

Q: What are Points?

A: *Talk to Aon* uses a Points system to reward members for completing certain surveys. When you receive emails that invite you to participate in surveys, you'll be told whether the survey has Points allocated to it and, if so, how many. Once you've earned at least 10 Points (the minimum required for redemption), you will be able to redeem your Points for an Amazon Gift Code in 10-Point increments. Each 10 points can be redeemed for a \$10 Amazon Gift Code.

Once you complete a study that has Points allocated to it, the Points will be posted to your account. You may need to refresh your browser to display the updated value of your Points.

Points are not transferable. Aon employees are not eligible to receive Points.

Q: How do I redeem my Points?

A: When you reach 10 Points in your account, the REDEEM button will be activated in your portal profile.

Steps to redeem your Points:

1. Login to the *Talk to Aon* portal with your username and password
2. Click on the REDEEM button
3. You will be given the choice to redeem your points for an Amazon Gift Code, or zero out your balance and not receive a gift code.
4. Once confirmed, the Amazon Gift Code will be sent to the email address we have on file for you instantly

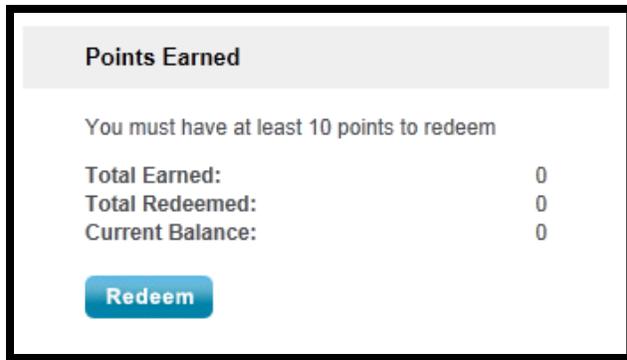
Steps to redeem your gift code at Amazon.com:

1. Visit <http://www.amazon.com/>
2. Select items for purchase by clicking the "Add to Shopping Cart" button.
3. When you're finished selecting your item(s), click the "Proceed to Checkout" button (you will not be able to redeem your gift code using the Amazon.com 1-Click® service).
4. When prompted to select a payment method, enter the gift code in the field provided during the checkout process. You must pay for any remaining balance on your order with a credit card.

If you have questions about redeeming your gift code, please visit www.amazon.com/contact-us.

You can only redeem Points in multiples of 10. For example, if you have 100 Points in your account and you want to redeem 50 of them, you'll need to go through the redemption process 5 times. Simply click on the "Redeem" button again to redeem more Points.

Once you redeem your Points, your Point balance will be updated and the “Redeem” button will be enabled or disabled depending on whether your new balance is greater than the minimum threshold of 10 Points. You may need to refresh your browser to see the updated balance.

