



# Frequently Asked Questions

Find Answers To Everything Related To Your Discount Marketplace.



# TOPICS

## Accessing BenefitHub

- How do I find my Discount Marketplace?
- What is my referral code?

## My Account

- What email address do I use to access my Discount Marketplace?
- Can I use a different email address other than my work email address?
- I do not have a corporate email address, am I still eligible to use the Discount Marketplace?
- How do I update my address, zip code/postal code, email address, or password?

## Deals & Offers

- What is the Discount Marketplace?
- How many discounts can I use?
- Where can I use my Discount Marketplace?
- How can I search for offers and deals?
- How do I redeem offers on the discount portal?
- How do I make sure I do not miss any deals?
- Why am I not receiving any email alerts about the latest deals?

## Cash Back

- What is Cash Back?
- How can I redeem my Cash Back balance?
- How much Cash Back can I get per deal?
- What if I don't have a PayPal account?

## BenefitHub App

- Is there a mobile app?

# Accessing BenefitHub

## How do I find my Discount Marketplace?

Go to [www.benefithub.com](http://www.benefithub.com), start typing your company's name, select your company from the list that shows up, and click **Go** to access your company's Discount Marketplace.

If you can't find your site listed here, please reach out to your company's HR/compensation & benefits team, to get your unique link.

## What is my referral code?

Your organization/employer provides the referral code. Please contact your HR department or organization to know your referral code.

If you do not have the code, please call our Customer Care team at **866-664-4621** or email us at [customercare@benefithub.com](mailto:customercare@benefithub.com), anytime between Monday through Friday from 8:30 am to 8:30 pm EST.

# My Account

## What email address do I use to access my Discount Marketplace?

Please reach out to your HR department or benefits administrator to know which email address needs to be used. It could be your work email address, in the absence of a personal email address.

## Can I use a different email address other than my work email address?

Yes, depends on your organization's policy on what login method they have opted for. For e.g., a Single Sign-On method will require your work email address.

## I do not have a corporate email address, am I still eligible to use the Discount Marketplace?

Yes, you are eligible. However, a few vendors require you to provide them with your corporate/work email address to complete the purchase to avail of specific discounts.

## How do I update my address, zip code/postal code, email address, or password?

1. Click on the **Profile** icon, located in the top right-hand corner
2. Select **Account Settings**
3. Click on **Edit Profile**
4. Follow the steps to update your details: address, zip code/postal code, or location
5. Once you have updated all your information, click **Save Profile**
6. To edit email address/password: Click on the **Security** tab that appears after selecting **Account Settings** and follow Step 5

## Deals & Offers

### What is the Discount Marketplace?

The Discount Marketplace gives you an access to 1,000s of deals across categories that will enable you to own your dream gadget, take a vacation, and even find deals for your next trip to the movies, theme parks, concerts, and more!

### How many discounts can I use?

There is no limit to the number of deals you can access. However, there are a few deals that you can redeem only for a limited period or limited number of times.

### Where can I use my Discount Marketplace?

You can access your Discount Marketplace and find discounts across 15 countries. You can change your location by clicking on the **Country Flag** at the top of the page after you sign in.

### How can I search for offers and deals?

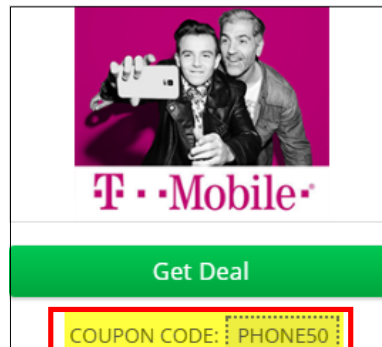
Here are 2 ways to search for offers and deals:

**Option 1:** Enter the brand or item you are looking for in the search bar at the page's top center. The search engine should auto-populate matches.

