

# Document

#3

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 11:05 AM  
To: [REDACTED]  
Subject: RE: Multiple Memberships

Actually, they had it in their hands - it was interesting to me that they all had the same question - made me wonder if they were given the opportunity to ask questions (as in a meeting) or if they were just handed the paper.

[REDACTED]  
QA/Training Coordinator

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PO Box 855

Shelton, CT 06484

Phone: [REDACTED]

Fax: [REDACTED]  
[REDACTED]

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 11:04 AM  
To: [REDACTED]  
Subject: RE: Multiple Memberships

Perhaps you can have the document with you and ask them if they have seen it?

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 9:04 AM  
To: [REDACTED]  
Subject: RE: Multiple Memberships

Ok, then I'll circle back to the reps I spoke to and clarify it.

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Phone: [REDACTED]

Fax: [REDACTED]  
[REDACTED]

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 10:59 AM  
To: [REDACTED]  
Subject: RE: Multiple Memberships

Yea - well maybe at some point it can be re-visited - for now this is how it is.

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 8:58 AM  
To: [REDACTED]  
Subject: RE: Multiple Memberships

Exactly and that's how the reps interpret it too

[REDACTED]  
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Phone: [REDACTED]

Fax: [REDACTED]  
[REDACTED]

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 10:57 AM  
To: [REDACTED]  
Subject: FW: Multiple Memberships

Feels sneaky to me - especially in this economy.....\$10.00 is \$10.00 etc...

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 8:57 AM  
To: [REDACTED]  
Subject: FW: Multiple Memberships

And do I agree with that thought process - No - but it is what it is!

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 8:56 AM  
To: [REDACTED]  
Subject: RE: Multiple Memberships

Exactly!

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 8:55 AM  
To: [REDACTED]  
Subject: RE: Multiple Memberships

Ok I interpreted it differently.. so just to clarify if they see a second membership and it's not joined through the same client and doesn't fall into the escalation/exception category then they are not to mention the second membership.... and if they do, they will lose points?

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Phone: [REDACTED]

Fax: [REDACTED]  
[REDACTED]

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 10:32 AM  
To: [REDACTED]  
Subject: RE: Multiple Memberships

I have to disagree with you on this....If you look at the document that I sent,

If the customer has multiple membership that were joined through different clients then the only time you mention the additional memberships is

If..... escalation, exception etc...

As far as if the sups delivered it, I sent a note to [REDACTED] - not heard back - I'll follow up with him....and let you know.

Thanks!

From: [REDACTED]  
Sent: Tuesday, November 11, 2008 8:07 AM  
To: [REDACTED]  
Subject: Multiple Memberships

I'm assuming that the sups have been meeting with their reps to discuss the change in Multiple Membership handling - I've had several reps come to my desk regarding this - their question is "will I get in trouble if I tell them they have another membership and it's not the same client?"

I explained to them that it is required to inform the member if the memberships were joined at the same client or if the call/email falls under the listed criteria.... all other situations it is not "required" however, they will not be penalized if they inform them as a courtesy.

[REDACTED]  
QA/Training Coordinator

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Fax: [REDACTED]  
[REDACTED]