

## Service Rule

### Westfield Rewards

**Plan holder:** Just for you.

Westfield Rewards is provided by Reward Gateway.

To register and access Westfield Rewards please log into your online portal.

**Helpdesk: 0203 583 7020**

Available 24 hours a day, 7 days a week, 365 days a year. Calls may be monitored or recorded to confirm that your instructions have been carried out and to help improve the quality of the service.

You'll get a discount when you buy Reloadable Cards to spend in some high street stores and supermarkets. Please allow time for the card to be sent to you and be activated if you want to use it by a specific date. You can top-up your card's balance at any time online, or by calling the helpdesk. If you change your mind within 14 days you can ask Westfield Rewards for a refund if you haven't activated the card. Top-ups aren't refundable. Reloadable Cards are just like cash, so keep them safe and if your card is lost or stolen tell the Westfield Rewards helpdesk straightaway.

Cashback is another easy way to save you money. Simply check out the Cashback rate for a participating retailer and then connect to their online store via the Westfield Rewards link. Cashback is credited to your Cashback account when your purchase has been confirmed. Cashback isn't payable if you cancel, return the goods or don't use the Westfield Rewards link. When you want to withdraw your Cashback just follow the online instructions. If your Westfield Health cover ends you must claim your Cashback within 30 days.

You simply manage your Westfield Rewards account online. Full terms of use are on the Westfield Rewards website, accessible through your online portal. Westfield Rewards are always happy to help if you have any questions.

Once you have registered you can download the SmartSpending app from the iOS App Store or Google Play for Android. You cannot register for Westfield Rewards on the app, you must first register via the website, then use the same details to login to the app.

#### **What's covered...**

- Offers on a wide range of goods and services
- Cashback when you buy online through a link on the Westfield Rewards website
- Discounts when you buy Reloadable Cards to spend in participating high street stores and supermarkets
- Instant vouchers are a quick and easy way to save. Order the amount you want and then download the voucher from your account to use in store or online for an instant discount. Instant vouchers can be downloaded to the SmartSpending app whilst in a shop.

#### **What's not covered...**

- Cashback won't be paid if you get a refund for anything that you've bought

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- Cashback won't be paid if you don't complete your purchase online through the link on the Westfield Rewards website
- Any money spent on a Reloadable Card that's been lost or stolen: report your loss to Westfield Rewards as soon as possible so that they can cancel the card

If there's anything about these rules that you don't understand please contact our friendly Westfield Health Customer Care Team on **0114 250 2317** and we will be happy to help.

Your service/s are being paid for by the employer/organisation detailed within your welcome communication and online portal. If your relationship with your employer/organisation comes to an end, you will no longer have access to your service/s.

A service may also be cancelled at any time if:

- you are not eligible
- there is use of a service that is fraudulent or that it is intentionally false, and/or misleading
- you or (anyone using a service) acts in a threatening or abusive manner e.g. violent behaviour; verbal abuse; sexual or racial harassment, towards a member of Westfield Health staff or one of our suppliers
- you fail to abide by any of the service rules detailed below

From time to time it may be necessary to amend the rules relating to a service. If any changes are made you will be given reasonable notice, except when it is not possible to do this. For example, changes required by law. If it is intended to completely withdraw a service you will be given reasonable notice.