

## Client Support Professionals Referral Program 2021 REFERRAL PROGRAM FAQs

1.	<p><b>How are referral payments made?</b></p> <p>By direct deposit to your bank account on record.</p>
2.	<p><b>Does the new registrant have to work for DD&amp;S Management?</b></p> <p>Yes, the new registrant is required to work for DD&amp;S Management.</p>
3.	<p><b>Can I refer registrants from other countries?</b></p> <p>No, you and your referral must reside in the USA.</p>
4.	<p><b>Does the new registrant qualify me for more than one referral if he or she enrolls in and/or services more than one client program?</b></p> <p>No, the new registrant can only qualify for one referral.</p>
5.	<p><b>Where does the new registrant indicate he or she was referred by me or an agent working for DD&amp;S Management?</b></p> <p>The new registrant will go to <a href="https://partnersetup.arise.com">partnersetup.arise.com</a>, click on Register Now and create a profile. When you refer someone make sure they answer “Yes” to “Did someone tell you about the Arise Platform?” and then enter referring Agent ID (1954433)/User ID (99995) DD&amp;S Management. Please note: the information cannot be updated/changed once entered. If a new registrant does not provide the referral details, he or she will not have met the requirements to qualify you for the referral. You then must send an email to <a href="mailto:info@ddsmanagement.org">info@ddsmanagement.org</a> with the following information:</p> <ol style="list-style-type: none"> <li>1. Your name</li> <li>2. Your CSPID</li> <li>3. The name of the new registrant and their CSPID</li> </ol>
6.	<p><b>What does it mean to enroll in a certification course?</b></p> <p>Enrollment starts with registering to attend the certification course for a particular client program. The enrollment process can also include completing assessments, background checks and/or drug tests prior to</p>

	the start of the class. Once all steps have been completed and the new registrant has paid for the course, he or she has completed the enrollment process and is ready to attend the certification course.
7.	<p><b>What does it mean to complete all certification requirements and pass a course?</b></p> <p>To complete all certification requirements and pass a course means the agent has successfully completed a certification course for a client program, e.g. attending class, completing self-paced work, passing all quizzes/exams, and, if applicable, completed the certification Statement of Work (SOW). Once DD&amp;S Management has offered the new registrant a production SOW, all certification requirements are considered complete.</p>
8.	<p><b>Are new registrations accepted from any state?</b></p> <p>New registrants are accepted from the United States with the exclusion of California, Connecticut, Maryland, Massachusetts, New York, Oregon, and Wisconsin.</p>
9.	<p><b>How soon after the new registrant meets all the program criteria can I expect the referral?</b></p> <p>It may take 4 to 6 weeks to receive the referral depending on how quickly the new registrant moves through the registration process, the start date and duration of the certification course. Referrals are only reviewed once per month. Revenue deposits may appear in either monthly revenue deposit, depending upon the review process and payment processing timeframe.</p>
10.	<p><b>If I believe that I qualified for the referral, but I have not received it, what should I do?</b></p> <p>You should send an email to <a href="mailto:info@ddsmanagement.org">info@ddsmanagement.org</a> with the information that is listed in #5 above. Any referral incentive not received by December 31, 2021, will be forfeited. No emails regarding referral will be accepted after this date. Please allow the proper processing time before submitting an email.</p>

11.	<p>Is this the most recent version of the referral program?</p> <p>Yes. This version of the referral program replaces all previous versions.</p>
12.	<p>If the new registrant selects a certification course, then drops it and selects another one, will I still receive the referral?</p> <p>No. If the new registrant drops, fails, or is cancelled (voluntarily or involuntarily) from the first course selected, you will not have met the eligibility requirements.</p>
13.	<p>If the agent did not create their profile within the dates of this offer, but they did enroll in a certification course and service a production SOW by December 31, 2021, will I still be eligible for the referral program?</p> <p>No, the referral needs to be a new registrant whose profile was created in 2021.</p>