

“HEART OF VALENTINE’S ” FREQUENTLY ASKED QUESTIONS

Below are answers to frequently asked questions about the “Heart of Valentine’s Sweepstakes,” and “Pair of Hearts Match Game.” We suggest you print this page for future reference.

HEART OF VALENTINE’S SWEEPSTAKES

Who may enter the sweepstakes?

Any legal resident of the United States physically located within the 48 contiguous United States or D.C. who is at least 18 years of age at the time of entry may enter. Employees, officers, directors and affiliated agencies of Hallmark Channel and their immediate family members are prohibited from entering.

When is the sweepstakes?

The sweepstakes begins at 12:00:00 am ET February 1, 2013 and ends at 11:59:59 pm ET on February 14, 2013.

How do I enter?

You may enter the Sweepstakes each day during the sweepstakes window by logging onto *the* website at www.hallmarkchannel.com. Complete the entry form with all required information and submit the entry so that it is received by 11:59 pm ET on February 14, 2013. When you enter, you will be asked to provide, among other things, your name, address, phone number, date of birth and email address.

How often may I enter the sweepstakes?

There is a limit of one entry per person per day. But you can earn one additional bonus entry per day by playing the Pair of Hearts Match Game for a potential maximum total of two entries per day.

How do I get a bonus entry?

You can earn one additional entry per day by successfully matching the first pair in the Pair of Hearts Match Game for a potential maximum total of two entries per day.

Do I have to answer all the day’s questions to get a bonus entry?

To get a bonus entry – first enter the sweepstakes, then successfully match the first pair in the Pair of Hearts Match Game for another chance to win. Return each day during the promotional window to enter again, then play the game again to receive another bonus entry.

What are the prizes?

- **Grand Prize:** There is one grand prize: a perfect pairing trip for two to Napa, CA. This trip includes round trip coach airfare, rental car allowance, three nights hotel accommodations at The Fairmont Sonoma Mission Inn and Spa, Chocolate Goddess Truffle Box upon arrival, daily breakfast at the hotel, massage for winner and guest at spa, sedan wine tour and lunch in a vineyard, and dinner at Bouchon. Full Grand Prize details at www.hallmarkchannel.com/

When and how will the winner be selected?

A random drawing for the one Grand Prize will be held on or about February 21, 2013.

How will I know if I've won?

On or about March 4, 2013 the Grand Prize winner will be notified. The potential Grand Prize winner will be notified by email/or overnight mail.

How can I find out who the winners are?

To find out who won, mail a self-addressed stamped envelope to: "Heart of Valentine's Sweepstakes Winners List," ATTN: VG, 60 East 42nd. Street, Suite 650, New York, NY 10165. The winners list will be available after March 7, 2013.

What are my chances of winning?

Your chances of winning will depend on the number of eligible entries received.

How many people can enter the sweepstakes?

The sweepstakes has an ongoing registration so it is difficult to say, but there is no maximum number.

By entering the sweepstakes will I automatically win something?

No. When you enter, you are entering for a chance to win a prize. The winners will be chosen in the random drawings detailed above.

What should I do if I can't reach the sweepstakes web pages when I try to visit?

Come back and try again another time. Many Internet sites experience "traffic jams" from time to time. Refreshing the page may help. However, if you have problems connecting to all web sites, contact your system administrator; you may have a problem with your Internet provider.

I'm having trouble entering the sweepstakes. My computer seems to be too slow or times out repeatedly. What should I do?

From time to time, the Internet experiences heavy periods of traffic. The slowdown in the registration process is often caused by a large number of consumers trying to register for the sweepstakes at the same time. If you are experiencing "time-outs" while trying to register, we suggest that you wait a few minutes or try again at a later time.

I'm a Macintosh user. Will I have trouble entering the sweepstakes?

No, the sweepstakes is equally accessible through Macs and PCs.

Where can I send feedback about the sweepstakes?

You can send general feedback and suggestions to support@hallmarkchannelpromos.com.

PAIR OF HEARTS MATCH GAME**How do I play the Pair of Hearts Match Game?**

To play, go to www.hallmarkchannel.com/. Match couples from Hallmark Channel's loveable series and Original Movies. Simply click to turn over one card, then another to see if you have made a match. If your selected cards make a Pair of Hearts, the cards will be removed from the game. Just match all eight couples to complete the game.

When all the cards are gone and the hearts are filled, the day's game is over.

How can I find out when Valentine's Day Movies & Specials are on Hallmark Channel?

Go to <http://www.hallmarkchannel.com/schedule> change to www.hallmarkchannel.com for the schedule of the Valentine's Day movie marathon and romantic episodes from your favorite series.

What if I have read all of the FAQs and I'm still having a problem entering?

If you are still encountering difficulties entering, you can send an email to support@hallmarkchannelpromos.com to inform us of your questions. Please make sure you include a detailed description of your situation, your full name and the type of browser you use. We will make every effort to get to the bottom of any technical questions that may arise.

Please see Official Sweepstakes Rules for more details, legal disclosures and entry requirements.