



# WE ARE UPDATING THE NEKOOSA BUCKS EXPERIENCE



We at Nekoosa are excited to announce that we are in the process of updating our current Nekoosa Bucks redemption website. With this new customer loyalty software, we will be able to streamline the redemption process, offer quick turnaround digital gift cards and provide an overall enhanced customer experience on our Nekoosa Bucks website.



## NEKOOSA BUCKS UPDATE

# FREQUENTLY ASKED QUESTIONS

### Q. What will be the biggest change coming to the Nekoosa Bucks redemption program with this update?

1. An updated layout to the Nekoosa Bucks website which will provide an improved customer experience when navigating the site.
2. We will now be able to provide the option for digital gift card redemptions.
3. We will be offering a wider variety of redeemable gift cards.

### Q. How long will it take to receive a redeemed digital gift card?

- A. Within 24 hours after the request.

### Q. Will physical cards still be available?

- A. Yes, physical cards will still be available, and will be delivered within 7-10 days after the initial request.

### Q. If I already have a Nekoosa Bucks account, is there anything I will need to do on my end once the website is updated?

- A. Once the new Nekoosa Bucks program is live, the only thing you will need to do is create a new Nekoosa Bucks account on the new redemption site.

### Q. When will this new update come to the Nekoosa Bucks website?

- A. This update will be coming in Q4 of 2021. More information and details will come once we get closer to the launch date.

### Q. Am I still able to redeem my Nekoosa Bucks in the meantime?

- A. Yes, you will still be able to redeem your Nekoosa Bucks the same way you have been while we are in the process of making this transition.

### Q. If I have any questions related to the Nekoosa Bucks website update, who should I contact?

- A. Please contact either our Customer Service Representatives, your Nekoosa Business Development Manager or email [bkubacki@nekoosa.com](mailto:bkubacki@nekoosa.com) if you have additional questions.

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to Run Nekoosa



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