

Service Anniversary Award FAQs

1. Why is the service award program changing?

Tyson Foods will use one system to recognize TEAM Members for recognition, service awards and retirement.

2. How will I get my service award?

You and your manager will receive an email notifying you of your service award. You will need to create a password to access the system. Points will be deposited into your account on your anniversary date and can be saved or used to redeem various rewards.

3. If I haven't signed up for the recognition program, will I still get my service award?

Points will be deposited into your account on your service anniversary date. You will need to sign up in the program in order to redeem your points. Points will be deposited regardless if you have signed up or not, but you can only redeem them once you have created an account.

4. Can I order a ten-year ring?

TEAM Members will receive points to be able to choose from a variety of options including jewelry, merchandise, and experiences.

5. Will I get a plaque?

TEAM Members will receive a certificate for their years of service, as well as points.

6. Will the service award milestones be the same?

Yes, the service award milestones will remain the same, but you will receive points for achieving those milestones, and you will use those points to receive a variety of rewards.

7. Will TEAM Members be taxed on service awards?

No, TEAM Members will not be taxed for service awards.

8. When is the last day TEAM Members will be able to order merchandise through the current program?

TEAM Members whose service anniversaries are on or before Jan. 3, 2017, will be able to order merchandise through MTM, the current program provider. TEAM Members whose service anniversaries are on or after Jan. 4, 2017, will receive their awards through the Making a Difference recognition program.

9. What happens if my service anniversary passed, I have not yet ordered a service award gift?

You will have until April 3, 2017, to contact MTM customer service and select your gift if your service anniversary was before Jan. 4, 2017.

10. Who do I contact if I need to return or exchange a service or retirement award from MTM for service anniversaries Jan. 3, 2017, or earlier?

If you need to return or exchange a service or retirement award from MTM for service anniversaries or retirements on or before Jan. 3, 2017, please contact Dawn Dabler at 1-800-443-4618 ext. 2675

11. What are the service award levels in the new program?

Point Value	Award Name
200	5 Years of Service
300	10 Years of Service
400	15 Years of Service
500	20 Years of Service
600	25 Years of Service
700	30 Years of Service
800	35 Years of Service
900	40 Years of Service
1000	45 Years of Service
1100	50 Years of Service
1200	55 Years of Service

12. If I need help redeeming my points for an award, where do I get help?

Call 1-888-504-1153 Monday through Friday between 7 a.m. and 7 p.m. CST if you have any questions on how to redeem your points. Available languages include English, Spanish and French Canadian.

13. I have a question that is not answered here. How can I get help?

You can go to the [Source](#) to review program details and other information regarding the Making a Difference program. You can contact your supervisor, HR Business Partner or you can also send your questions to Recognition@Tyson.com