



Frequently Asked Questions

1. What is CFG Health Network Perks?

CFG Health Network Perks is an internet site which offers FREE exclusive discounts on many products and services to CFG Health Network employees, their families, and friends. Once you have registered, you will be able to access discounts of up to 80% off standard market price. CFG Health Network Perks can be easily accessed from your home 24/7.

2. Can my friends and family use it?

Yes! Once you have registered, you can “invite” up to five (5) family members and friends to join and benefit from the same significant discounts. To invite family and friends, click the **My Account** link at the top of the page and select **Family Invitations** from the drop down menu.

3. Does this violate our Internet Usage Policy?

CFG Health Network Perks is a tool primarily to use at home during your personal time. Office access to the Internet is granted for the performance and fulfillment of job responsibilities. However, we recognize that employees may need to access the Internet for non-work related purposes. CFG Health Network values its employees and trusts them to exercise sensible judgment in these matters, so occasional and reasonable personal use of the company Internet service is permitted, providing it does not interfere with work performance or systems security.

4. Does CFG Health Network benefit when I buy products via CFG Health Network Perks?

This discount program is self-funded and CFG Health Network Perks does not make money from any transactions that occur via the site. The full discount is passed on to you so that you gain the maximum savings possible.

5. How do I access CFG Health Network Perks?

Go to <https://cfghealthnetwork.corporateperks.com>

6. How do I register for CFG Health Network Perks?

After the launch, all employees will receive an invitation via their CFG Health Network email address detailing registration and login information. You can also go directly to <https://cfghealthnetwork.corporateperks.com> and register with your CFG Health Network email address. Following the initial launch of the program, new hires may register within 30 days of their start date.

7. What do I need to know about the registration process?

To register or sign in, you will need your CFG Health Network email address. On the login page, enter your CFG Health Network email address and follow the instructions.

8. What if I have questions or need to troubleshoot an issue?

CFG Health Network Perks has a separate set of FAQs, which is located in the **Help Center** (click the **Help Center** button at the top of the page, or use the following link: <https://cfghealthnetwork.corporateperks.com/feedback/helpfaq/>) The FAQs cover all aspects of the site and should resolve most queries. Otherwise, you may send an email from the site to our dedicated online Customer Success Team. You should receive a response within one to two business days.

9. Who at CFG Health Network manages CFG Health Network Perks?

Although CFG Health Network's Benefits department manages the program, we have arranged to have the Customer Success Team respond to questions about the website and discount offers (See question 8 above.)

10. Looking for current CFG Health Network Perks exclusive discounts?

Click the "CFG Health Network Exclusives" tab near the top of the site for select corporate discounts offered to all employees.

11. How do I redeem the discounts and offers listed on the CFG Health Network Perks website?

Online discounts: Some offers may only be redeemed online, and are accessible by a link to the merchant website on the offer detail page. In some cases you will need to enter a discount code (listed on the offer detail page) as you check out on the merchant website. If there is no discount code listed, the discount will be calculated automatically when you check out.

In-store discounts: When a discount is offered in store, there will be a coupon available on the offer detail page. Follow the instructions and click on 'print coupon' to view and print the coupon using your browser's print function. This can be presented in-store for your discount.

12. What are WOWPoints?

WOWPoints are the rewards currency for CFG Health Network Perks. Many offers are designated with a WOWPoints multiplier, which awards you that many WOWPoints for every dollar spent. Once you earn WOWPoints, you can redeem them at a rate of 100 WOWPoints = \$1.00 for cash credit to a linked card. Simply select the "Pay with Points" option under the "Shop Now" button on the offer you would like to redeem them for. Once the merchant confirms your order, the redemption is processed as a cash credit to your linked card.
