

FAQs

1. What is WorkPerks[®] for McMaster?

WorkPerks gives you access to a growing list of exclusive discounts from 1000s of big brands and local favourites. Whether you're shopping online or in-store, be sure to check WorkPerks and save with discounts on apparel, electronics, wellness, home & living, travel, food and more.

2. Who is eligible to participate?

All McMaster full-time, part-time, continuing, temporary, casual or contract employees, their families and McMaster retirees are eligible to participate in this program.

3. Who do I contact if I have trouble creating an account or have other technical issues?

If you require assistance with your account or are having technical issues, please contact the Venngo Support Team at 1-866-383-6646 or support@venngo.com.

4. How do I use WorkPerks?

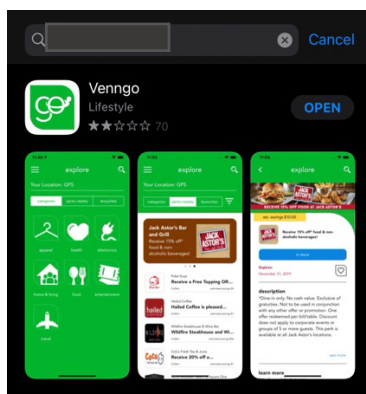
All you need to do is create your account to instantly access discounts at the places where you love to shop, eat, travel and play.

5. Where do I download the mobile app?

For Apple iOS visit the App Store

For Android visit Google Play

Search for "Venngo"

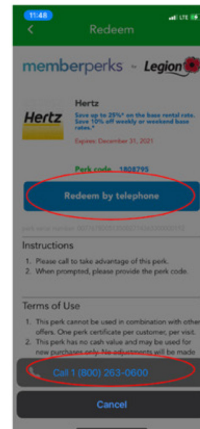
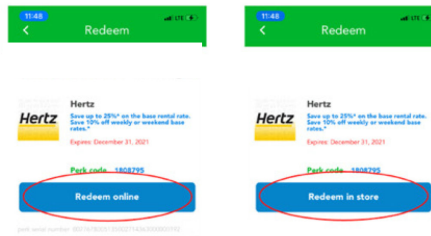
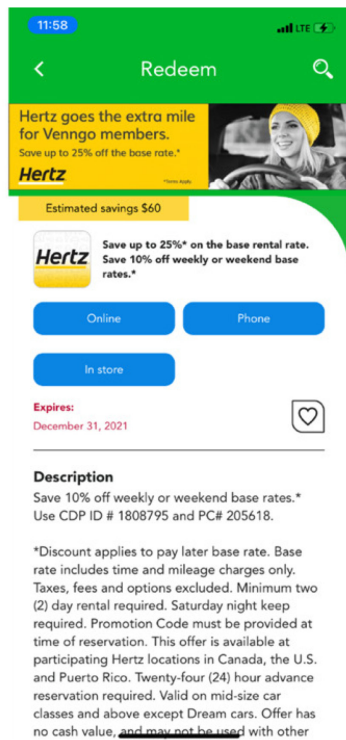
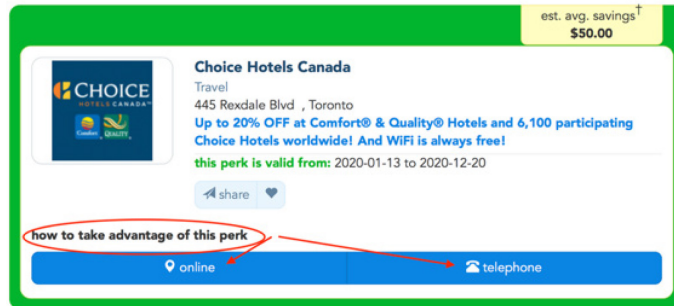


6. Where are the perks available?

Perks are available nationwide at over 25,000 locations and online. The mobile app and website use your location information to show you the perks nearby to help you save money.

7. How do I take advantage of the discounts?

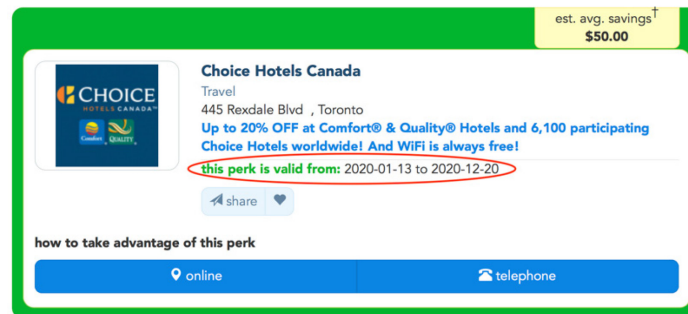
WorkPerks is easy to use and can be accessed using the mobile app or online. Redeeming perks is easy. Each perk includes instructions on how it can be used.



