

Alexforbes Rewards



Overview

Alexforbes has partnered with Randgo, to launch a digital shopping mall called Alexforbes Rewards.

The mall will offer all approved users valuable savings and discounts on everyday products and services.



A discount mall:
for hundreds of incredible deals on everyday goods and services



Supermarket coupons:
redeemable at Shoprite, Checkers Hyper and Pick n Pay



Wellness coupons:
for coupons from Dis-chem

Here are the benefits:



Travel deals:
This includes various special deals that change with the seasons



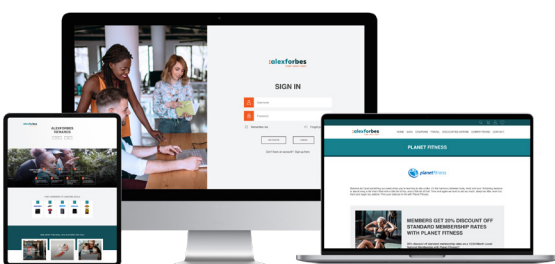
Airtime deals:
for discounts on airtime from leading providers

The benefit partners and discounts will be updated every month for a truly dynamic and exciting online shopping experience.



Accessing the benefits

- The Digital Mall is directly available on the website.
- Users can access the discount partners on USSD through a call me back option.
- The travel deals are via the call centre, dial **0861 666 885** to access this benefit.
- Supermarket, wellness and airtime coupons are available on both the Digital Mall and USSD.



Frequently asked questions

Who can access the platform?

- 1 Active guardians of the Alexander Forbes Trust and Beneficiary Fund, as well as major beneficiaries. Terminated beneficiaries and guardians will no longer have access to the platform.
- 2 All Alexander Forbes Retirement Fund members, including in-fund preservation, deferred retirees and default paid-up members.
- 3 All AF Access members including in-fund preservation, deferred retirees and default paid-up members.
- 4 All Alexander Forbes Retirement Fund staff (only available to SA staff).

How do beneficiaries access the discount mall platform?

The platform can be accessed via the Alexander Forbes Trust and Beneficiary Fund website <https://beneficiary.alexanderforbes.co.za> or directly via this address <https://rewards.alexforbes.com>

How does the USSD facility work?

Users can phone *120*9006# to access the facility. They will then be presented with a menu of the different benefits. For example, press 1 for travel deals and 2 for wellness coupons.

Do users have to register on the platform?

Users will receive an email or sms from Randgo with their log in details. The user will then be prompted to change their password to activate their profile.

Is there a verification process done by Randgo?

Yes, they will be using ID or passport numbers to confirm accessibility to the platform. This will only be done once during the sign-up process.

How does the platform work?

After logging in and changing the password the user can access the platform and start shopping.



Here are the steps to redeem a voucher:



Step 1: Search

Search for available coupons by browsing through the easy-to-use categories.



Step 2: Click

View all available coupons and click **claim coupon** to have that coupon sent to you. You need to issue a new code for each coupon you would like to redeem.



Step 3: Shop

Once your products have been rung up, enter your coupon barcode at the till before paying and your discounts will be taken off your bill.

Coupons will either be emailed or SMSed, depending on what the user selected.

What is the typical reason for a user not being able to access the platform?

- 1 The user has left AFRF or Alexforbes.
- 2 The user has not been loaded on the platform. This may be due to a timing issue. New users will be added at the end of every month.
- 3 The user may be inserting the incorrect ID number or passport number.
- 4 They are not included in the approved user groups.

How do we verify the user's status?

Via the user listing that has been uploaded.

What if the user has forgotten their password?

The user should contact Randgo on **0861 666 885** or they can reset their password on the platform.