

Mercedes-Benz StarRewards FAQs



What is StarRewards?

Mercedes-Benz StarRewards is an online loyalty program that gives Independent Repair Facilities (IRFs) the opportunity to track and earn rebates on Genuine Mercedes-Benz Parts and Mercedes-Benz StarParts purchased through authorized Mercedes-Benz dealerships. IRFs like you have a long and rich history of servicing Mercedes-Benz vehicles. We know we wouldn't be as successful without you and we'd like to reward you for doing business with our Mercedes-Benz dealerships. Please consult the [Terms and Conditions](#).

What are the benefits of StarRewards?

You may already be buying Genuine Mercedes-Benz Parts and Mercedes-Benz StarParts for your customers, so why not get rewarded for it? With StarRewards, you can - and the more you buy, the more you can earn.

How does StarRewards work?

Once you are successfully registered in StarRewards, you will be eligible for the loyalty program that runs each quarter.

On a quarterly basis, your purchases of Genuine Mercedes-Benz Parts and Mercedes-Benz StarParts from Mercedes-Benz dealerships will be counted towards your StarRewards rewards.

Next, we will track your Genuine Mercedes-Benz Parts and Mercedes-Benz StarParts purchases throughout the quarterly program as you buy.

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For official program rules, please visit MBStarRewards.com.



To see your activity, login to www.MBStarRewards.com, go to Dashboard, select a Program from the drop-down, and view your qualifying Purchases and current rewards for the program you selected.

At the end of the quarter after the data has been validated you can claim your earned rewards.

Rewards will be broken into six (6) purchase tiers. As you purchase more, the rewards percentage in each tier grows until tier 6 which will be a flat reward percentage for all remaining purchases. Rewards will be earned within each tier, for example if tier 1 is for purchases from \$0-\$1000 and a 1% reward, you will earn \$10 for your first \$1000 in purchases within the quarter. The next group of purchases will fall in tier 2 and the reward for those purchases will be added to the \$10 in rewards from tier 1, and so on up to tier 6.

Enrolled IRFs will have 45 days after the redemption process begins to claim rewards.

Mercedes-Benz will add more purchase programs throughout the year, allowing you to earn more rewards dollars. You don't have to do anything to participate in new programs – you are already registered! You will be notified when a new program begins.

You may participate and earn rewards in all available programs at the same time.

Rewards will be paid via a reloadable MasterCard® award card.

Program Terms and Conditions are subject to change.

Why do I no longer have a purchase target?

Starting Q3 2023, there are no longer targets to start earning rewards. The rewards structure is split into six (6) tiers, that earn higher percentages for purchases within the tier as you move from Tier 1 to Tier 5, tier 6 is a flat percentage rate for any purchases over the Tier 5 maximum.

How much more do I need to buy to be eligible for this program?

Starting Q3 2023, there is no minimum target before you can start earning rewards. Your first purchase in each quarter will start earning rewards.

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Why does my dashboard say Collision or Mechanical flag?

As part of the restructuring of the StarRewards program, the rewards between Collision and Mechanical IRFs are unique. The classification of Collision and Mechanical is determined by NITS data and based off that designation you will see Collision or Mechanical on their your dashboard.

Can I change my classification?

No, an IRF cannot directly change the Mechanical or Collision classification. As that is driven by provided data, any request to review the classification of an IRF should be sent to support@mbstarrewards.com for research and escalation.

Why does my dashboard say Certified Collision Center?

If your location is recognized by MBUSA as a Certified Collision Center, that will be notated on your dashboard. If you are a Certified Collision Center, but do not see that flag, please reach out to support@mbstarrewards.com for review.

How do I register?

Sign up for Mercedes-Benz StarRewards at www.MBStarRewards.com. You will be asked to provide your first and last name, position, business name, business address, business phone, primary email address (which will become your user name), and select a password. You also will be asked to answer a few questions about your business. In order to expedite your enrollment, please make sure you have the details for an invoice where you purchased Genuine Mercedes-Benz Parts. You must agree to the program Terms and Conditions on www.MBStarRewards.com.

Can more than one person at my business register for StarRewards?

No, only one contact per IRF may register for StarRewards.

When will I be approved or be able to login?

Eligible IRFs will typically be approved and notified by email within 24-48 hours after registration. As part of the approval process, you will be asked to click a link to verify your email address, and then you'll be able to log in to the StarRewards site.

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How do I know if my business is eligible?

Only single-shop traditional mechanical and collision shops are eligible to participate. Please consult the [Terms and Conditions](#) for full program rules and eligibility.

I've registered and it's been over 48 hours with no update, what should I do?

