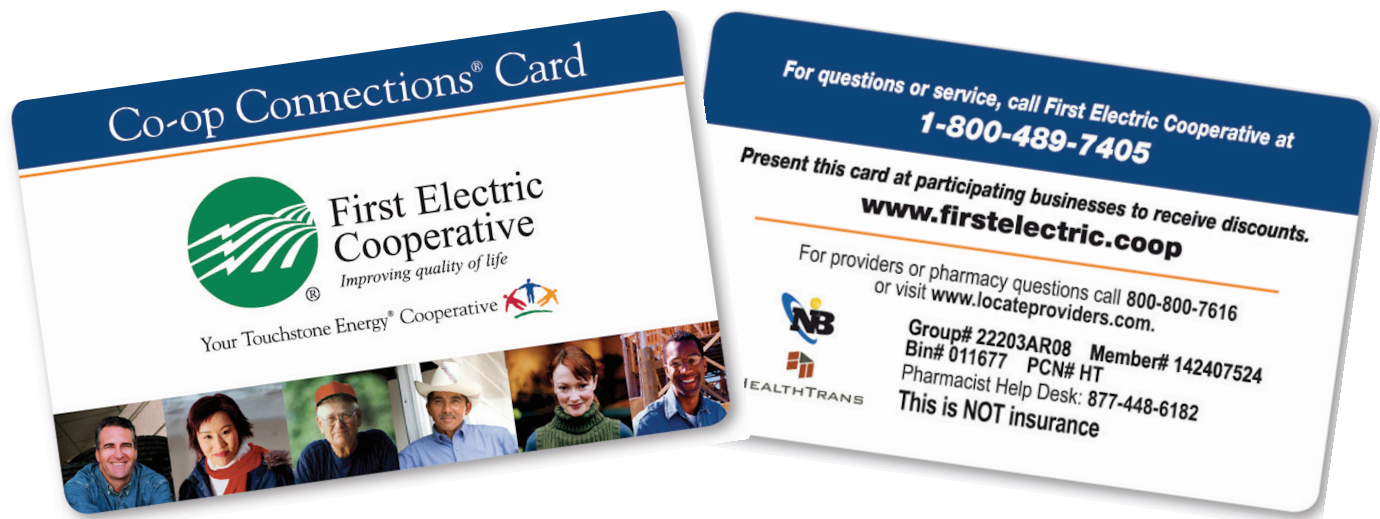


# Co-op Connections Card Frequently Asked Questions



## What is the Co-op Connections Card?

The Co-op Connections Card provides First Electric Cooperative Members with discounts at local and national businesses. The plastic card is similar in appearance to a credit or debit card. Unlike those cards, however, the Co-op Connections card is not swiped at the register. Instead, the Member shows the card to a participating business and receives a discount that has been determined by the business. Two key fobs are also provided to use with the Co-op Connections program. The program also provides discounts on prescription medications at participating pharmacies.

## How much does it cost?

Nothing. This is a free service provided to First Electric Cooperative Members.

## When will I receive my card?

The initial launch of the program will mail cards on October 1, 2010. Each Member should receive one card and two key fobs. After the initial launch mailing, monthly mailings will be done for new First Electric Members.

## Can I get lost cards replaced?

Yes. Members can stop by any First Electric office, call 1-800-489-7405 or email [helpdesk@firstelectric.coop](mailto:helpdesk@firstelectric.coop) to receive a replacement card.

## Where can I use the Co-op Connections Card?

Anywhere the Co-op Connections cards are accepted. There are more than 300 participating electric cooperatives in the U.S., with more than 19,000 discount offers, and more being added every day. These benefits are national -- so the cards can be used when in another state. Look for window and register stickers at these businesses.

## Where do I find a list of participating businesses and their discounts?

Log on to [www.firstelectric.coop](http://www.firstelectric.coop) and click on the Co-op Connections link. You can view local business discounts, plus you can search for other locations or national retailer discounts. If you do not have an internet access, a hard copy can be provided to you.

## Some businesses which I frequently shop at are not on the list. What can I do to get them to participate?

Mention the program to your local business and ask them to contact First Electric if they are interested. You may also contact First Electric to let us know that there is a business that is interested in the program.

## How does the pharmacy discount work?

There are over 60,000 chain and independent pharmacies in this program. Showing this card when you purchase prescription medications can save you between 10% and 60% on short term, acute care medications. Note that pharmacy discounts are not insurance, and are not intended as a substitute for insurance.

For additional questions, contact First Electric Cooperative's Marketing and Communications department by emailing [helpdesk@firstelectric.coop](mailto:helpdesk@firstelectric.coop) or calling 1-800-489-7405.