

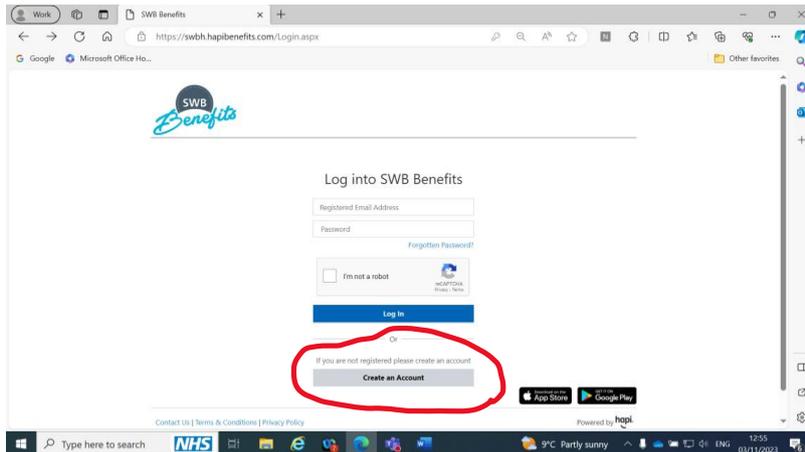
# SWB Benefits – Festive Gift FAQs

## 1) How do I redeem my festive gift?

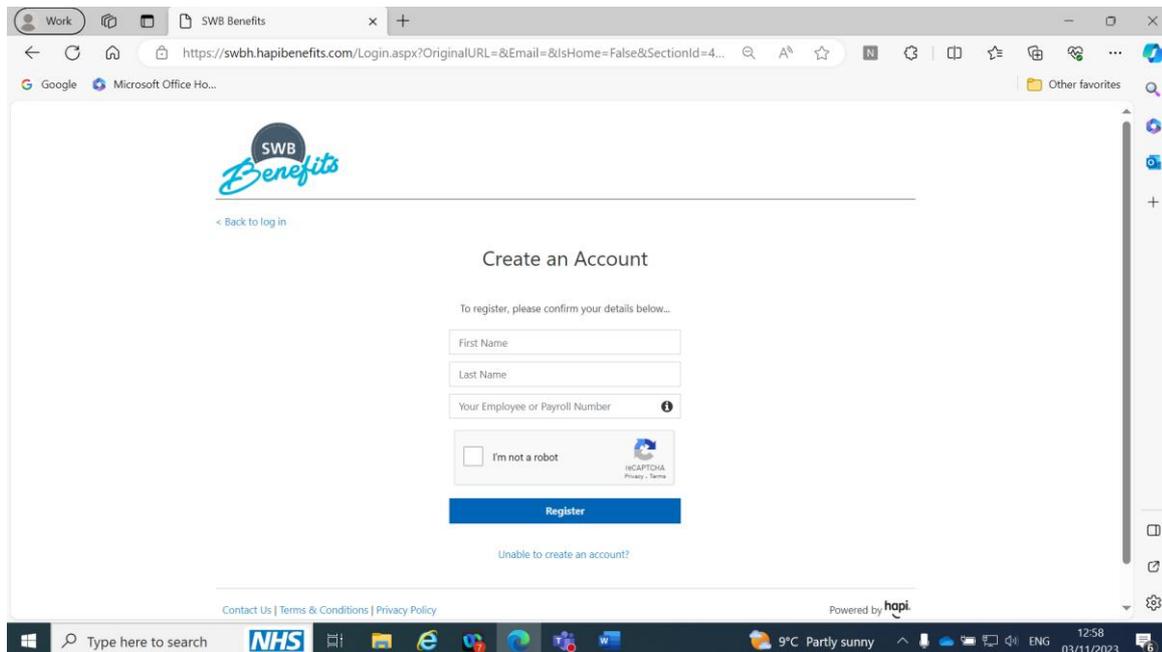
To claim your £10 festive voucher on your SWB Benefits platform follow these steps:

### a) Activate your 'SWB Benefits' account if you haven't already.

If you haven't visited SWB Benefits before, create your account by going to <http://www.swbbenefits.co.uk> and selecting 'Create Account'. You'll need your employee number to do this.



