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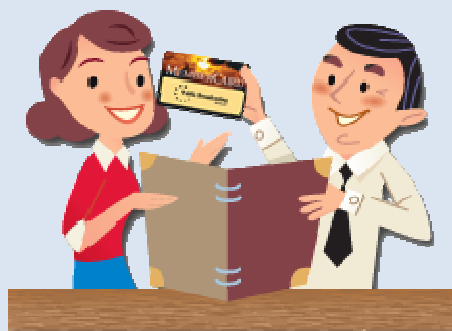
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Quality Member Care Takes Teamwork!



Members love using their MemberCards for the savings they receive, as well as to identify themselves as proud station members. These experiences reinforce the value in their membership, which keeps them renewing year after year.

Creating a great MemberCard experience is an ongoing effort that includes superior customer service -- **which is why Member Care is our highest priority.** Problems with using the MemberCards are rare, but when this does occur, the first priority is to ensure a second member doesn't have the same problem.

This works best when our staff and your staff work together to respond rapidly to any issue that comes up. Here's the part you'll really like: all you and your staff need to do is send us any information you receive about MemberCard usage issues **AS QUICKLY AS POSSIBLE.** We take it from there.

Ideally, try to include:

- ✓ The information the member shared about the situation and where it occurred.
- ✓ The member's name and phone number.

Please call or email the information to our **Customer Service Manager, Danielle Barry, at 800-423-7645 or customerservice@membercard.com.**

By promptly correcting a situation, we can prevent another member from having a similar experience. Plus, the incident is still fresh in the mind of the staffer at the business in question.

We'll follow-up with the restaurant and member, and then fill you in on the resolution. Often, the resolution includes the restaurant doing something special for the member, which we'll tell you all about. **A happy member is a renewing member!**

One More Thing...

If you hear anything about restaurants that close, ownership changes, or address and phone number changes, please pass along that information as well. That way we can be sure your members always have up-to-date benefit listings.

Online benefit listings are updated online every 24 hours, so whatever you pass on to us your members will see almost immediately when visiting your MemberCard page at MemberCard.com.

As always, please don't hesitate to let us know about any way that we can make our customer service, or any of our services, more effective!!

Important Note:

MBI will be closed July 3rd and July 6th for Independence Day. Remember to order your MemberCards early to beat the holiday rush!

Order Early:

As you prepare for your next drive, remember to place your MemberCard order early to cover first week pledges and early renewals!