



**Have you checked out our exclusive discounts?**

We have a wide range of visuals on the Poster Hub, available through My Staff Shop. If you don't have access yet, simply send us the email address you use for MSS.



**How do local deals work?**

Members just need to go to the main menu and select "Local Deals", which takes them to a page where they can enter a postcode and see what local deals are available in that given area. After selecting the deal, they can then print out the voucher (if applicable) and present it, along with their membership card, at the store / venue to receive the discount / offer.



**How can you expand your skills through E-learning?**

We have different online courses with discounts available on My Staff Shop, which can be found under the "My Learning and Development" category.



**What brands offer instant discounts?**

Recently, we have significantly expanded our instant E-codes range for our members, which include brands like Amazon, ASOS, John Lewis, Waitrose and many more. All of our discounts are valid only when gift cards / E-codes are purchased, not in store nor on the website.



**How does the points scheme work?**

Full details are located in our FAQs page on MSS. "Reward Beans" are earned in two ways: 1) by earning "Reward Beans" from purchases instead of redeeming the instant discount, or 2) by calling us to redeem our daily offers. These "Reward Beans" can be used in the future to purchase gift cards or E-codes from My Staff Shop's platform. We can also transfer them onto their Love2shop-enabled membership card, if requested.



**How does the lottery work?**

Each month on the lottery page there is a clue to the question, which leads to a page with an image of a pig. Click on the pig to go to the lottery page where members can enter their numbers for the lottery. They just need to go into that page on the last Saturday of the month to see the lottery draw results.

If any numbers match, they simply contact our Customer Services team and they will credit their account with the relevant amount of "Reward Beans".



**What is My Staff Shop?**

My Staff Shop is your gateway to a tempting package of exclusive benefits, free consultations and savings. It includes great discounts from thousands of the UK's largest retailers and service providers, all designed to give you more value for your money.



**When will I be able to access My Staff Shop?**

You will be able to access MSS once you have received your first pay.



**How do I access My Staff Shop?**

You can access My Staff Shop online 24/7. Simply log into your VIPerks portal through any smartphone, tablet or computer and select "Your Discount Portal". You'll need to activate your account the first time you access it.



**What offers can I get?**

There are discounts available from independent businesses through to national chains. When you log into the site, you can save on shopping, holidays, outings, dining, insurance, cinemas and a lot more.



**Do the offers change?**

Yes. Log in regularly to find the latest exciting offers.



**How do I redeem these offers?**

When you access My Staff Shop, you can browse through discounted gifts, E-codes, and reloadable shipping cards and offers from hundreds of retailers.



**Will I receive a membership card?**

Yes. All employees will receive a Love2Shop-enabled membership card.



**Can I get benefits if I am not online?**

Yes, your membership card will provide a 7% discount at major high-street and local retailers nationwide.



**Can I find local deals?**

Yes. You can use My Staff Shop to identify local discounts and offers.



**What if my favourite local business isn't on My Staff Shop?**

You can recommend any local restaurant or retailer that you'd love to see on My Staff Shop's portal. They'll contact them to negotiate a discount.



**How can I find out more information on using My Staff Shop?**

Select the "Help" option at the top of the page to access the FAQs. If you require further support, please send an email to .....@..... (Customer services) or call phone number (Monday – Friday) work hours.



**How do I access my VIPerks Portal?**

Visit portal.ibenefit.uk.com (this will change per client) on any internet-enabled device. If you require support, you can chat with our online support agent or call **0116 478 2070**.