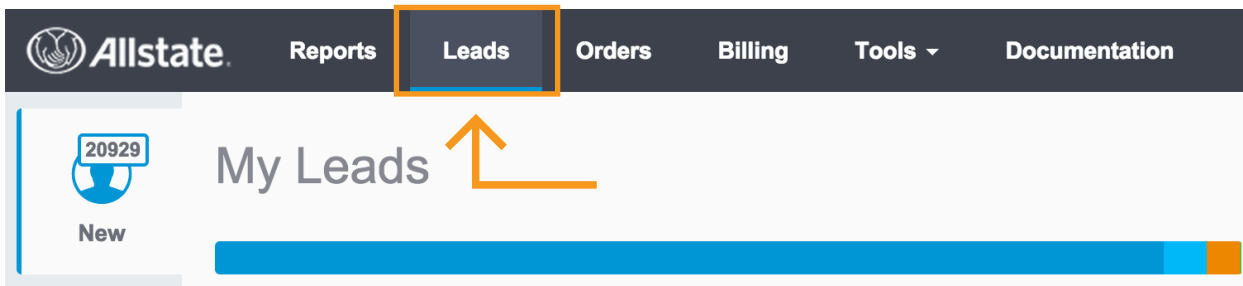


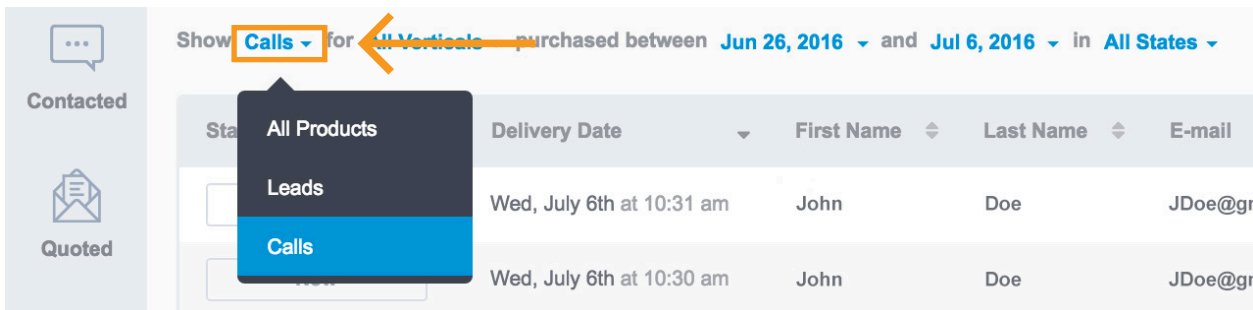


TO REQUEST A RETURN ON AN INVALID LEAD, PLEASE FOLLOW THE STEPS BELOW:

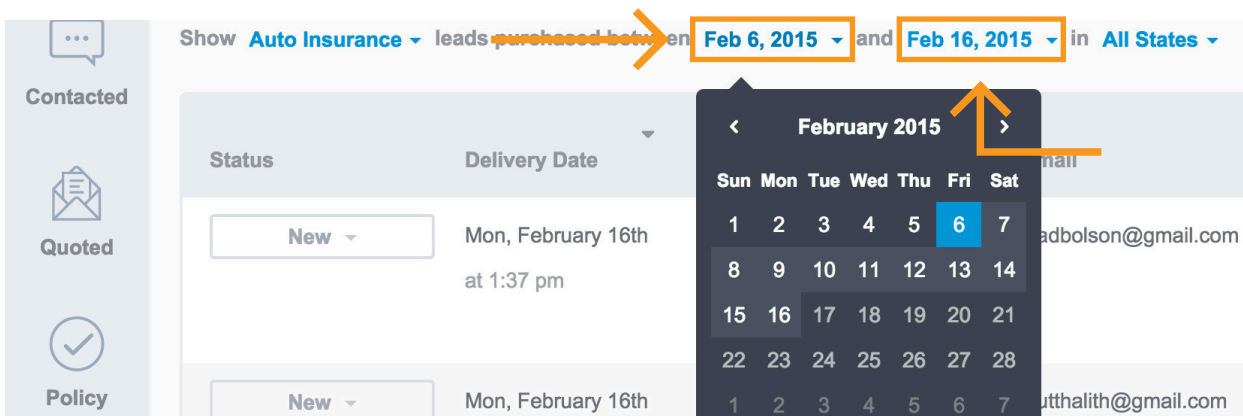
1. Click on the Leads tab located at the top of the page.



2. Once this page opens, you will need to select what leads you would like the page to show (All, Auto Insurance, or Home Insurance).



3. Then you will need to set the date range for the leads you would like to view. Once you have entered these values the page will populate with all of the leads that meet the set parameters.





4. To request credit on an invalid lead you will want to click on the Arrows (two arrows in a circle) button.

Status	Delivery Date	First Name	Last Name	E-mail	Phone	Zip	Lead Source	Company Name	Actions
New	Mon, February 16th at 1:37 pm	Chad	Olson	chadbolson@gmail.com	208-971- 4143	83702	Lead Leprechaun	Clark Nielsen Agency (...) Funded)	Request Return

5. Choose the Return Reason from the drop down box that best fits your scenario.

Request Return

Please tell us why you feel this lead is eligible for return. Our team will then review the lead and issue any necessary account credits.

Reason for Return: *

- Please select...
- Lead did not successfully transfer
- Duplicate lead
- Call received outside schedule
- Consumer is already insured with my company
- Consumer Did Not Request
- Incentivized lead

6. Once you have selected the Return Reason, click the Return Request box.

Request Return

Please tell us why you feel this lead is eligible for return. Our team will then review the lead and issue any necessary account credits.

Reason for Return: *



7. You have successfully submitted your return once you see a confirmation box that says “Your return request has been submitted.”



A FEW IMPORTANT THINGS TO KEEP IN MIND:

- You have 24 hours to submit a bad lead for credit
- The Vendor has 10 days to approve or deny the lead in question
- Calls 5 minutes or longer are ineligible for return
- If you request a return on an invalid lead, the same day you received the lead, you will receive a replacement lead that you will be charged for