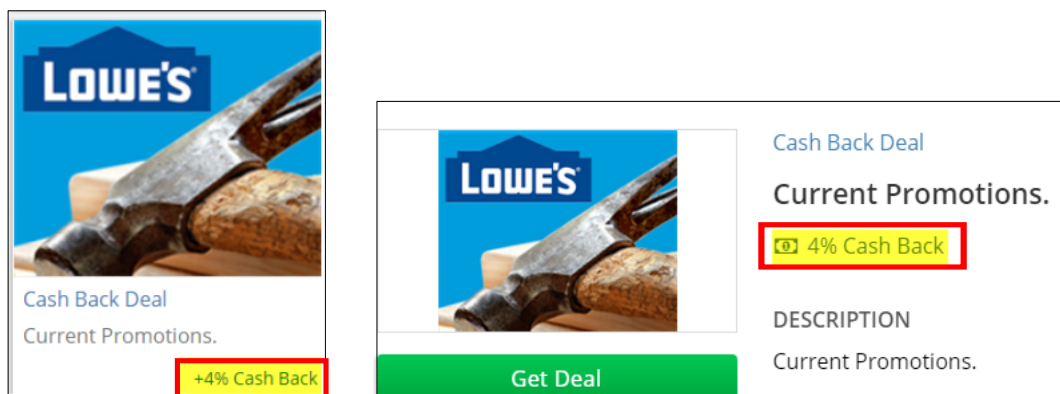
**Option 2:** In the upper left corner of the screen, select the **Menu** icon, and you'll see a list of categories. Scroll to the category you're interested in and start shopping!

## How do I redeem offers on the Discount Marketplace?

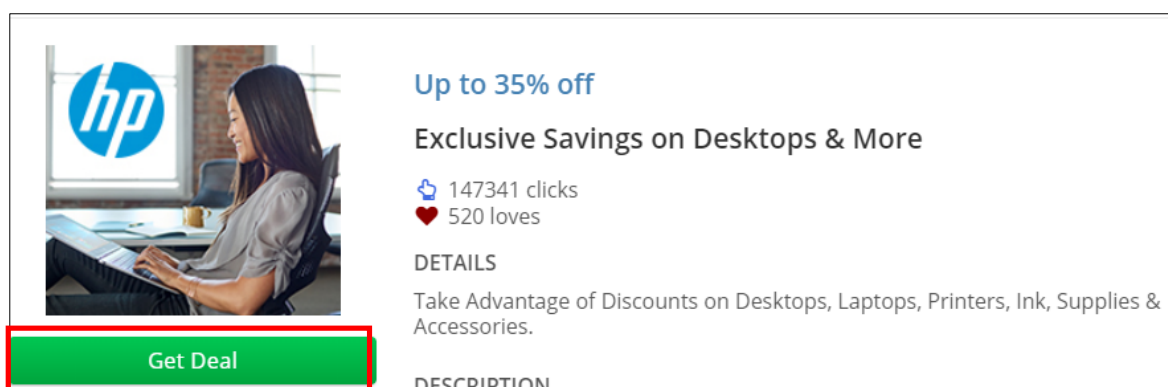
**1. Coupon Code:** Some offers require you to enter a discount or coupon code when you check out on the merchant website. That code is listed in the offer details when you click on the offer.



**2. Cash Back:** Some offers give Cash Back as the discount. Your Cash Back is automatically added to your account 30-45 days after your purchase.



**3. Automatically Applied/Get Deal.** In some cases, the discount will have no coupon code. No discount code will be listed. The discount will be automatically applied by clicking on **Get Deal**.



**4. Special Instructions:** Some offers will have special instructions listed in the offer description. Once Get Deal is selected a flyer will appear. For e.g., this offer requires you to present the flyer at a local Sam's Club to redeem this discount/offer.



**\$500 off**

**+ Waived \$75 Fee | Au Pair Services**

689 clicks  
2 loves

DETAILS

Save on Cultural Care Au Pairs.

Get Deal

Flyer

DESCRIPTION

We know that balancing work while raising your children is no easy task—that's why we're offering BenefitHub families new to our program a special discount when you apply for your first au pair! We'll waive your \$75 application fee, so you can start matching with au pairs as soon as possible. You'll also be eligible for \$500 off your program fee when you sign up to host an au pair for 20+ weeks!

