



S Factor Rewards Program Details and FAQ

You do not have to pay in full up front to receive S Factor Rewards. Our AutoBill payment system will save your credit card number in our secure, PCI-compliant merchant bank. From there it will be charged monthly throughout the duration of your Rewards package.

Therefore, you must be signed up for AutoBill in order to sign up for Rewards. You may update your AutoBill profile by logging in to the online Student Center, or by calling your studio.

Rewards sessions shall be used consecutively, and AutoBill will charge your credit card monthly unless:

If you move more than 60 miles from another S Factor studio we require 60 days advance notice in order to halt AutoBill. If you move within 60 miles of another S Factor studio (excluding New York) your Rewards will be transferred to that location and AutoBill payments will continue.

Our Medical Rollover policy is compatible with the Rewards program. AutoBill will continue to charge your monthly Rewards payment until your Medical Rollover is approved. You will have 12 months from the date of the approval of your Medical Rollover to pay for (via AutoBill), and schedule replacement classes for the unused portion of your Rewards package.

If your registered session class day/time is removed from the schedule AutoBill will be halted and you will be given 12 months to pay for (via AutoBill), and schedule replacement classes for the unused portion of your Rewards package.

If at any time you choose to "opt out" before using your entire Rewards package, you will be retroactively charged the full \$440 tuition for all sessions you were registered in from the start date of your Rewards package.

The Rewards program may not be combined with other promotional offers except the Referral Program. You may use Referral Program credits towards the deposit of your Rewards package.

S Factor reserves the right to discontinue this limited-time offer at its discretion.

The Rewards program is void in NY. Applicable only in Costa Mesa, Chicago, Houston, Los Angeles, Encino and San Francisco.

Rewards Program AutoBill FAQ:

1. When will my Rewards payments be billed to my credit card?

Your credit card will be billed automatically once a month. The exact billing dates will be noted online during the sign-up process.

2. Is AutoBill confidential?

Yes, PCI stands for Payment Card Industry, a council set up by companies such as American Express, Mastercard and Visa to enforce safe online shopping practices. In fact, when you log into your account in the online Student Center, only the last 4 digits of your credit card number will be viewable.

3. May I change the credit card I have on file with AutoBill?

Yes, you may log into your account in the online Student Center at any time, or even ask a Front Desk Ambassador in person or over the phone, to change the credit card information we have on file for you.

4. What if I take a session off? Will my credit card account information still be on file?

Rewards sessions must be used consecutively, unless you are moving more than 60 miles from another S Factor studio, you have been granted a Medical Rollover, or your registered session class day/time is removed from the schedule.

Credit card information may not be removed from your AutoBill account as long as you have a balance due, and Rewards sessions will show a balance due until the package is used up. Therefore, we will keep your credit card information on file throughout the duration of your Rewards package.

If at any time you choose to "opt out" before using your entire Rewards package, you will be retroactively charged the full \$440 tuition for all sessions you were registered in from the start date of your Rewards package.

At that point, your Rewards package will be closed, and you will be able to remove your credit card information from the AutoBill system.

5. I noticed a \$.01 charge on my credit card account. What is this for?

That's just AutoBill's way of checking to see if the credit card account information you entered is valid. The charge will disappear from your credit card account within 48-72 hours.

6. I received an "AVS mismatch error" when I attempted to sign up for AutoBill. What does this mean?

The AVS or Address Verification System serves an important purpose. It verifies your credit card's billing address so we can protect you from credit card fraud. If the address

you enter does not match what is on file at your credit card company, you will get an "AVS mismatch error."

7. Is it okay if my credit card account has an international billing address?

Absolutely. Please let us know if you have an issue entering an international billing address when you log into your account in the online Student Center. We will have our IT team correct it for you.

8. What if I do not wish to use the AutoBill system?

You must use the AutoBill system in order to sign up for S Factor Rewards.