

**Subject: Partner Referral Program VISA® rewards card expires January 2016**

December 21, 2015

CenturyLink's referral programs provide award payouts on a reloadable **VISA®** rewards card. The current rewards cards will expire after midnight EST on January 31, 2016, the last day of the month of the valid thru date printed on the front of the card. However, the award funds on the card do not expire.

**If you have an existing Referral Program VISA® rewards card**, the value on your card will be automatically transferred over to a new black **VISA®** rewards card. The new reloadable card will be mailed to your address on file by January 31, 2016. To ensure receipt of your new card, make sure your mailing address is correct in your referral program account **by January 6, 2016**.

**If you do not yet have a Referral Program VISA® rewards card**, you will receive a black **VISA®** rewards card after funds are loaded for your first sold referral.

CenturyLink's Referral Program Team is continually looking for ways to improve our participant experience. We appreciate your feedback and participation which allows us to make program improvements. Thank you for your continued support.

Your Referral Program Team

**Frequently Asked Questions**

**Q: I've never had a Referral rewards card before. How does this impact me?**

A: After your first sold referral is processed we'll send you a new Referral reloadable rewards card to your address on file. We process payouts twice each month so it may take up to 30 days for you to receive your new rewards card. Be sure your Referral Account mailing address is correct.

**Q: I have a Referral rewards card. How does this impact me?**

A: The value on your card will be automatically transferred to a new card. Your existing card will expire on January 31, 2016 and any transactions after that point will be declined on that card. Your new card should arrive in a plain white envelope by January 31, 2016. Be sure your Referral Account mailing address is correct.

**Q: I've misplaced my card, what do I need to do?**

A: If you had funds on the card, you will automatically receive a new card in mid-January.

**Q: I still have questions, who do I contact?**

A: Please direct questions related to this change to your local CenturyLink Representative or via email at [youcan.support@centurylink.com](mailto:youcan.support@centurylink.com)