

## JCC Referral Program Terms & Conditions

### 1. Definitions

- a. JCC Advocate
  - i. A person that has successfully completed and submitted the “Become a JCC Advocate” registration form located on the J. Callahan Construction (JCC) website.
- b. Referral(s)
  - i. A person or entity referred by a JCC Advocate to J. Callahan Construction for services.
- c. Estimate Appointment
  - i. An appointment scheduled with J. Callahan Construction for the purpose of acquiring an estimated price for services that are intended to be solicited by the Referral.
- d. Estimate Documents
  - i. Documents provided to prospective customers of JCC prior to the completion of an Estimate Appointment including, but not limited to: an itemized estimate of services, blueprints and/or drawings of the desired project.
- e. Reward-Qualifying Stage
  - i. A stage of the J. Callahan Construction sales process that qualifies the JCC Advocate and/or Referral to receive a reward.

### 2. JCC Advocate Registration

- a. All JCC Advocates **MUST** complete the “Become a JCC Advocate” Registration form on our website in order to claim referrals, track referral reward status, or receive compensation for their referrals.
- b. J. Callahan Construction will **NOT** compensate any JCC Advocate for referrals made prior to the submission of the “Become a JCC Advocate” Registration form on our website.
- c. The purpose of the “Become a JCC Advocate” Registration form is to verify the identity of each JCC Advocate, secure accurate contact information, determine the JCC Advocate’s preferred compensation method, and to determine the JCC Advocate’s preference in participating in additional future promotions and/or contests.
- d. Updates and Changes to JCC Advocate Registration Information
  - i. If a JCC Advocate should need to update or change any information associated with their original “Become a JCC Advocate” Registration form submission for any reason, then the JCC Advocate **MUST** submit such changes in writing via one of the following methods:
    1. Email to [leads@jcallahanconstruction.com](mailto:leads@jcallahanconstruction.com) from the email that is provided in the JCC Advocate’s original form submission
    2. Text (864)209-1335 from the phone number that was provided in the JCC Advocate’s original form submission
  - ii. In the event that the JCC Advocate is unable to access the email address or phone number originally provided in the “Become a JCC Advocate” Registration form

submission, then the JCC Advocate **MUST** submit a request to update or change such information in writing via a new email address along with a scanned copy of the JCC Advocate's government-issued photo identification.

1. The JCC Advocate should be aware that this method of updating or changing JCC Advocate Registration Information is to be utilized as a last resort, and will require a 48-hour holding period to be placed on any and all reward compensation distributions. During the 48-hour holding period, J. Callahan Construction will verify that all previously provided contact information is inaccessible to the individual JCC Advocate.
- iii. For your security, and the security of your rewards, please **RESPOND IMMEDIATELY** to any and all correspondence from J. Callahan Construction labeled "JCC Advocate Fraud Protection".

### 3. Collection of Referral Information

- a. J. Callahan Construction values honesty and transparency. JCC Advocates may **NOT** submit direct contact information for any individual that is not themselves.
- b. All Referrals **MUST** submit their own contact information. JCC Advocates may direct Referrals to contact J. Callahan Construction using any of the following methods:
  - i. Phone Call to the JCC Office: (864)209-1335
  - ii. Submission of any of the forms on the following pages on our website:
    1. Residential page
    2. Commercial page
    3. Contact Us page
  - iii. Private or Direct Message via Facebook, Instagram, or LinkedIn
- c. JCC Advocates may "tag" or "mention" Referrals directly in any of our available Social Media ads or content.
- d. JCC Advocates may refer J. Callahan Construction to Referrals by "tagging" or "mentioning" J. Callahan Construction in Social Media posts requesting recommendations for services.

### 4. Advocate Referral Claims

- a. J. Callahan Construction understands that our JCC Advocates may want to ensure that their support is being rewarded accurately. For the convenience of our JCC Advocates, J. Callahan Construction has provided the "Claim a Referral" form located at the bottom of the "Referral Program" page on our website. However, the J. Callahan Construction team is dedicated to identifying how each of our customers are able to locate us, and asking for the referral source is already an integral part of our scheduling process.
  - i. New customers are routinely asked to inform us of how they were referred to our business during the scheduling process, and in the forms located on our website.
- b. The purpose of the "Claim a Referral" form is to allow JCC Advocates to secure rewards if, or when, the Referral may have forgotten or neglected to mention the JCC Advocate as their referral source.
- c. Any time that a "Claim a Referral" form is submitted, a member of the J. Callahan Construction **MUST** verify the referral source before allocating any rewards or compensation to the JCC Advocate.

- d. Verification of a “Claim a Referral” form submission may be conducted using any of the following methods:
  - i. Direct and explicit confirmation from the Referral via phone, text, or email
  - ii. Validation of “tags” or “mentions” on Social Media
- e. In the event that the Referral declines, or is unable to verify their referral source, and our team is unable to verify the JCC Advocate’s direct reference to the Referral via Social Media, then the JCC Advocate’s claim for rewards will be denied and rewards detailed in the JCC Referral Program will **NOT** be distributed.