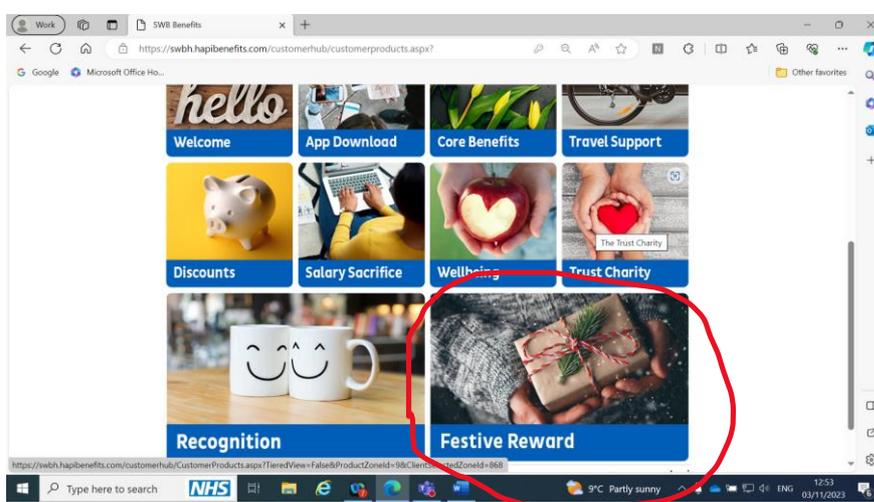
### b) To create an account, enter your First and Last Name, ensuring this matches the name we hold on ESR for you. You can find your Employee Number on your payslip (refer to the 'Year to date Balances' section on the bottom line).



- c) **Sign in to your 'SWB Benefits' account.** Once you've activated your account, login with your username and password.

You can choose to use either your NHS email address or your personal email address for your account. Any discount vouchers or communications through the portal will be sent to your chosen email address.

- d) **Click into the Festive Reward zone to see your gift.** Click Redeem then select your chosen retailer(s) and e-Voucher value. The e-Voucher will be delivered directly to your registered email address. You'll also find a copy in 'My Account' under 'My e-Vouchers'



- e) Any queries? Call 0800 542 5930

**2) How long is the voucher valid?**

The voucher will be valid until 5<sup>th</sup> June 2024 so you must redeem it before then.

**3) I'm leaving the Trust before the voucher expires, can I still claim it?**

If you are leaving the Trust you will need to redeem your voucher before your last day as you will lose access to your SWB Benefits account when you leave.

**4) I haven't received my thank you email and £10 reward voucher. What do I do?**

Vouchers have been issued to most people employed with this Trust as at 5<sup>th</sup> December 2023. (Unfortunately bank staff are not entitled to the voucher). To check whether you have been issued a voucher please do one of the following:

- 1) Log into your SWB Benefits account and check the Festive Reward zone. If you have been allocated a voucher you will find it there.
- 2) Speak to your manager – managers will be issued with a list of employees that have been allocated a voucher. They will be able to tell you if your name is on it. If so, please check your SWB Benefits account.

If you started during November 2023 there may be a delay in your voucher being issued due to the way the portal operates. We will contact you in due course to notify you when your voucher has been issued.

If you are still unsure, please email Human Resources on [swb-tr.SWBH-GM-HR-Enquiries@nhs.net](mailto:swb-tr.SWBH-GM-HR-Enquiries@nhs.net) and we will look into this for you.

**5) I don't have a SWB Benefits account, how do I access my gift?**

You simply need to visit [www.swbhbenefits.co.uk](http://www.swbhbenefits.co.uk) and select “create account”. You will need to have your employee number available to do this. Once your account is created, you can log onto the benefits portal and your voucher will be waiting for you in the Festive Reward zone of the platform.

**6) I don't have a smartphone so am unable to download the app. Can I still access my gift?**

Yes – you can access the portal via a PC or laptop by visiting [www.swbhbenefits.co.uk](http://www.swbhbenefits.co.uk). If you don't have a computer at home and need to use a Trust computer please speak to your manager.

**7) I've logged onto the web address provided but it's directed me to “hapibenefits.com” – is this correct?**

Yes, this is the provider of our portal.

**8) Do I need to be logged onto the Trust's IT network to access the SWB Benefits portal?**

No, you can access this from any computer, you do not need to be logged into the IT network or your work email address. Simply visit [www.swbhbenefits.co.uk](http://www.swbhbenefits.co.uk)

**9) I've logged into my SWB Benefits account, but I haven't been allocated a voucher. What do I do?**

Please call our benefits partner on 0800 542 5930 in the first instance. If they are unable to help, please email Human Resources on [swb-tr.SWBH-GM-HR-Enquiries@nhs.net](mailto:swb-tr.SWBH-GM-HR-Enquiries@nhs.net) and we will look into this for you.

