



FAQs

The qualifying email says I only qualify for Tier 1; I should have qualified for Tier 2 as well. How do I know if I qualify for both? The letter only states that you have qualified for the program. Please refer to your back office for more detailed information regarding your Tier qualification.

The car I am interested in leasing does not have Blue in the name. Can I obtain a lease for the car? Generally, the answer is no however; some manufacturers do not have "Blue" in the name. We recommend you submit the name of the factory color, the make and model to the SeneCar Program and they will review the request with the SeneGence Legal Department. **If "Blue" is not in the name on the window sticker, do not lease your vehicle without first getting the color approved by the SeneCar Program.**

I am qualified for Tier 2. If my lease payment is only \$400, will I receive \$500* or will I receive the amount of the car payment? If you are qualified for Tier 2, you will receive a \$500* allowance. We recommend you use the surplus toward your registration, insurance, and/or gas expenses monthly.

I am not currently able to lease a car even though I qualify. Does SeneGence do anything for those who are in similar situations, perhaps paying a distributor who qualifies a monetary amount? There is no "cash out" payment for the SeneCar program. If you choose not to lease or are unable to lease an approved vehicle, you will not be eligible for the SeneCar reimbursement.

Do I have to be listed as primary on the lease? As long as you are on the lease, you can be primary or secondary.

Can I get a 48-month lease and SeneGence just pay me for 39 months? No, the rules of the program state that the lease cannot be more than 39 months.

Can the MSRP be under \$25,000? No, the MSRP must be equal to or greater than \$25,000, including shipping and destination charges.**

Can I lease a motorcycle or a RV and receive a SeneCar allowance? No, only cars and trucks are approved for the SeneCar program.

I qualified for Tier 1 & 2 two months ago but I have not leased my car yet, now I don't qualify for Tier 1. Can I still lease a car and pay for it on my own until I qualify again? No, the program is for new leases only. If you lease now and have to wait to requalify, your lease will no longer be new.

I qualify for Tier 2 but not Tier 1. Will I still receive a \$250* allowance? No, you must always qualify for Tier 1 in order to receive any reimbursement allowance.

I have tried to email my documents but your email box is always full. How do I get my documents to you? The email box is not full and the error is most likely due to the files being too large. If the files are too large, the email may bounce. To prevent this error, there are various ways to submit your requirements.

1. Via (snail) US or International Mail – Send documents to:

SeneGence International
Attn: SeneCar Program
19651 Alter
Foothill Ranch, CA 92610

2. Via Fax – 949-596-0174
3. Via Email – SeneBlueCar@SeneGence.com.
 - a. A note about attachments
 1. PDFs provide better document clarity and have a smaller file size. Send your documents as a PDF file.
 2. Apps such as TurboScan or Cam Scanner are useful for scanning your required documents from a smart phone.
 3. Please send your documents as an attachment, not a Google Document or any other link.

How do I know if you received my documents?

If you do not receive a confirmation email from us then we did not receive your requirements. Here are some additional tips for submitting documents:

1. Submit documents in a pdf format as an attachment- Do not convert photos (jpg or png) to a pdf. Scan documents directly to pdf.
2. Email documents in separate emails if necessary.
3. Always use the same email address to send from.
4. Only use SeneBlueCar@senegence.com for emails referencing the SeneCar program
5. Always use your Distributor ID on communication
6. If your email was not acknowledged within 72 business hours, email an inquiry without attachments.

*Amount of allowance varies by Country

** MSRP amount varies by Country