## Certificate language/name

### My name is misspelled/wrong on my certificate.  Who should I contact?

If your certificate is incorrect, please use the Contact Us function to arrange for a replacement.

## Concierge

### I am reaching my 30 or 35 year anniversary.  What is the concierge service gift and how will it work?

A representative from BI, the company who helps administer the anniversary program, will contact you within 10 days of your anniversary to work with you to determine your personalized gift selection..  From golf clubs to a unique piece of jewelry or a donation made in your name to your favorite cause, the concierge service will work with you to make sure this milestone anniversary with Gap Inc. is the most memorable yet.

## Donate to a Cause

### What is the donate to a cause gift option?

In  lieu of selecting a gift, you can choose to have a donation made in your name to one of four nonprofit organizations.  Gap Inc. will also match your donation as part of Gap Foundation's matching gifts program.

### What is Gap Foundation?

Established in 1977 by Gap Inc. founders Doris and Don Fisher, Gap Foundation strives to create opportunities for people to fulfill their personal promise-to "Be What's Possible."  As a global retailer, we feel it is important to invest in the communities where we do business.

### Who are the participating nonprofit organizations?

Boys and Girls Clubs of America

Young people need to know that someone cares about them. Boys and Girls Clubs offer that and more. Club programs and services promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence.

CARE

CARE is a leading humanitarian organization fighting global poverty. We place special focus on working alongside poor women because, equipped with the proper resources, women have the power to help entire families and entire communities escape poverty. CARE also delivers emergency aid to survivors of war and natural disasters, and helps people rebuild their lives

The Global Fund to Fight AIDS, Tuberculosis and Malaria

The Global Fund was created to finance a dramatic turn-around in the fight against AIDS, tuberculosis and malaria. These diseases kill over six million people a year and the numbers are

growing. (PRODUCT)RED was created to engage the private sector in the fight against AIDS in order to deliver a sustainable flow of funds to the Global Fund to Fight AIDS, Tuberculosis and Malaria and to raise public awareness about HIV/AIDS in Africa. Current partners include American Express, Apple, Converse, Dell-Windows, Emporio Armani, Gap, Hallmark and Motorola. The Global Fund is responsible for investing every cent of (PRODUCT)RED™ funds, including GAP (PRODUCT)RED money, to help eliminate HIV and AIDS in Africa.

World Wildlife Fund

WWF's mission is the conservation of nature. For more than 45 years, WWF has been protecting the future of nature. The largest multinational conservation organization in the world, WWF works in 100 countries and is supported by 1.2 million members in the United States and close to 5 million globally.

**Will Gap Foundation match my donation?**

Yes, Gap Inc. will match the amount of your donation as part of Gap Foundation's matching gifts program.

**Can I deduct the donation on my taxes (U.S).?**

To the extent you choose the donate to a cause option, the value of this anniversary gift will be included in your gross income, and Gap Inc. will withhold any applicable taxes from the value of the gift. The amount donated to the charitable organization will be net of taxes withheld (the "Net Value"). You may be eligible to deduct the Net Value of the charitable donation from your gross income as a charitable contribution deduction; however, you should consult your own tax advisor to determine your eligibility and documentation requirements. Gap Inc. cannot provide personal tax advice and will be unable to provide documentation related to the charitable donation, or the timing of such donation.

## General

**Who do I contact if I have questions about the Milestone Anniversary program?**

Please click 'Contact Us' under the Help tab.

**Who should I contact about Gap Inc. Anniversary programs prior to January 2009?**

Please send an email to the Gap Inc Global Recognition mailbox and a member of the Employee Engagement and Recognition team will contact you directly.

**How does the anniversary process work?**

The new program has a simple, three-step process:

1. **Anniversary Kit:** Managers receive their employee's monthly anniversary kits the month prior (ex. December kits are shipped in mid-November).

2. **Kit presentation:**

    1. 1-3 years of service - Manager presents the card which indicates the years of service

    2. 5+ - Manager presents the card which indicates the years of the service and the personalized certificate

3. **Gift selection:** Employee reviews the online gift selection and orders their gift online on or after their anniversary date (for five-year or greater anniversaries). Gift is delivered to the employee's work location (unless they elect to have the gift shipped to their home).

