**Frequently Asked Questions (FAQs)**

**Important Information – Changes to Your UOA Rewards Benefits Scheme on 29/04/2025**

The partnership between the University of Aberdeen and Pluxee will end on **29th April 2025**. If you are registered with **UOA Rewards** ([**www.uoarewards.co.uk**](http://www.uoarewards.co.uk)) and have been using the retail discounts and other benefits available through the site, please review the information below and take any necessary action.

**What to Do Before 29th April 2025**

To ensure a smooth transition, we have outlined key actions you may need to take before the scheme ends:

**Benefits platform**

**I have existing E-Vouchers bought through the platform**

If you have any existing e-vouchers in your **"My E-Wallet"** section, please redeem or download them **before 29th April** . Once downloaded, your e-vouchers can be used as usual, following the retailer’s terms and conditions. Expiry dates and retailer T&Cs still apply.

**Please note:** e-vouchers **cannot** be cancelled or refunded once purchased.

**I have outstanding cashback balance, can I still receive this?**

All cashback **must be claimed before 29thApril 2025**. You can check your cashback balance under the **"My Account"** section on the homepage. If your account shows a **confirmed cashback balance of at least £1.00**, you can withdraw it by clicking the **"Withdraw"** button.

**Bank details must be registered** before making a withdrawal. Any **unclaimed cashback after 29th April 2025 will be forfeited and will not be paid out.**

**I have booked a summer holiday through the Sodexo Travel Team, what do I do?**

If you have an existing holiday booked with the **Sodexo Travel Team**, it will be processed as normal. Your travel confirmation email and paperwork will contain reference numbers and contact details.

If you need assistance, you can contact the **Sodexo Travel Team** at:
**Email:** travel.uk@sodexo.com

**I have purchased a Pluxee Cashback Card, will this still be valid?**

If you have an active **Pluxee Cashback Card**, you can continue to use it and earn cashback until the next renewal fee is due. The renewal fee of **£9.99 is charged every two years**.

You can choose to:

* + Renew your card for another two years.
	+ Cancel your card by contacting **Card Services** at:
	**Phone:** 01908 303488
	**Email:** simply.client.uk@pluxeegroup.com

If you cancel your card:

* + You can use the remaining balance until the card expires, but you will no longer earn cashback or be able to top up.
	+ You can request a balance transfer to your bank account, which incurs a **£5 administration fee**.

For full terms and conditions, please visit the **Pluxee Card website**.

**I receive a weekly marketing email regarding the offers available**

If you opted in to receive weekly email offers, this service will be switched off.

**From the week commencing 26th April 2025**, you will no longer receive weekly offer emails from Pluxee.

However, you can still log in to access offers and discounts until the scheme closes on **29th April 2025**.

**When will I be able to access the new scheme?**

The new scheme will be available from 1st May 2025 and further detail will be provided in due course.

**Need Help or any other questions?**

If you require further assistance regarding the **Benefits Platform**, please contact the **Pluxee Customer Care Team**:
📧 **Email:** employeebenefits.uk@pluxeegroup.com
⏳ **Response Time:** Up to 72 hours (Monday to Friday)

**Employee Assistance Programme**

**I am currently accessing the counselling service through the EAP, what will happen if we are moving to a new provider?**

You will have been allocated a number of sessions of counselling and these will continue with the current provider. Any request to access counselling services after 29th April 2025 will be redirected to the new provider, details of which will be provided in due course.

**I previously accessed the counselling service, how will my personal information be processed with the transfer to the new provider?**

Care first retains electronic records indefinitely (minimum requirement for Priory Healthcare is 20 years). All call recordings are kept for three months and are then deleted from the Care First system*.*

Alternatively, a client and/or third parties can contact Care First directly and submit a SARS request to access client case notes data and request it be wiped and removed from our system. To do so, you can email them at: sar@care-first.co.uk. All requests will be responded to within 28 days.