



Perks FAQ

How do I access Perks?

Visit the [platform](#) on your browser or app to log. 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, or Exclusive Offers. You can also download the TELUS Health One app to save and shop on-the-go.

What is Cashback?

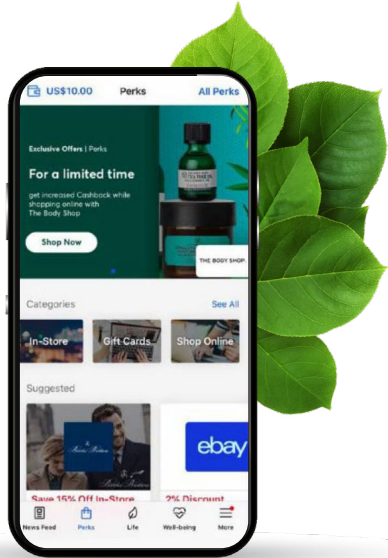
Cashback is an exclusive way to save you money when you shop online through our platform or app. Browse our Perks and choose from 1000s of retailers and exclusive cashback offers.

Click through to your favorite retailers using our special links and shop as usual. Then, once your purchase is confirmed, you earn a percentage of your spend in credit, which will be applied to your electronic 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 TELUS Health One platform or app and click on the retailer link again before making your purchase to ensure we can track your cashback.

Make sure you don't refresh the page or navigate away from the retailer's website because the cashback trail might break – if this happens, you will need to go back to the selected link in the app and start over.



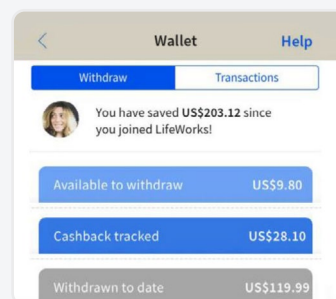


How do I know how much cashback I've earned?

You can check how much cashback you've earned by going to your electronic wallet at any time. Your Wallet is where all your cashback from online shopping 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 is available to use in your wallet.

Where can I find my wallet?

The 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 TELUS Health One, click on your Profile icon, and select "Wallet" from the drop-down menu.



What can I do with my earned cashback?

Once you have accumulated \$5 or more in cashback, you can transfer it from your wallet to your PayPal account 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 option to withdraw your cashback directly into your PayPal account.

Note: Cashback can take up to 6 months to be credited to your electronic wallet, depending on the selected merchant's return policy.

What is an Exclusive Offer?

Exclusive offers are amazing deals available exclusively to TELUS Health One users. Our exclusive online voucher codes offer big savings across a wide range of everyday spending. 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.

When will I receive the gift card I purchased through TELUS Health One?

TELUS Health delivers all gift card purchases instantly by email. Enter the card 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.

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 as you like.