



Perks & Savings

Frequently Asked Questions

Do you like to save money? Do you enjoy the thrill of getting a great deal? With LifeWorks Perks, you can make your money go further -- and it's so easy to do!

1. What are Perks & Savings?

The Perks & Savings are special deals, offers, and discounts from top brands and retailers available exclusively to LifeWorks' users through our convenient web and mobile app. These Perks help you save money on daily purchases and the important things in life! Planning a family vacation, doing some holiday shopping, or moving? Our exclusive Perks can help you save in every area of your life and make your budget go further.

2. How to Access Perks & Savings

Visit login.lifeworks.com from your browser to log into the platform. Once logged in, click "Perks" in the main navigation at the top of the page. From the Perks homepage, you can select Cashback, Gift Cards, Exclusive Offers, or Top 10.

Note: If you log in to LifeWorks using a shared/group username and password, you'll see Exclusive Offers only. In order to take advantage of Cashback and access the Top 10, you will be prompted to create a personal account. Digital Gift Cards aren't available on shared account.

You can also download the LifeWorks app to save and shop on-the-go! Click on the iOS or Android badge below to go directly to the "LifeWorks" app download page in the App Store or on Google Play.



3. What is Shop Online with Cashback?

Cashback is LifeWorks' exclusive way to save you money when you shop online through our platform. Browse our Perks and choose from 100s of retailers and exclusive Cashback offers. Click through to your favourite retailers using our special links and shop as usual. Then, once your purchase is confirmed, we'll simply give you back a percentage of your spend by crediting the value to your personal, digital LifeWorks Wallet. Keep in mind, merchants offer different rates of Cashback.

Good to know:

Once you click on a retailer's link to make a purchase through Perks, you must complete your purchase within 24 hours of visiting the retailer's website for your cashback to track correctly. If you are unable to complete your purchase within 24 hours, you must return to LifeWorks and click on the retailer link again before making your purchase to ensure we can track your Cashback.

Special Terms: Check the 'Special Terms' section before redirecting to a retailer's website. In this section you can view what rates apply to which stock and view information on any products that may be excluded from cashback.

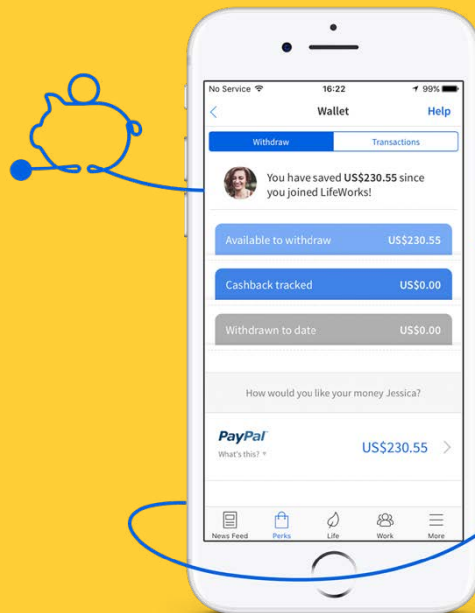
4. How do I know how much Cashback I've earned?

You can check how much Cashback you've earned by going to your digital LifeWorks Wallet at any time. Your LifeWorks Wallet is where all your Cashback from online shopping through the LifeWorks platform is available to view and withdraw. You will receive an email notification letting you know your Cashback has been tracked. You will receive a second email notification once your cashback has been confirmed, and available to use in your LifeWorks Wallet.

5. What is a LifeWorks Wallet?

The LifeWorks Wallet is an electronic wallet into which we credit all your accumulated Cashback from online shopping through our platform.

To view your Wallet, log in to LifeWorks, click on your Profile icon, and select "Wallet" from the drop-down menu.



6. What can I do with my earned Cashback?

Once you have accumulated \$5 or more in Cashback, you can transfer earned Cashback from your LifeWorks Wallet to your PayPal account or bank transfer (UK only) or continue adding to the amount in your Wallet. To withdraw, simply go to your Wallet to view the available balance to withdraw. You will see the withdraw option to withdraw your cashback directly into your PayPal account.

Note: Cashback can take up to 90 days to be credited to your electronic LifeWorks Wallet, depending on the selected merchant's return policy.

7. What is a LifeWorks Exclusive Offer?

Exclusive Offers are amazing deals available exclusively to LifeWorks users. Our exclusive online coupon codes offer big savings across a wide range of everyday spend. Simply click on the offer that interests you to see details such as how to redeem the offer (promo code or link to click), a brief description of the retailer, and Terms and Conditions.

8. When will I receive a Gift Card I purchased through LifeWorks?

LifeWorks delivers all Gift Card purchases instantly by email. Enter the amount of the card you wish to purchase, click "Buy Now," then confirm your email address and payment details. Once you complete your purchase, we will email you a link instantly so you can redeem your digital Gift Card. You can also access your purchased Gift Cards by clicking on "View your Gift Cards Codes" in the Gift Cards tab of the Perks section.

9. Is there a limit on the number of Perks I can use?

There's no limit at all! Take advantage of as many offers and discounts you like.

10. Is my data and privacy safe?

At LifeWorks by Morneau Shepell, we are committed to protecting the confidentiality, security and accuracy of the personal information we receive about your organization and individual employees. The management of personal information is fundamental to our services and our [Privacy Policy](#) explains our approach to honoring this commitment.

You have other questions?

Please visit our [Perks & Savings FAQ](#).