

# Viewers Club FAQs

## Frequently Asked Questions

Q: What is a Viewer's Club Card?

A: The Viewer's Club Card (VCC) is a discount and cash giveaway card available to any person, age 18 and over, who applies for it.

Q: How do I get discounts with my card?

A: Just show it to Reliable Hyundai when presenting your automobile for service to receive your discount.

Q: I already signed up for a card, why haven't I received it yet?

A: It takes 6-8 weeks to receive your card in the mail.

Q: What do I do if I have lost my card or it has been stolen?

A: Write the station: Viewers Club, 2650 E. Division, Springfield, MO 65803. A new number will be issued to you. You cannot simply sign up again, because duplicate names are deleted from our database.

Q: What if I signed up for a card and never received it?

A: If it has been 6-8 weeks since you applied for the card, use the online form to resend your name, address, birth date and phone number so we can see why you never received it.

Q: Can each member of my family sign up for a card, or is it one per household?

A: Each member of your family, 18 or older, can sign up for a Viewer's Club Card, but only one card per person is allowed.

Q: How much time do I have to claim my prize?

A: You must call to claim your prize, but you have 30 days to collect it. You must have your VCC and a valid driver's license or other picture ID when you claim your prize. Please call 417-862-1010.

Q: If my number was drawn and I missed it, does it go back in for another chance to win?

A: Yes, if you did not claim the prize, your number is automatically entered in the next day's drawing. We cannot give out winning numbers over the phone.