



Below are some Frequently Asked Questions (FAQ) about the FMC True Champions program:

- **How do I enroll?**

Enrollment is processed through the enrollment form located on www.FmcTrueChampions.com. On the landing page, either click the "Enroll" button, or simply scroll down until you see the enrollment fields.

Note: Please carefully read the descriptions under each enrollment input field – they give important details about how the information you enter is used.

- **Is there any cost to enroll in the program?**

No, there is no cost to enroll in the FMC True Champions program.

- **How can I check the status of my enrollment?**

For enrollment-only questions, send your inquiry to enrollment@FMCTrueChampions.com and we will respond as soon as possible.

- **What does a validation response mean? Why is it necessary?**

A validation response is a confirmation from an enrollee that indicates FMC has 1) the correct payment information for rebate and 2) that we have included all purchasing entities in your account profile, including the correct locations and business names if you have entities operating as D/B/A's.

This validation response is necessary to ensure that we are correctly counting your purchases and calculating your rebates, as well as sending your rebate check to the proper payee and address.

- **What do I need my True Champions ID# for?**

This ID# is only used to verify your identity if you contact the support line for assistance.

- **How can I check the status of my rebate?**

For now, there are two methods:

- 1) We will email you regular updates showing your purchases and estimated rebate payment for the current Rebate Period.
- 2) Contact the FMC True Champions support line at 855-974-3282.

In the near future, we will be implementing a login and password to the FMC True Champions website that will display your current rebate information. Keep a lookout for an announcement in summer 2019 regarding that feature.

- **I want to change part of my rebate or company profile info (i.e. where my check gets sent, name or address on my account, add or change a branch/purchasing entity, etc.).**

How do I make that change?

If you want to correct or change information submitted at the time of enrollment, please contact the enrollment@FmcTrueChampions.com.

If you want to change or correct your account information after you have completed the enrollment validation step, please contact the general support line at 855-974-3282.

- **I know I purchased product but when I checked my rebate total, those purchases didn't appear. How can I address that discrepancy?**

Please allow time for purchase information to be received and processed by FMC. We typically update rebate information on a monthly basis, but if the discrepancy persists beyond one month, please contact the distributor from which you purchased the product as well as the FMC True Champions support line at 855-974-3282.