

## FAQs

1. Who are Stubben Edge?
  - We are a MGAA member who specialise in creating localised (online) marketplaces for companies wanting to reward their existing customers and generate more business from their local communities.
2. What do you need from me, to get up and running for the trial period?
  - To get you started we only require that our terms and conditions are signed.
  - No bank details are taken for the 3 month period, also there is no auto enrolment and no obligation for continued use of the platform.
  - Towards the end of the trial we will be in touch to hear your feedback.
3. When does the three months start?
  - The three months will begin from the moment you upload your members onto your platform.
4. What do you need from me if I want to give my brokers and policyholders continued access to the benefits platform, after the three free months?
  - We will be in contact with you before your trial period ends to see how you have found the platform. If you would like to go ahead, we will send over an invoice for the following month and a direct debit mandate. The agreement is for a two-year period, with a 12 month break clause.
5. After the first three months – how am I charged?
  - Pricing is based on the number of users you have on your platform and starts at 6p per member per month and reduces the more members you add on.
  - There is a minimum of £100 pounds a month and a maximum of £2,500 for an unlimited number of users.
  - You can see the price depending number of users by clicking on this link: <https://www.stubbenedge.com/#pricing>
6. Is the platform easy to implement?
  - Very - we follow a simple step by step process
    1. 15-minute demo of the platform to see if the platform.
    2. T&C's agreed, and migration meeting booked in.
    3. Migration meeting held to ensure customisation is complete and add in your customers.
    4. Follow-up meetings held throughout the three-month time period.
7. Is there a set up cost?
  - No, there is no set up cost at all!
8. Is there a limit to the number of members you can add?
  - No, you can add an unlimited number of members onto your platform.
9. How do my customers get access to the loyalty platform?
  - As part of the set-up process, we will hold a migration meeting where we work closely with you and add in your members.
  - Once we have migrated your members onto your platform, each member will receive a customised email to welcome them to your very own white labelled loyalty platform.

10. If I have any questions about the platform what do I do?
  - Stubben Edge will be in contact during the trial period to ensure that the platform is working well for you and letting you know of any new features that are coming soon (We have some very exciting ones coming up soon!)
  - If you have any questions outside of this, please contact Tom Cruz at Stubben Edge
    - Email address: [tomc@stubbenedge.com](mailto:tomc@stubbenedge.com)
    - Phone number: +44(0)207 8461 373
    - Mobile: 07817 9696 41
  
11. What happens if a member has an issue with the platform for example if a discount code isn't working?
  - Easy and simple – we have “report an issue” button on the platform, this comes directly through to our client services team and Stubben Edge aim to deal with any issue within 48hrs.
  
12. During this Covid-19 time period what discounts can our customers use?
  - We are lucky enough to work with some great brands which include food delivery brands and other companies that deliver at this time.
  
13. What is your process on Data Protection and Privacy Policy?
  - Upon logging in, each member is asked to please take note of our [Privacy Policy](#) and our Data Protection policy before using your platform.
  - By logging in, the member agrees the continued use of this service and the member confirms that they have accepted [our terms](#) and agree to handling their data in accordance to GDPR legislation.
  
14. How do you use our member's data?
  - We do not store an individual's personal data and any member data will only be used to enrich their platform experience i.e. what are the news articles they are seeing, or which benefits we add next.