

What is Perx?

Perx is a digital platform, offering employee benefits, discounted products and services and wellness tools. It has been designed to help you and your teammates become happier, healthier and wealthier.

Benefits and Features:

- ✓ **A dedicated banker on demand:** Help is always a phone call away. Enjoy anytime access to your dedicated banker for face-to-face or digital support.
- ✓ **Exclusive discounts and deals:** Your company has partnered with Perx and a growing network of service providers that will reward you with exclusive discounts and deals on various products and services.
- ✓ **Wellness tools and resources:** Start with your free financial health check and take control of your finances. Become the healthiest version of yourself with Perx!
- ✓ **Digital and easy-to-use:** Perx is a mobile-friendly solution, conveniently accessible 24/7 through a safe and secure login.

Who is eligible to use Perx?

Once your company signs up for Perx, you can use Perx to take advantage of the various benefits and features it offers. (If you are unsure about your eligibility or encounter any issues about accessing the Perx platform, please submit a Call Me Back request and we will be in touch to assist you.)

Can I access Perx on different devices?

Yes, Perx is designed to be accessible on various devices including smartphones, tablets and desktop computers. Simply open your web browser and navigate to the Perx URL to access it.

Can I use Perx offline?

No, Perx is not currently available offline.

What do I do if I forget my login credentials (username or password)?

If you forget your login credentials, click on the 'Forgot Password' or 'Forgot Username' links on the login page. Follow the instructions to reset your credentials and regain access to Perx.

Is the information I provide on Perx secure?

Absolutely. We take the security and privacy of your information very seriously. Perx uses the latest industry-standard encryption protocols to safeguard all data you input onto the platform.

What happens to my Perx subscription if I leave my company?

Your Perx subscription will become inactive after your employment with your current employer has ended and your Perx benefits and features are only available through your current employer and will no longer be available to you should you leave the company. However, you will have access to some or all of the benefits again if your new employer is signed up with Perx.

Which Perx products can I get?

You can apply for any product on Perx, provided you meet the qualification criteria. Please note, however, that approval may be subject to credit checks and Financial Intelligence Centre Act (FICA) requirements and that all existing product rules still apply even through Perx. If you are unsure whether you qualify, feel free to submit a Call Me Back request and a consultant will be in touch to assist you.

What do I do if I encounter technical issues with Perx?

If you experience any technical issues while using Perx, rest assured that we're here to help you resolve them promptly. Follow these steps to address any technical challenges:

1. **Check your Internet connection.** Make sure you have a stable and reliable Internet connection. Since Perx requires Internet access in order to function, a poor connection may cause performance issues.
2. **Refresh the page.** Try refreshing the Perx page in your web browser. A simple refresh can often resolve temporary glitches.
3. **Contact our support team.** If the problem persists or requires further assistance, don't hesitate to reach out to our support team. You can submit a Call Me Back request, and our knowledgeable representatives will be in touch to assist you.

What do I do if I have questions relating to a product or benefit on Perx?

If you have any questions or need any assistance with regard to a product or benefit on Perx we're here to help. To get in touch with our support team, you can submit a Call Me Back form as follows:

1. Once signed into Perx, click on the 'Call Me Back' button.
2. Enter your details: Complete the form with your name and contact details and select the type of product you have questions about or need assistance with.
3. Submit the form: Once you have provided the required information, click on the 'Submit' button to send the form to our support team.
4. Wait for our response: Once our support team has received your enquiry, they will make every effort to contact you as soon as possible on the number you provided. We strive to respond promptly and address your questions efficiently.

What is the financial health check?

The financial health check is a free tool available on Perx. It is designed to help you assess and improve your financial wellbeing through a comprehensive evaluation of your financial status and provides you with personalised insights.

The financial health check is user-friendly. After you've answered a series of questions about your financial situation and behaviours, the tool analyses your responses and generates a detailed assessment of your current financial health. The assessment takes various factors into account, including income, expenses, savings, insurance, debts and future financial plans.

Once the analysis is complete, you will receive a clear and easy-to-understand summary of your financial health, highlighting areas of strengths and potential areas for improvement.