



## Employee Advantage Program – Employee Purchase (EP) FAQs

### Q. Why is the process to obtain Employee Purchase (EP) control numbers changing?

FCA recently conducted a review of the EP control number generation process including eligibility and usage. A number of program violations were found including unauthorized generation of control numbers, inappropriate selling of control numbers and issuing control numbers to ineligible persons. The new process protects your benefit while improving security and accountability. To review the Employee Advantage (EP) Program Rules, go to [www.ea.chrysler.com](http://www.ea.chrysler.com).

### Q. What steps are in place to make sure the EP benefit is more secure?

To prevent misuse of control numbers, FCA will conduct regular audits of EP control numbers and participant eligibility in the program. If requested, you must provide proof of identity of, and proof of eligible relationship with, your registered eligible family members by providing legal documentation evidencing the relationship (including but not limited to driver's licenses, birth certificates, marriage certificates, and divorce decrees) within 30 days of request by FCA. Birth certificates must include parents' names. Additional documentation may be required to prove a valid relationship, especially when names have changed through marriage/divorce.

Any violations of the Official Program Rules, including issuing and/or inappropriately selling control numbers to ineligible persons, can result in disciplinary action including expulsion from the program, disciplinary or legal action, and employment termination.

To review the Employee Advantage EP Program Rules, visit [www.ea.chrysler.com](http://www.ea.chrysler.com).

### Q. What is the new process and where do I register my family members?

**Effective June 14, 2018, an email address is required to generate a control number (EP and Friends & Family).** For salaried represented (SBU) and salaried non-represented (NBU) employees, control numbers will be sent to your work (FCA) email address and personal (home) email address, if entered in **My Profile**. A personal (home) email address is required for all other EP participants including hourly represented (HBU) employees, retirees and surviving spouses. Providing a personal email address will allow you to easily access control numbers at any time.

**Step 1:** To register each of your family members eligible for an EP vehicle discount, go to the Employee Advantage website at [www.ea.chrysler.com](http://www.ea.chrysler.com). Employees can go to Dashboard Anywhere/Product Central/Vehicle Discounts to access the site.

From the **Home** page, click on **Register Eligible Family Members** and provide the following information:

- Select the relationship to you from the drop-down list
- Enter name and birthdate

Click **Save & Continue** when complete. As family members are added to the Registration page, they can be modified or deleted on the **Add and Manage Buyers** page during the registration period.

**Step 2:** To provide a personal (home) email address, employees will need to go to Dashboard Anywhere/**My Profile**. Retirees and surviving spouses can enter their personal email address in the **Alternate Email** field located in the **My Profile** section of their Benefit Connect account found on [fcabenefits.ehr.com](http://fcabenefits.ehr.com) or contact the Benefit Connect Service Center at 1-888-409-3300.

### Q. What is the new process to request an EP control number?

**Effective June 14, 2018,** to request an EP control number, go to the Employee Advantage website, [www.ea.chrysler.com](http://www.ea.chrysler.com), and select **Generate Control Numbers**. Select **Employee Purchase** and the buyer from the drop-down list of family members you created.

**You will be responsible for providing the control number to the buyer.** For salaried represented (SBU) and salaried non-represented (NBU) employees, control numbers will be sent to your work (FCA) email address and personal (home) email address, if entered in **My Profile**. A personal (home) email address is required for all other EP participants including hourly represented (HBU) employees, retirees and surviving spouses.

Control numbers will no longer be displayed on the Employee Advantage website. If requested, Employee Advantage Call Center agents will continue to generate control numbers for you, but they will not have visibility to any control numbers issued to you.

## Employee Advantage Program – Employee Purchase (EP) FAQs

### Q. What happens if I forgot to add a family member or there are life event changes after the registration period closes?

If you need to add, remove or make a change to your eligible family member list after the registration period closes, you will have **one (1)** opportunity to add one (1) eligible family member on the **Add and Manage Buyers** section.

If there are other family member qualifying life events such as marriage, legal separation, divorce or death, and you would like to add, remove or change a record before the next open registration period, you will need to call the Employee Advantage Hotline at 1-800-756-2886. Early next year, another registration period will open allowing you to make any changes to your eligible family member list.

Please keep in mind that your list of eligible family members is subject to audit and verification at any time, which includes providing proof and legal documentation upon request by FCA.

### Q. Which family members are eligible for an EP discount?

Spouse (including same sex spouse), surviving spouse, parents, stepparents, spouse's parents (parents-in-law), sons, daughters, stepsons, stepdaughters, brothers, sisters, stepbrothers, stepsisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, half-brothers, half-sisters, grandchildren and grandparents.

### Q. Can anyone generate a control number on my behalf?

No, this program is a benefit and **only** the employee, retiree or surviving spouse is permitted to generate an EP control number for an eligible family member.

### Q. I do not have a personal email address. Will I still be able to request EP control numbers?

To participate in the EP program, a work (FCA) or personal (home) email address is required. For salaried represented (SBU) and salaried non-represented (NBU) employees, all control numbers will be sent to your work (FCA) email address and personal (home) email address, if entered in **My Profile**. A personal (home) email address is required for all other EP participants including hourly represented (HBU) employees, retirees and surviving spouses.

If you need help creating a personal (home) email address, two of the most popular providers are below. From their website, click *sign up* or *create an account* and follow the steps to create an email address.

[Gmail](#) (@gmail.com)

[Yahoo Mail](#) (@yahoo.com)

### Q. How do I report a case of program abuse?

You may report a case of abuse by contacting the Ethics Helpline at 1-800-543-1391 or email [www.ethicshelpline.fcagroup.com](http://www.ethicshelpline.fcagroup.com).

### Q. Does the new process apply to the Friends & Family Program too?

The registration process does not apply to the Friends & Family program. However, all control numbers, including Friends & Family, will be sent in the same manner as the EP program. For salaried represented (SBU) and salaried non-represented (NBU) employees, all control numbers will be sent to your work (FCA) email address and personal (home) email address, if entered in **My Profile**. A personal (home) email address is required for all other participants including hourly represented (HBU) employees, retirees and surviving spouses.

### Q. Am I still eligible for the same number of vehicle discounts?

Yes, you can still request up to six (6) EP control numbers **and** six (6) Friends & Family control numbers per calendar year.

## Questions?

**Contact the Employee Advantage Hotline at 1-800-756-2886**