8. I saw a perk that I don't see now – where did it go?

All perks have expiration dates as the brand partners look to provide unique offers for your WorkPerks program. Some may be available for days and others for months. If you see a great offer that you want to take advantage of, please be sure to check the expiration date.

If a perk that you think should be available isn't, try looking for it at a later date as it may be in the process of being updated, or call the WorkPerks support team at 1-866-383-6646.



9. Is there a cost to sign up and redeem discounts?

There is no cost for eligible participants to use the WorkPerks program.

10. What if I am not interested in WorkPerks?

If you are not interested, you don't need to do anything. You will not be contacted directly.

11. How much can I expect to save?

With a broad range of brand partners and offers WorkPerks is able to provide something for everyone. Savings vary by perk and can range from tens to hundreds of dollars.

12. Will my personal information remain private?

Your personal information, privacy and security are important. The information you provide is only used to operate the program and give you access to relevant discounts. For complete details please review the WorkPerks Privacy Policy.

13. Will WorkPerks be communicating directly to me regarding updates for new and seasonal discounts?

You will only be sent communications you have requested to receive. Please sign in to review your Email Preferences within your Account Settings.

14. Is the program available in French?

Yes, the program is available in both English and French.

15. Can I request discounts from other merchants?

Yes. If you don't see a discount for something you are looking for, you can 'Suggest a Perk' by clicking the link in the footer to submit your request. Please provide as much information as you can about the business.

terms of use privacy policy billing inquiries **suggest a perk** help and FAQs about us mobile apps

suggest a perk

Is there a place where you love to shop, eat or get pampered? Wish they would offer a great perk for you and your co-workers? Here is your chance to let us know about them. Provide us with some information below and let us talk to them about providing a perk.

choose one of the categories

contact first name

contact last name

business name

business address

city

postal/zip code

province/state

telephone

email

website

other notes

16. How do I invite a family member to create an account for the program?

Sign in and access your Account Settings. Family members can be invited by clicking the Invites tab.

Don't keep the perks to yourself. We want you to share them with family members.

Personal Information My Locations Email Preferences **Invites**

5

Invites Accepted Invites Waiting Invites Remaining

Please provide their details (Maximum 5 invites allowed)

1	relationship	gender	age	Email Address*
2	relationship	gender	age	Email Address*
3	relationship	gender	age	Email Address*
4	relationship	gender	age	Email Address*
5	relationship	gender	age	Email Address*

+ add more accounts

send invites

17. I keep forgetting to use the program. How can I make sure I don't miss out on a discount?

1. Within your Account Settings, subscribe to receive e-newsletters. These are great reminders for the program and highlight new and timely offers.
2. Download the mobile app to redeem discounts when on the go.

****NOTE:** Perks must be presented at time of purchase. Discounts cannot be applied to previous purchases.

18. How do I report an issue with a perk?

If you have any issues redeeming a perk, please contact The Venngo Support Team at 1-866-383-6646 or support@venngo.com.

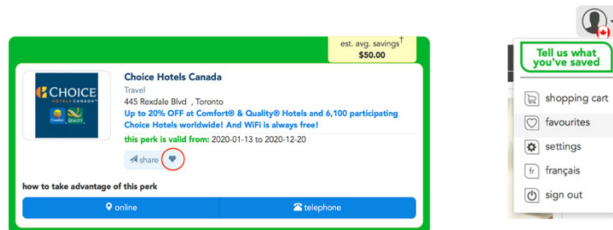
19. I see a charge on my credit card from Venngo and don't know what it's for?

Venngo directly sells certain entertainment and health and wellness products. If you are uncertain about a specific charge, or your statement is inaccurate, please contact the Venngo Support Team at 1-866-383-6646 or support@venngo.com.

20. I want to use a perk regularly, what is the best way to find it?

The simplest way is to mark it as a favourite by clicking the favourite (heart) icon within the perk. Otherwise, a quick keyword search by name or product type will bring it up as well.

Add to Favourites:



Search:



21. How do I to cancel my WorkPerks® account?

To cancel your account, please contact the Venngo Support Team at 1-866-383-6646 or support@venngo.com.