## Gifts

### Why did we change the program?

We received feedback from employees throughout the company asking for a choice of gifts when celebrating their anniversaries. We value our employees feedback and we're happy we could enhance our program to include a choice of gifts.

### How were these gifts chosen?

We created the assortment of special gifts after speaking with a large number of employees about the type of gifts they would like to see offered.

### Why don't we offer our own products as gifts?

This is something that we are actively working on with our internal teams and hope to offer in the future.  Stay tuned!

### Can I receive the cash value of the gifts instead?

No, this is not an option of the program.

### Will the gifts be personalized with my anniversary year or company logo?

Only the watches will be personalized with your anniversary year and company logo. Per employee feedback, our other gift offerings will not be personalized.

## Managers

### How can I see which of my employees have an upcoming anniversary?

Managers of others receive a monthly anniversary calendar via email to view a list of employees who have an upcoming milestone anniversary.

### I have an employee celebrating a one and/or three year anniversary.  Is there any action I need to take?

The one and/or three year presentation packages will be automatically sent to you for presentation to the employee. The only action you need to take is to celebrate the occasion!

**Where can I find tips on how to celebrate my employees' anniversaries?**

You can find tips and tools for managers under the Resource Center.

**I have an employee with an upcoming anniversary. When can I expect to receive their certificate?**

You should receive your employee's anniversary materials by the beginning of the month in which your employee is celebrating their anniversary.

**Do I order my employee's gift for them?**

Your employee can choose to work with you to order their gift, or they can order on their own via online or phone. The selected gift will be sent to the employee directly at their work location unless otherwise requested.

**I never received my employee's certificate. Who should I contact?**

On the anniversary website, please select the Contact Us link.

**Why are we changing the program?**

The Gap Inc. Anniversary Program recognizes employees celebrating milestone anniversaries with the company (Milestone anniversaries are 1, 3, 5, 10, 15, 20, 25, 30 and 35 years). This program is a way of Gap Inc, and our CEO to say, 'Thank you' to our employees for their many contributions and dedication to our company. We have reached out to our employees and managers and have found that while they overwhelmingly see the value of the Anniversary program and truly appreciate that the company takes the time and money to thank them for their service, but wanted a choice of gifts.

**The gifts are expensive. Why are we changing given the state of the business and market?**

Actually, we have been able to keep the cost of gifts flat, while offering a greater choice. Even in challenging times, Gap Inc. is committed to recognizing and celebrating our employees for their service.

**Will the gifts be personalized with my service year or company logo?**

Only the watches will continue to be engraved with your service year/company name. Per employee feedback, the other gift selections will not be personalized.

**Who is our anniversary program vendor?**

BI Worldwide® is our program partner, chosen because of their established and trusted Gap Inc. relationship and their ability to deliver a flexible and comprehensive global solution to meet our

program needs.

## Ordering/Shipping

**How do I order my gift?**

You can order your gift using the anniversary website. Also, you may order via phone 1-800-727-1924 (US, Canada, or PR) or (Country Exit Code)+1+952+563+2979 (International). Please have your brochure handy for phone orders.

**How long will it take for it to arrive once I order it?**

Orders are processed within 24 business hours and shipping is estimated at 5-10 business days, but may vary by gift selection and shipping destination.

**How long do I have to order my gift?**

You can order your gift up to 6 months after your anniversary date.

**Can I have it shipped to my home instead?**

Yes, you can change the ship-to address if you prefer the gift to be sent to your home instead of your store/office.

**I ordered my gift, but it hasn't arrived. How can I find out when it was shipped?**

On the anniversary website, please select the Contact Us link to request tracking information.

**The gift I ordered wasn't exactly what I expected. Can I exchange it for another one?**

Yes, on the anniversary website, please select the Contact Us link for shipping and return help.

**I never got my certificate. Who should I contact?**

Please speak with your manager if you haven't received your certificate.

**I never received my employee's certificate. Who should I contact?**

On the anniversary website, please select the Contact Us link.

## Tax

**Will I be taxed for the value of my gift?**

No.

## Warranty

**My gift is broken. How can I get a replacement?**

On the anniversary website, please select the Contact Us link for shipping and return help.