



## FAQs

### What's changing?

The new version of the platform has an improved look and feel that you will be more familiar with, making finding your benefits fast and simple. You will also benefit from enhanced security and the option to switch on two-factor authentication.

### When is this happening ?

We will be sending lots of updates and notifications in the days prior to the new app launch letting you know exactly when this is happening.

### Can I still access the current app?

For now, you can continue to use your discounts and benefits as normal. Your existing platform will be unavailable for a short period of time prior to the new app launching to allow us time to complete our final checks. You will be unable to access your benefits during this period.

### What do I need to do next?

Nothing. We'll take care of everything. All of your details, eVouchers and purchase history will be transferred over to the new app automatically.

### What happens to my eVouchers?

All of your purchase history including any active eVouchers will be transferred over to the new platform. If you wish to use any of your eVouchers during the short period of downtime, we recommend saving them via email to access at your convenience.

### How do I access the new platform?

You can access the new platform via desktop or mobile app. On desktop, simply log in using your existing username and password. On mobile, you will need to download the new version of the app. Search for 'Hapi 2.0' on the App store or Google Play and log in using your existing credentials. The previous version of the app will no longer work and can be removed from your smart device.

### Who do I speak to if I can't log in?

Please speak to our Customer Relations Team on 0800 542 5930\* who will get you up and running fast.

### Will my household member have to re-register?

No, they will be able to log in with their existing details. Please contact us on the number above if your household member experiences any issues accessing their account.

\*Lines are open Monday to Friday 8.30am to 5.30pm (excluding bank holidays). Calls may be recorded for training or monitoring purposes.