

Farm Bureau FAQs

How do I get an eCertificate?

1. The member or dealer will need to go to the Farm Bureau Ford Special offer Website: [https://www.fordspecialoffer.com/farmbureau/\[state abbreviation\]](https://www.fordspecialoffer.com/farmbureau/[state abbreviation])
2. They will need to enter the Member ID, Zip Code and Vehicle of Interest
3. They will need to fill out the enrollment information and answer the survey questions.
4. Click submit, this will generate the eCertificate number.

How long does the customer have to be a Farm Bureau Member before they are eligible for the special offer?

The customer needs to be a member for at least 30 days before they are eligible for this offer.

Member Unable to Login to Ford Special Offer Website?

There are a number of reasons why the member may be unable to login.

1. Member has not been updated in the weekly membership file uploaded by the Farm Bureau
2. Member is trying to login with an incorrect ID

Farm Bureau Rep would like to verify VIN eligibility.

In certain situations where a member is denied the \$500.00 rebate, they would like to confirm if they should have received the rebate or why they did not. In those situations, Customer Service is responsible for reasserting the VON and following back up with the Farm Bureau on the outcome.

1. If the member should have received the rebate, PHQ needs to contact the dealer and ask them to claim it.
2. If there is a reason the dealer is unable to claim it, PHQ is responsible to escalating to the candi email box: candihelp@fordprogramhq.com for escalation for an exception.
3. When sending escalation email please have:
 - a. The VIN
 - b. Membership ID
 - c. Zip Code
 - d. Member/Dealer contact information

The eCertificate does not match the name on the title.

PHQ is able to assist the member/ dealer in this situation only if the address on the title matches the address on the eCertificate. If it does not match, PHQ will need to do the following:

1. Go to Farm Bureau Ford Special offer Website: <https://www.fordspecialoffer.com/farmbureau/>
2. Enter the member's login ID and zip code
 - a. Go to the View/Cancel eCertificates tab and cancel the previous certificate
 - b. Go back to the enrollment screen and click on the button on the right to enter a new name.
 - c. Fill out the rest of the form and generate the new eCertificate
 - PLEASE NOTE: The above instructions can also be applied if the address on the eCertificate does not match the address on the title. Either the address or the name can be changed on the eCertificate, NOT both
 - However, if the name and the address are both listed differently on the title than what is listed on the eCertificate, then the member or dealer will need to reach out to their Farm Bureau Representative