



June 5, 2019

Foodservice

**RE: Big Train OnTrack Rewards program retirement**

Dear Big Train OnTrack Rewards Member,

As Kerry Foodservice Brands continue to grow and evolve to meet your business needs, so must the programs and technologies we use to support you and our products. Big Train OnTrack Rewards has been a long-standing program over the years; however, due to the website and application's instability, we have decided to discontinue this program effective June 13<sup>th</sup>, 2019.

We are excited to use this as an opportunity to bring you a replacement program, one we feel will provide an enhanced experience to you and your business. We will communicate the details of this new program soon.

IMPORTANT INFORMATION about OnTrack Rewards over the coming weeks:

- You must submit all open invoices to the OnTrack Rewards portal **by June 20th** to receive purchase credit on the program- The site will be taken **offline at 12:00 am CDT on June 21st** and no further invoices will be able to be captured on the program.
- For your reference, an email will be sent to your OnTrack Rewards email address with Certificate information and Points balance **by June 28th**.
- Rewards certificates will remain valid for 6 months from the certificate issue date (unfortunately, we will be unable to extend the expiration date on any unused certificates).

Certificates may be redeemed by contacting Customer Care at 1-844-537-7937, or via email at [foodservice.customercare@kerry.com](mailto:foodservice.customercare@kerry.com).

We apologize for any inconveniences and will work with you through this process to ensure the transition is as smooth as possible. If you have any questions about the OnTrack Rewards program, do not hesitate to reach out to Customer Care or contact us via our online form [here](#).

Thank you for your continued support and partnership,

Kerry Foodservice