If you started working for the Trust after 5<sup>th</sup> December 2023, unfortunately you will not be eligible for the voucher.

**10) I am a bank member of staff, will I receive a voucher?**

No, unfortunately our SWB benefits are only available to colleagues with an employment contract with the Trust.

**11) I've followed the instructions but I'm not sure how to redeem my gift. Who do I contact for help?**

Please call our benefits partner on 0800 542 5930 and they will be able to talk you through what to do.

**12) Where can I spend my voucher?**

There are over 90 retailers with which you can spend your voucher. You can also split it across more than one retailer should you wish.

**13) I'm struggling to create a SWB Benefits account, what do I do?**

a) Ensure you're using the first name and surname we hold in ESR for you when creating your log in. If you've changed your name, or use a preferred name please log in with the name held in ESR. You can then amend your name within the portal settings once your account is activated. (Please make sure you update your personal details in ESR if you've changed your name).

b) Ensure you are using the correct employee number to create your account (this can be different from your assignment number, which may contain a '-' if you have more than one assignment e.g. '12345678 – 1'). You can find your employee number at the bottom of your Payslip.

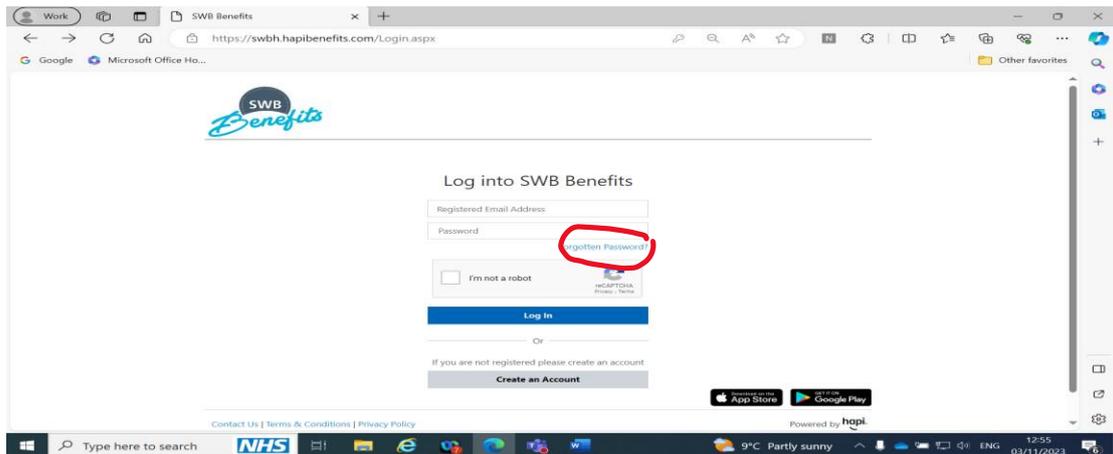
c) If you are still having difficulty contact our benefits partner on 0800 542 5930.

*If you are a new starter, you may not be able to create an account until the following calendar month from your start date, due to the way the portal operates.*

**14) I have an existing SWB Benefits account but I'm struggling to log into it, what do I do?**

There are several things you should make sure you've done in the first instance:

- a) Ensure you've created an account previously. If not, follow the steps in Question 1) of this FAQ.
- b) You will need to use the email address and password you set up when you created your account. If you have forgotten your password, click on the 'forgotten password' button.



- c) Check you are using the correct email address to log into your account. You may have used your personal or work email address when you originally set up your account – make sure you're using the same one to log in.

**15) I haven't received a thank you card to my home address, why is this?**

This year the Trust has sent the thank you message and details of how to claim the voucher electronically to NHS Mail addresses. Please check your email for your message.

**16) I am unable to log into my NHS Mail address, what should I do?**

Contact the IT Helpdesk on Ext. 4050.

For further assistance with accessing your voucher, please contact our benefits partner on 0800 542 5930. If they are unable to resolve your problem, please contact Human Resources on [swb-tr.SWBH-GM-HR-Enquiries@nhs.net](mailto:swb-tr.SWBH-GM-HR-Enquiries@nhs.net) and we will look into this for you.