

# PUT YOUR MONEY WHERE THE MIRACLES ARE

...and make a difference in a child's life



## Frequently Asked Questions: Honor Cards in the Miracle System

### 1. What's an Honor Card?

An Honor Card is a card you can customize in the Miracle System and send to clients after a closed transaction letting them know you made a donation in their name to your local Children's Miracle Network Hospital. There is a \$25 minimum contribution for Honor Cards sent in the United States. You can access the Miracle System through [MAX/Center](#).

### 2. Why send out Honor Cards?

Honor Cards are a completely unique marketing opportunity. They show you're giving back to the community and connect you to your local CMN Hospital. Clients love them, which means they're a great tool for boosting your repeat business and referrals. Also, they represent a tax-deductible donation and take the guesswork out of choosing a closing gift!

### 3. What's inside an Honor Card?

An Honor Card includes your name and information, your local CMN Hospital's logo, a message you can personalize, and the photo and story of a Miracle Child in your area who is helped by donations like yours.

### 4. How do Honor Cards work?

To initiate the delivery of an Honor Card, click the "Honor Card" tab in the Miracle System. After you create and submit the Honor Card request, Children's Miracle Network Hospitals® processes the card and has it printed and mailed to the recipient you named in the order. If you're not asked to select a payment method for your donation, that means your office pays upfront for all Honor Cards and you'll be asked to make your Honor Card contributions at a later time.

### 5. Is there a tax benefit with Honor Cards?

Honor Card donations, like all donations to CMN Hospitals, are tax deductible. You should work with your local tax professional to ensure you're in compliance with state and federal guidelines on charitable donations. You can print a report of your total fundraising (Honor Cards plus other general donations) from the "Reports" tab in your Miracle System account for your tax files.

**6. Do I have to use the Miracle System to send Honor Cards?**

Yes. If you want to send Honor Cards to your clients or others, you are required to create them through the Miracle System.

**7. If I create an Honor Card in the Miracle System, do I have to enter a separate donation?**

No. A contribution is collected (or tallied in your brokerage's balance due) at the time an Honor Card is created in the Miracle System. You do not have to click the "Donate" button after you create an Honor Card to pay for it.

**8. Why wasn't I asked to make a contribution for my Honor Card when I created it?**

There is only one reason you won't be asked to select a donation payment method when you create an Honor Card. That's if someone with an Office Administrator account in your office has chosen to pay upfront for Honor Cards on behalf of all other account holders in the brokerage and then bill those who created Honor Cards at a later time. So, in this instance, the amount for the Honor Card you create will be added to the office bill or charged to the office payment method, and you will settle up with your office later.

**9. Why isn't my \$25 minimum Honor Card contribution being accepted?**

The minimum contribution to send an Honor Card in the United States is \$25; however, that minimum can be increased on an office-by-office basis. Someone with an Office Administrator account in your office may have increased the minimum Honor Card donation. If an Office Administrator sets the minimum at \$50, for example, each account holder in your brokerage will see the \$50 minimum reflected in their own accounts. An Office Administrator can verify for you whether the minimum is higher for your office.

**10. Do I have to create Honor Cards to donate?**

No, you don't have to create Honor Cards in order to make donations to CMN Hospitals through the Miracle System after each closed transaction. To make a donation without creating an Honor Card, click the "Donate" button in the top-right corner of the site (look for the heart). Enter a donation amount, select your preferred method of payment, review the details and submit.

**11. What happens if I create an Honor Card and need to make changes or cancel it?**

As long as the Honor Card hasn't been processed and mailed to the recipient(s), you can make changes to Honor Cards on your own. Go to the "My Profile" page and click the Honor Cards tab. Find the card in the list and click either "Edit" or "Delete" next to it. If there is no "Edit" or "Delete" link, that means the Honor Card has been processed.

**12. What if I have more questions about Honor Cards?**

If you have questions about creating and tracking Honor Cards through the Miracle System, visit the eCare Help Center portal through [MAX/Center](#) or email [eCare@remax.net](mailto:eCare@remax.net). If you have general questions about the Miracle Home and Miracle Property programs, email [miracles@remax.net](mailto:miracles@remax.net).