

Provide help for **car** issues and premium service for **technology** troubles

Members receive troubleshooting tips and repair advice for their car, computer, appliances, electronics, HVAC and more.

Our turn-key Helpline Network Premier membership kit includes a program guide, unique member ID card, envelope and website. If requested, our in-house marketing team can white label this turn-key program. For added convenience, we can handle all print production and mailing services.

www.helplinenetworkpremier.com



Program focus:

Tech
Travel
Car care

cbsi >

membership services®

Cbsi Membership Services has enriched the marketing efforts of thousands of marketing companies while developing a reputation for quality work, flexibility, product performance and reliability.

800.657.8309

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www.consumerbenefit.com



Tech

Tech aide

- **24/7 troubleshooting hotline**
Toll-free service hotline gives you 24 hour access to live installation and troubleshooting support from over 4,000 specially-trained member care representatives at no cost to you.
- **Troubleshooting capabilities**
Appliances, consumer electronics, computer products, digital imaging, HVAC, office products, home theater, home and garden equipment and more!
- **Exclusive member only rates**
Installation services and repairs are from a trusted network with over 26 years of experience, providing access to over 35,000 fully background screened, licensed and insured service professionals.
- **90 day warranty on all repairs**
Helpline Network triples the average warranty term of 30 days on a repair to 90 days.
- **Online membership portal**
Register products, download owner's manuals and hook-up guides, access our proprietary troubleshooting database, and schedule installation and repair services.
- **PC Care Center**
Online software application support, how-to articles, video tutorials and guides to setup and maintain your PC.
- **Unlimited onsite and remote PC support (Microsoft certified agents)**
 - Remote diagnosis at no additional charge
 - Remote repair on most hardware issues at no additional charge
 - Our Microsoft certified agents will locate and fix most PC issues at no additional cost, including remote PC system performance, PC tune-up and anti-virus/spyware removal and internet connectivity troubleshooting
 - Member only rates for premium onsite and remote services, typically 15-30% off.
- **Consumer electronics recycling**
Safe and proper recycling of consumer electronics and we'll even pay you a premium if the products still have a residual value.

Travel

Personal concierge

- The personal concierge is designed to be your one-stop, 24/7 resource for all your planning needs. The personal concierge is on call any time of the day or night to provide information on restaurants in most major cities, arrange for tickets to the latest show or sports event, or suggest where to eat, stay, or even how to spend a rainy day. For the times you inevitably forget a birthday or anniversary, the personal concierge can arrange for flowers or gifts to be sent anywhere in the world on your behalf.
- Perfect for the time-stressed individual, your personal concierge can assist you in the planning and design of special events like a romantic weekend getaway, birthday or anniversary celebration.
- Personal concierge services also provide travel services designed to assist in virtually any situation a traveler may encounter, including emergency interpretation services, passport recovery, information on golf courses, hotel reservations, flight departure times and much more!

Car care

Mechanic hotline

- When you need auto assistance of any kind, anywhere in the continental U.S., you can reach the Mechanic Hotline 24 hours a day, 7 days a week.
- ASE-certified automotive technicians use their extensive experience to consult on vehicle repairs, answer questions about vehicle performance, comment on the appropriateness of recommended repairs and give general pricing guidelines.