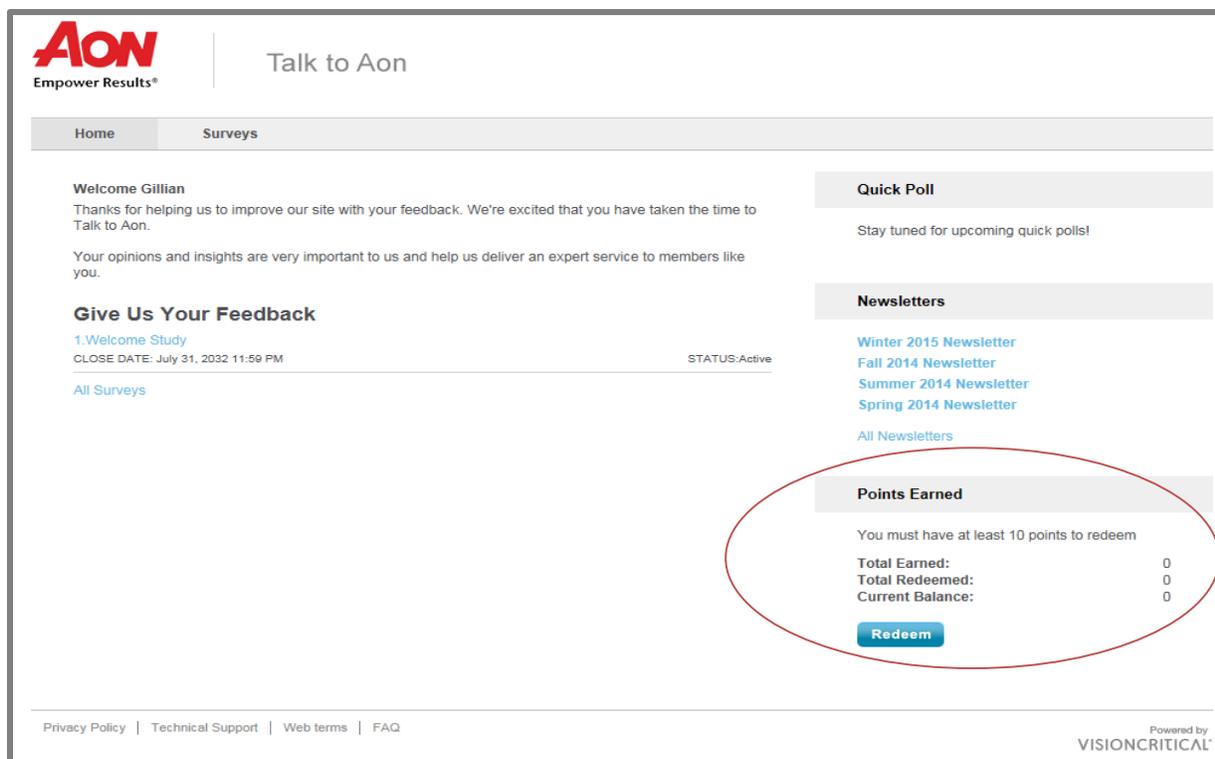


Q: Why is my REDEEM button not working?

A: The REDEEM button will only be enabled once you reach the minimum threshold of 10 Points. If you have not reached the minimum threshold, you will see be able to see the button, but the button will not be clickable.

Q. Where can I find my Points balance?

A. Once you are logged into the Member Portal at <http://www.talktoaon.com>, your Points Balance will be displayed on the right-hand side of the page.



Q. I haven't received my Amazon Gift Code

A. To receive your gift code you must have completed the redemption process online at <https://www.talktoaon.com>

Once your redemption has been processed, your gift code will be emailed to you at the email address we have on file for you (the email you provided during the sign up process). Please check your spam/junk folder in addition to your regular mailbox in case the automated email is accidentally filtered there. You can add support@talktoaon.com to your safety list prevent this from happening in the future.

If you have accidentally deleted the email, you can email support@talktoaon.com from the email address associated with your *Talk to Aon* account. Please include your name and the date you redeemed the Points. We will resend the gift code to the email address associated with your account.

Q. My Amazon Gift Code doesn't work

A: Please email us at support@talktoaon.com with the gift code you are trying to use from the email address that is registered with us, and we will resend you a gift code.

Q. Do I have to redeem all my Points at the same time?

A: No, you don't have to redeem all your Points at the same time. However, you can only redeem in multiples of 10 Points and can't redeem more or less 10 points at one time.

Instead of keeping your Points in your Talk to Aon account, we recommend that you redeem your Points for Amazon Gift Codes and store the value of your codes in your Amazon account. You can do so by logging into your Amazon account and applying your gift card to your account.

Q. I think I've earned more Points than what is showing in my account.

A: There is an internal audit system in place that ensures that the proper number of Points are allocated to your account upon completion of a survey. Points are awarded for most—but not all—surveys. The number of Points awarded for each survey may vary according to the estimated time to complete the study as well as other factors. If Points are awarded for a particular survey, it will be mentioned in the email invitation you receive as well as in the beginning of the survey.

Q: Why is my account balance showing 0 Points?

A: You may have to refresh your browser to see your updated balance if you just completed a survey that awarded Points. If you continue to experience the same problem, please email support@talktoaon.com.

If you are an employee of Aon, you are not eligible to receive Points and your account balance will remain at 0.

Q: Is there a maximum number of Points I can accumulate in my account?

A: You are encouraged to redeem your Points once you reach the minimum threshold of 10 Points. You can redeem your Points and store the value of your Amazon gift codes in your Amazon account for

future purchases. To do so, simply log into your Amazon account and “apply your Amazon gift code” to your account. By doing so, you will have the funds available for future purchases and the funds will never expire.

Q: Can I get my gift code sent to a different email address?

A: No. For your security, we can only send the Amazon Gift Code to the email address you provided to us that is associated with your *Talk to Aon* account. Points are not transferable.
