



**WHAT IS BRAVO! AND HOW DOES IT WORK?**

The Bravo! Reward and Recognition portal has two recognition programs, both aligned to the Bank's Values:

- ▣ **Bravo! Award** – For supervisors, managers, and officers to recognize individual or team efforts made by any Bank employees. This is a monetary program with award values ranging from \$25 to \$500, (in \$25 increments), and delivered via U.S. mail or email. Awards are grossed up so employees receive the full award dollar value!\*
- ▣ **Bravo! eCheers** – For any Bank employee to give or receive. Bravo! eCheers provides a nonmonetary “thanks” or “congratulations” certificate sent via email to any team or individual, as often as you want.



**Program Benefits**

- ▣ **EASY** – Order and redeem awards in minutes; run reports online.
- ▣ **QUICK** – Place an order or redeem awards by 2:00 pm CST, and paper awards and gift cards are shipped the same day. Emailed awards and eCheers are sent within 90 minutes
- ▣ **MEANINGFUL** – Recognition lets employees know their actions matter.
- ▣ **MEMORABLE** – Employees remember who made that special gift possible, giving it “Trophy Value”.
- ▣ **CHOICE** – A choice of gift cards to more than 350 popular retail, restaurant, travel, and entertainment providers. And the Bravo! Award never expires!

**WHY ARE WE USING THESE PROGRAMS?**

To provide Federal Reserve Bank of Cleveland employees:

- ▣ with a quick and easy way to recognize and reward outstanding and positive day-to-day employee behavior
- ▣ with a meaningful way to let employees know they are valued members of the team
- ▣ Bravo! Awards that give employees the power to choose exactly what they want from their favorite retailer
- ▣ recognition that offers consistent peer-to-peer recognition throughout the Bank.

**WHAT DO I NEED TO DO?**

Go to the 4site homepage and you will see the Bravo! link under quick links, or go to: [www.HallmarkBusiness.com/FRBCBravoOrder](http://www.HallmarkBusiness.com/FRBCBravoOrder). You'll go through an easy, step-by-step process to create a personalized award or certificate.

To redeem an Award, go to the 4site home page and you will see the Bravo! link at the bottom under quick links or go to: [www.HallmarkBusiness.com/FRBCBravoRedeem](http://www.HallmarkBusiness.com/FRBCBravoRedeem) and see the hundreds of merchants that you can choose from.



Here are a few gift cards you can redeem your Bravo! Award for!



**Bravo! Award Order Program**



**Bravo! eCheers Order Program**



**Bravo! Award Redemption Site**

**QUESTIONS?**

Please contact your Bravo! customer service at 800-675-4438, Monday – Friday, 8:00 am - 5:00 pm CST or [VIP.Customer@hallmarkbusinessconnections.com](mailto:VIP.Customer@hallmarkbusinessconnections.com)

\*Taxes will be deducted from the department's discretionary expense budget. All awards are funded by the recipient's department budget.