

# SOS Software: Referral Rewards Program

## *Terms & Conditions*

### (1) **Here's What To Do:**

Refer your colleagues to SOS using the Referral Form. Keep the email confirmation so we can both monitor their purchase and give you the appropriate credit.

Contact your colleagues and refer them to SOS for information on our products. Tell them to let us know that you have referred them so we can monitor their purchase and give you the appropriate credit.

Call SOS at (352)242-9100, x1 and ask for Trish Merchant. Provide the name, email address and phone number of your colleagues-we'll do the rest!

If you prefer, visit the [SOS Referral Form](#) to send us this information:

### (2) **SOS and Your Referral**

- a. We will contact your Referral using the contact information you provided to us. If we are unsuccessful in reaching your Referral after a reasonable time and number of attempts, we will notify you for further direction.
- b. In the event the Referral provided to us has already purchased another product or prefers not to be contacted by SOS, we will immediately remove them from the SOS marketing list. If the Referral would like to remain on our Newsletter list or receive periodic updates about SOS New Products and Services or receive an annual call from the SOS Sales Group we will maintain the contact information until instructed otherwise.
- c. If the potential customer you have referred is already an active lead in our SOS database, we will not be able to give you credit for the referral. We will use one (1) year as a guide for whether they are an 'active' lead; i.e., if they have been in our database for one year or less and are in active communication with us, we will consider them an 'active' lead. On the other hand, if they have not been responding to our communications and your referral reignites their interest, you will certainly get credit for the referral if they decide to purchase our products.

### (3) Rules for Using Your Rewards

You may use your referral credit toward purchase of the following products:

- Office Manager (OM).
- Case Manager (CM).
- Appointment Scheduler (AS).
- Electronic claims module through Emdeon.
- Electronic Remittance Advice module (ERA) through Emdeon.
- Additional users.
- Network upgrades.
- Support renewals.

Referral credits may not be used toward:

- First Contact Module
- Emdeon charges.
- Custom reports or programming.
- Data conversions or data extractions.
- Paid or Emergency support calls.
- Online training.

Additional Rules concerning Rewards:

- It is the responsibility of the Rewards recipient to notify SOS Software when applying Rewards to quotes for Support Renewal or New Product Purchase.
- You must have a current support agreement to redeem Rewards unless you are using your Reward to renew your support agreement.
- In no case will Rewards be redeemed for cash.
- Rewards do not expire.

Sounds great! Take me to the [SOS Referral Form](#).

*If you have questions or need additional information, contact SOS Software at 352-242-9100 x1 or email us at [offers@sossoft.com](mailto:offers@sossoft.com)*