

Frequently Asked Questions (FAQs)

McMaster University Venngo WorkPerks Employee Discount Program

1. What is Venngo WorkPerks®?

Venngo WorkPerks is a world-class group discount program that includes savings on everything from health and wellness to entertainment, restaurants, travel and more.

This program provides instant access to a growing list of over 1,700 *perks*. Discounts on everything from apparel and computers to shoes and events are available and over 300 health and wellness *perks*. Instant access to discounts no matter where you are with the Venngo mobile app is available and discounts are easy to redeem in store or online.

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. McMaster has recently enrolled in this program. Continuation of this program will depend on program participation.

3. How do I use WorkPerks?

All you need to do is sign up and show your WorkPerks discounts at the places where you already love to shop, eat or play.

To Use WorkPerks®, you just sign up and activate your account, download the mobile app and start using the “perks”.

4. How do I take advantage of the discounts?

WorkPerks® is easy to use and can be securely accessed online from work, home or anywhere with an internet connection. Each *perk* includes instruction on how it is to be used. Most are redeemable online, over the phone or in-store.

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

There is no cost to eligible participants to sign up or redeem discounts.

6. What if I am not interested in Venngo WorkPerks?

If you are not interested, you don't need to do anything. Venngo WorkPerks will not be contacting you directly.

7. Is Venngo WorkPerks® available in both English and French?

Yes. WorkPerks® is a bilingual program. Language preferences are specified when individuals create their accounts.

8. How much can I expect to save?

Venngo WorkPerks® is able to provide a broad range of programs and savings. There is something for everyone. With any single *perk*, savings can range from tens to hundreds of dollars.

9. Will my personal information remain private?

A unique identifier (McMaster email address) has been provided to Venngo WorkPerks for authentication purposes only to verify eligibility. Venngo WorkPerks uses a secure 128bit SSL encryption when this information is transferred. This information cannot be shared by Venngo WorkPerks with any third party without your specific consent should you elect to create an account with Venngo WorkPerks.

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

Only if you choose to subscribe to receive email updates for new and seasonal discounts from Venngo WorkPerks when creating your account.

To opt out of any or all of Venngo WorkPerks e-newsletters, simply visit the Account Settings section of your account page, click on email preferences and update your selections.

11. Can I request discounts from other vendors?

Yes. If you don't see the discount you are looking for, you can request a new discount! Click the '*Suggest a Perk*' link at the bottom of your account home screen to submit your ideas.

12. If I decide to cancel my Venngo WorkPerks account, what do I need to do?

To cancel your account, please contact Venngo directly at:

Toll Free: 1.866.383.6646

Local: 416.240.1811 or **Fax:** 416.240.1158

Hours: Monday - Friday 9am to 5pm EST

email: support@venngo.com

13. If I have general questions or comments about the program, who do I contact?

For general questions or comments about the program, please contact od@mcmaster.ca.

14. Who do I contact for technical assistance?

If you require assistance with logging in or other technical issues, please contact Venngo WorkPerks at **1-866-383-6646** or support@venngo.com.