

USEFUL FAQ'S

Q. How do reloadable cards work?

A. Reloadable cards work just like a normal gift card that you can buy in a store, except that you'll pay less than the balance on the card. For example, if you put £100 on a Sainsbury's card with a 5% discount you will only pay £95, and you can even use it in conjunction with any other in-store promotions, loyalty cards or sales. When you've spent all the money on a card, simply top it up again through the B Rewarded site or call the Helpdesk on 0207 985 9960 who will top it up for you.

Q. When will I receive my reloadable cards?

A. If you order your card before 5pm, your card will be dispatch via 1st class insured post the same working day. If you top up a reloadable card before 11am, your card will be ready to spend in store the next working day. If you top up an EasySaver card, it will be ready to use in 30 minutes! If you top up your Sainsbury's card before 2pm, it will be ready to spend in store by 5pm that day.

Q. What is Cashback?

A. Cashback is a cash reward given for online purchases. You pay the full price when you shop, but the retailer gives back a percentage of what you spend, which builds up in your personal B Rewarded account. When you're ready just transfer the money straight into your bank account or use it to pay for vouchers or top up your reloadable card.

Q. How long will it take to receive my cashback?

A. Your cashback amount will sit in your B Rewarded account until it is ready to be withdrawn. Depending on what you purchase you may not be able to withdraw it straight away. Small purchases can take up to 3 days where as bigger purchases such as holidays and phone contracts can take up to 3 months. You will be able to see your cashback amount sat in your 'pending' account on B Rewarded.

Q. What are Instant vouchers?

A: Instant vouchers can be used in-store straight away, you will not have to wait for them to arrive in the post. They work like reloadable cards in that you have to purchase an amount for the voucher and the discount is applied when you load the voucher with money. Vouchers can be printed or shown on your mobile in-store at the check-out.

Q. How can family & friends use B Rewarded?

A: Your family and friends can either log on to your account to use the Cashback links, or order their own reloadable cards. Please note that each reloadable card will have its own individual balance and will need to be topped up separately by you.

Q. Do I need to get a card for each retailer?

A: Most retailers do have their own branded reloadable card but you can order an EasySaver Card which gives you a discount of 7.5% at over 30 high street retailers. You can also use 'instant vouchers' which can be printed or shown in-store on your mobile phone.

Q: Can I have more than one card for each retailer?

A: Yes, you can purchase up to four cards per retailer so family members can benefit too.

Q: What happens if the cards get lost or stolen?

A: If your reloadable cards get lost or stolen, give the helpdesk a call as soon as possible on 0207 985 9960. It's open 7 days a week and our operators will be able to block the cards and transfer your balance onto new ones.

Q: What happens if I forget my password?

A: There's a link on the login page of the B Rewarded site to send a new password to your registered email address, or you can call the helpdesk.

Q: Will my details be passed on to any third parties?

A: No, we never pass on your personal information and we don't store your payment details. You can view the full Privacy Policy through the links at the top of the Landing Page or at the bottom of the other site pages.

Q. I don't like using the internet. Can I still use B Rewarded?

A. Don't worry if you don't use the internet or online shopping, as our 7-day employee Helpdesk can help you order discounted reloadable cards over the phone using your debit or credit card. They can also advise and help you apply for any of the other benefits on B Rewarded.

NEED FURTHER HELP?

You can call the HelpDesk which is open 8am-8pm Monday-Friday and 10am-4pm at weekends. Call 0207 985 9960.