If you have not received confirmation of your registration, please contact the Mercedes-Benz StarRewards Program Headquarters at 1-855-478-STAR (7827) or Support@MBStarRewards.com.

You will need to provide your business name and let the team member know you are waiting to be approved. The team member will find your record and make any needed updates on your behalf to get you approved as soon as possible.

Do I need to register for each program separately?

No, once your business is enrolled, you can continue to take advantage of all that StarRewards has to offer. You will have to claim rewards for each program, but you won't need to register again.

I can't remember my password. How do I reset it?

If you have already been approved as a registered StarRewards member, then please visit www.mbstarrewards.com/home.

Enter the email address you used when you first registered.

You will be sent an email right away with a temporary password. If you don't see an email in your Inbox, please check your spam or junk folder. If this happens, you may want to save support@MBStarRewards.com as an approved sender so you never miss another message from us.

Use your email and temporary password to login. (Note the password is case sensitive and must be typed in the log in screen.)

This will take you to the Change Password screen.

Click "Change Password" to update the temporary password to a new password of your choosing.

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You will need to select a password that meets the following criteria: at least 8 characters including 1 capital letter, 1 number and 1 special character.

Where can I find my dashboard on the site?

Your personal dashboard is available on the StarRewards site. When you login, the Dashboard will open to the current quarterly program. You may also click Dashboard in the menu at the top.

When I look at my dashboard, some of my purchases are not being counted. What should I do?

Please allow at least two business days for the invoice to flow from your Mercedes-Benz dealership to the dashboard.

If you have a batch of older invoices that are not being recognized, please contact StarRewards Program Headquarters to verify that all your data is connected to your profile. You will be asked to provide your business name and address and at least one copy of an invoice that is missing from your purchase history. If an invoice is added to your account, please note that your purchase goal may also be re-calculated.

As a reminder, only Genuine Mercedes-Benz Parts and Mercedes-Benz StarParts are eligible for this program.

How do I claim my reward?

At the end of each program, your data will be verified and certified. Once this verification has been completed, you will receive an email informing you that the award redemption period has begun and will last for 45 days.

To claim your reward, you must log in to your StarRewards account and click the blue Claim Reward at the bottom of the Dashboard. Make sure you use the drop-down to select the appropriate program.

Once you have claimed your reward, please allow 7-14 days to receive your reward card. If you have received a reward card from a previous program, your funds will be loaded onto your existing card.

Why was I asked for tax information when I clicked to claim my reward?

If the sum of the rewards you claim is greater than or equal to \$600 in any calendar year, then we are required to issue a 1099 tax form for you. If we do not have a W9 on file from a prior year, when

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you click to claim the reward, you will be prompted to provide the tax ID number and classification for your business.

If you have provided a W9 in a prior year, but need to update the information associated with your account, please contact support@mbstarrewards.com to provide updated information.

What is the method of payment for my reward?

As a reminder, to receive payment for your reward, you must first log in to your StarRewards account and click Claim Reward during the 45-day redemption period.

All rewards will be paid via a reloadable MasterCard® reward card that will be mailed to you upon program completion.

If this is your first claimed reward within the calendar year, a new card will be mailed to the address you provided in your profile.

If you have received a reward card this calendar year, your funds will be loaded onto your existing card. Please hold on to your award card as future earnings for this calendar year will be reloaded onto this same card.

I received my reward card in the mail. How do I activate it?

Please call 1-800-759-9610 to activate your card. You will need to provide the last 4 digits of the phone number associated with your StarRewards account.

I didn't receive my reward card or my new funds haven't been loaded to my card. What should I do?

If you have not received your funds within 4 weeks of claiming your award on the site, please contact the Mercedes-Benz StarRewards Program Headquarters at 1-855-478-STAR (7827) or Support@MBStarRewards.com.

When will my reward card expire?

For any rewards claimed through December of this calendar year, your reward card will expire on June 30 of the next calendar year.

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What if I haven't used the balance on my reward card when it expires?

If you have a balance greater than \$15 when your reward card expires, then you will receive a check in the mail for the balance amount minus a \$15 closing fee. Balances less than \$15 at card expiration are forfeited.

How will I know when additional funds have been loaded to my reward card?

You will be notified by email each time additional funds are loaded to your reward card. You may also check the balance on your card at any time by calling 1-800-759-9610.

I lost my reward card. What should I do?

If you lost your card, please call 1-800-759-9610.

Why did I receive a second reward card in the mail?

New cards will be issued for rewards claimed after December 31 of this calendar year. If you have an existing reward card, then please continue to utilize your existing card until you reach a \$0 amount available or by the expiration date embossed on the card. All future rewards will be placed on your new card.

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