



CashBack Payment Method Update: Discontinuation of Pay Cards

Rheem is discontinuing the use of pay cards as a payment option to receive CashBack rebates in 2025. The only payment method available will be direct deposit.

Below are key dates and deadlines to be aware of as we make this change.

- **Starting August 1, 2024:** Contractors who are either setting up their payment method for the first time or already have direct deposit as their payment method will no longer have the option to select pay card as their form of CashBack payment. Direct deposit will be the only option available to sign up for or switch to if previously receiving pay cards.
- **On August 1, 2024:** Contractors can begin changing their payment method from a pay card to direct deposit through the CST Dashboard on My.Rheem.com. If a contractor wishes to update their payment method before August 1, 2024, a request must be sent to the Help Desk at help@myrheem.com.
- **Starting January 1, 2025:** Contractors that still have a pay card set up as their CashBack payment method will have their payment method automatically cleared and must update it to direct deposit before they will be allowed to file their first CST claim for 2025 and receive 2025 CashBack rebates.

Why are we making this change:

- Contractors will no longer have to receive personal 1099 tax forms for exceeding \$600 in rebates each year.
- It allows Rheem to expand our rebate offerings and system to provide even better support to our contractors.
- It cuts down the number of issues contractors experience when using pay cards.

If you have any questions or need additional information and support, please contact your DSM or help@myrheem.com.

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