change the value of already accumulated point credits. Senske reserves the right to

terminate the Senske CareFree Advantage program with six months' notice. Unless otherwise stated, the terms and conditions of the CareFree Advantage Membership Guide and Program Rules in effect at the time of your service, request for a benefit, or other transaction will govern the transaction.

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Sale or Barter Prohibited

The sale or barter of points credit, vouchers, Award Certificates by CareFree Advantage members is prohibited. Senske will terminate or deduct points from the account of any member who violates this rule. Award Certificates obtained through prohibited sale or barter transactions are VOID, invalid for service, and will be confiscated. Persons trying to use such awards or certificates will be billed for services from Senske at the applicable rate.

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Privacy Statement

We are always conscious and respectful of your personal privacy. Visit www.Senske.com/privacy.asp for our full privacy policy.