**Flyer/PDF File:**



**WHY HOST AN AU PAIR?**

Au pairs can provide an enriching cultural experience for families while helping working parents pursue their professional goals. Discover some of the many benefits of hosting an au pair:

- Cultural exchange
- Help with drop-off & pick-up
- Kids activities planned
- A role model/big sister/big brother
- Being part of a global family
- Sick & snow days covered
- Less stress
- Me-time
- More date nights

**QUESTIONS? CONTACT US!**  
 Tel: 1-800-333-6056 ext. 2300  
 Email: [aupairbenefits@culturalcare.com](mailto:aupairbenefits@culturalcare.com)

## How do I make sure I do not miss any deals?

Please opt-in to our emails to receive the hottest deals in your inbox. Follow these simple steps to manage your email preferences:

1. Click on the **Profile** icon, located in the top right-hand corner
2. Select **Account Settings**
3. Select **Email** and click **Manage Preferences**
4. Enter/update your details, select your interests and your email choices
5. Click **Save Changes**

Tip: Do select as many interest categories as you can so that you don't miss out on any offers!

**Set Your Preferences**  
Let us know how you would like to stay in touch.

Your Email: name@benefithub.com | Your Cell Phone: (999) 999-9999 | Zip Code for Local Deals: 99999

**Select Your Interests** are so that we can better tailor deals for you.

- Apparel
- Auto
- Beauty
- Cell Phones
- Education
- Electronics
- Entertainment
- Finance
- Flowers & Gifts
- Food
- Health & Wellness
- Home & Family
- Home Buying
- Home Office
- Insurance
- Pets
- Sports & Fitness
- Tickets
- Travel

**Send me email for**

- Top Offers and Updates**  
Including exclusive offers and special deals.
- Weekly Updates Only**  
Looking to tone down your chances to save? Only receive a weekly update on savings.
- Turn off updates**  
Don't send me updates on available deals, discounts, and Cash Back opportunities.

Text me periodic updates on my Cash Back balance and hot deals near me

**Save Changes**

## Why am I not receiving any email alerts about the latest deals?

Please check if you have opted in to receive our emails.

If you have, please check your spam/junk folder, and make sure you've added [benefithub@emailbenefithub.us](mailto:benefithub@emailbenefithub.us) to your safe sender list.

# Cash Back

## What is Cash Back?

Cash Back is the amount of money you can earn on select purchases. Cash Back offers are marked with a green Cash Back amount and will vary per vendor. It's important to read the description in its entirety to see if it is a standalone Cash Back offer or if it is combinable with a discount.



## How can I redeem my Cash Back balance?

Cash Back balances can be redeemed through PayPal on a quarterly basis when your balance is at least \$5.

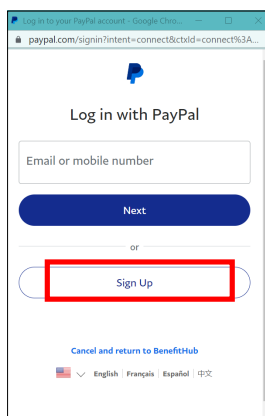
## How much Cash Back can I get per deal?

A percentage of Cash Back is earned from your total purchase, or a fixed dollar amount indicated by the green text on the offer. Terms and conditions apply and vary per brand. Gift card purchases from a merchant's website are not eligible for Cash Back. Cash Back is based on amount of purchase before taxes.

## What if I don't have a PayPal account?

You don't need to leave your Discount Marketplace to create your PayPal account. Simply follow the steps below:

1. Click on the **Profile** icon, located in the top right-hand corner
2. Select **Account Settings** and then click **Cash Back**
3. Click **Connect to PayPal** and click **Sign Up** in the account setup window to create your PayPal account





# BenefitHub Mobile App

## Is there a mobile app?

Yes, make sure you download our free mobile app to access local and exclusive offers, on the go. Search for 'BenefitHub' in the App Store or Google Play or [click here](#) to download and get notified about our amazing deals, wherever you are!

[App Store](#) | [Google Play](#)