HOMETOWNQUOTES
HONEST TRUSTED QUALITY

Returns FAQ

What can I request credit for on a lead?

- Invalid phone and email - phone number is disconnected or a fax machine and unable to be contacted through email.
- Not a consumer - This was a competitor, marketer or test lead, not a consumer.
- Recycled lead - Consumer requested a quote in the past but not recently.
- Did not request a quote - Consumer did not submit a request for a quote online or to a call center.
- Duplicate lead - Duplicate of another HTQ lead within the past 30 days.
- Incentivized - Consumer received an incentive or prize for filling out the lead form.

How do I request credit on a lead?

- Login to your Hometown Quotes account. It will bring up your homepage automatically.
- Click "VIEW" next to the account the lead came from (by product). This should take you to the Leads tab.
- Make sure the date range is correct for when you received the lead.
- Locate the lead that needs to be returned. The last column will allow you to select that lead by clicking "VIEW."
- At the top right of the page click "Request Return."
- Select the reason for requesting credit and it is required to leave comments.
- Click the "Save" button and we will take it from there!

How many days do I have to request a return?

You have seven (7) days to request credit on a lead you receive.

Why do I need to request credit?

Returning leads helps us block low performing campaigns and put more spending towards the more successful campaigns. Make sure to request for leads that are bogus as to not skew the successful campaigns.

What happens if I don't return my leads?

We do understand that some agents don't want to deal with the time spent returning leads so we can set your account up for 'no returns."

Will I receive notification of the decision on my credit request?

Yes. We send email notifications alerting agents the decision made on their credit request.

Where can I see the status of a lead I requested for credit in my account?

- Login to your Hometown Quotes account. It will bring up your homepage automatically.
- Click "VIEW" next to the account the lead came from (by product). This should take you to the Leads tab.
- Make sure the date range is correct for when you received the lead.
- Locate the lead that was returned. Under the "Returned" column it will read one of the following statuses:
    - ACCEPTED
    - DENIED
    - PENDING
    - no (means it was never submitted to HTQ)