



HIP HALEBIAN INCENTIVE PROGRAM F.A.Q. SHEET (Frequently Asked Questions)

Q. Why Hip Halebian Incentive Program?

- A. Hip Halebian Incentive Program is the most comprehensive loyalty award program in the marketplace today. This program grew from the widely accepted and popular trend to accruing and redeeming Hip Bucks...much like the airline frequent flyer programs. However, Hip Halebian Incentive Program has taken this basic concept and enhanced the award levels and categories to provide freedom and flexibility for recipients.

Q. Are Hip Bucks only good for airline travel?

- A. No. You can choose from a wide variety of travel options...any airline, any time, resort and hotel accommodations, cruises, car rental, special leisure and sporting packages. In addition, your Hip Bucks can be redeemed for a wide variety of high-end, branded merchandise...you decide what rewards you would like!

Q. Do I need to redeem my Hip Bucks through the Hip Halebian Incentive Program Redemption Center?

- A. Yes. The program is designed based on relationships developed by Michael Halebian with various travel partners and merchandise suppliers. As such, your Hip Bucks can only be honored through the program Redemption Center. Additionally, our travel redemption agents can assist you with arranging any additional travel needs you might have at the time you redeem.

Q. Do I have to wait long to begin redeeming my Hip Bucks?

- A. No. You can begin redeeming almost immediately. However, you can also choose to accrue your Hip Bucks over time, and redeem for higher award categories...you decide when you want to redeem! Your Hip Bucks are valid for three years from date of issue.

Q. Is it complicated to redeem?

- A. No, you simply call the Redemption Center, for travel call toll-free at 1-800-210-8539, and 1-877-690-2080 for merchandise. Customer service representatives will help you through the redemption process.

Q. Can I combine cash with my Hip Bucks to redeem for higher level rewards?

- A. No. Hip Halebian Incentive rewards are based on a point value system, not a cash value system. As such, rewards can only be equated and awarded based on this system. However, with respect to travel you can purchase additional travel bookings when redeeming your Hip Bucks directly from Hip Halebian Incentive Program Redemption Center.

Q. Will I incur any additional costs when I redeem my Hip Bucks?

- A. Your Hip Halebian Incentive Program rewards are designed to provide you with a complete travel package. However, charges such as hotel tax, port charges, gratuities, and additional charges for services at your destination may be incurred, as is the case with many travel packages. No shipping and handling costs will be incurred by recipients for merchandise shipments within the United States; however, any taxes, duties, and custom charges for shipments to recipients outside the U.S. must be paid by the recipient.