

Eligibility/PIN FAQ

Frequently Asked Questions

1. Site Logins

Can I browse the website without logging in?

No. To maintain the security and integrity of the BNSF Safety Recognition Program website, only validated BNSF Safety Recognition Award recipients may access the site.

What if I've lost or forgotten my PIN?

If you've lost or forgotten your PIN, click the corresponding link on the login page of the website. A "Lost PIN" page will appear prompting you to enter your six-digit BNSF employee ID number and BNSF email address. Once your identity has been verified by the system, your PIN will appear on the screen. An email will also be sent to the email you designate. You may also contact a BNSF Safety Recognition customer service representative at 800-795-0443 Monday through Friday from 8 a.m. to 5 p.m. Central Time or email bnsfawardsupport@partnersnpromo.com for assistance.

Can I change my PIN number?

PIN numbers cannot be changed. They are specifically assigned to BNSF Safety Recognition Award recipients.

Why is the website not accepting my login information?

Make sure you are using your six-digit BNSF employee ID number and the PIN number provided to you to access the website. Your PIN number was emailed to your BNSF email address and included in the Safety Recognition Program catalog mailed to your home. Please contact customer service with any login difficulties you encounter.

2. Program Eligibility

What are the eligibility requirements for the Safety Recognition Program?

These requirements remain unchanged from prior years. An employee must work injury-free and must work at least three consecutive months during the award year.

How do I know if I'm eligible?

An email notification confirming your eligibility will be sent to your BNSF email address. You will also receive a Safety Recognition Program catalog in the mail at your home.

What should I do if I know I'm eligible but didn't receive a notification?

If you have questions about your eligibility, contact a BNSF Safety Recognition customer service representative. Representatives are available Monday through Friday from 8 a.m. to 5 p.m. Central Time at 800-795-0443 or bnsfawardsupport@partnersnpromo.com. You may be asked to provide your BNSF employee ID number for identity verification.