## 5. Reward Distribution and Payments

- a. JCC Advocates are rewarded for verified Referrals via their preferred payment method, as indicated on the “Become a JCC Advocate” Registration form.
- b. All rewards and compensation associated with the JCC Referral Program are validated and issued on a **weekly basis**.
  - i. JCC Advocates should expect and allow for **up to 5 business days** to process rewards and compensation associated with their referrals once the Referral has reached a *reward-qualifying stage* in our sales process.
- c. JCC Advocates are rewarded for each verified Referral once the Referral has reached a *reward-qualifying stage* in our sales process. **The reward-qualifying stages and associated compensation to the JCC Advocate and Referral are as follows:**
  - i. Once the Referral has completed an Estimate Appointment with J. Callahan Construction and received their Estimate Documents...
    - 1. The Referral will receive a \$150 promotional credit applied to the cost of their project.
      - a. This promotional credit is valid for 30-days from the date the Referral received their Estimate Documents.
    - 2. The designated JCC Advocate will be issued a reward payment valued at \$50 via the JCC Advocate’s designated preferred payment method within 5 business days of the Referral receiving their Estimate Documents.
  - ii. If the Referral agrees to complete their project with J. Callahan Construction and submits all required contractual documents...
    - 1. The JCC Advocate will be issued a reward payment valued at \$100 via the JCC Advocate’s designated preferred payment method within 5 business days of the Referral’s submission of all required contractual documents.
- d. JCC Advocates are required to indicate their preferred method of payment for rewards associated with the JCC Referral Reward program on the “Become a JCC Advocate” Registration form.
  - i. J. Callahan Construction will **NOT** compensate JCC Advocates for Referrals using any other method unless requested in writing as mentioned in section (2-d) of this document.
  - ii. J. Callahan Construction will **ONLY** compensate JCC Advocates for Referrals using one of the following approved methods:
    - 1. Visa Gift Card

- a. Issued via USPS mail to the JCC Advocate's designated address, or direct pick-up by the JCC Advocate at our office located at 504 D Boyd Avenue Simpsonville, SC 29681

2. e-Gift Card

- a. Issued via email to the JCC Advocate's designated email address

## 6. Rewards Abuse and Advocate Termination

- a. J. Callahan Construction values honesty, transparency, humility, and grace in all areas where we conduct business. JCC Advocates **MUST** uphold these values in all areas where J. Callahan Construction is mentioned, or associated with the JCC Advocate.
  - i. If the JCC Advocate is proven of, or reasonably suspected of, failure to uphold these values, then the JCC Advocate may be subject to disciplinary action up to and including termination of their participation in the JCC Referral Program.
- b. J. Callahan Construction has a Zero-Tolerance Policy for abuse, misuse, and/or misconduct in relation to the JCC Referral Program.
  - i. If the JCC Advocate is proven of, or reasonably suspected of, abuse, misuse, and/or misconduct in relation to the JCC Referral Program, then the JCC Advocate may be subject to disciplinary action up to and including termination of their participation in the JCC Referral Program.
  - ii. **Abused, Misuse, and/or Misconduct associated with the JCC Referral Program includes, but is not limited to:**
    1. Falsifying contact information forms without the express knowledge and consent of the individual whose contact information is being provided.
    2. Requesting, implying, or convincing any number of individuals to schedule, or complete an Estimate Appointment without the intent to complete a project, or for the sole purpose of obtaining reward compensation.
    3. Utilizing obscene, inappropriate, abusive, or threatening language in any correspondence related to the JCC Referral Program including, but not limited to:
      - a. Posts, comments, or other public correspondence on any Social Media platforms
      - b. Phone calls, emails, text messages, or any other form of correspondence with J. Callahan Construction affiliates and/or employees

*The following chart is provided for the reference and convenience of JCC Advocates and their Referrals, but should **NOT** be construed as a substitute for the reading and comprehension of the prior JCC Referral Program Terms and Conditions.*

| <b>Reward Recipient</b> | <b>Reward-Qualifying Stage</b>                                    | <b>Reward Value</b> | <b>Reward Distribution or Payment Method</b>  |
|-------------------------|---|---------------------|---|
| Referral                | Completed Estimate Appointment                                    | \$150.00            | Promotional Credit, applied to the cost of the Referrals project                          |
| JCC Advocate            | Estimate Documents distributed to the Referral                    | \$50.00             | Designated preferred payment method, as indicated on the JCC Advocate's registration form |
| JCC Advocate            | Referral completes and submits all required contractual documents | \$100.00            | Designated preferred payment method, as indicated on the JCC Advocate's registration form |