

Member Advantage

Shopping and Experience Discounts for HSU Members

How do I access Member Advantage for the first time?

1. When your account is activated you will be sent a welcome email with a link to log-in. Click the link in the email and follow the prompts to set up your account for the first time:

Activate your Member Advantage/Health Services Union account

Welcome to the new Member Advantage Benefits portal - your Member Advantage/Health Services Union account has been created.

This Health Services Union Member Advantage website has been designed to offer the ultimate user-friendly experience with easy navigation and functionality while allowing you to see the full benefits range on offer.

To get started, please activate your account and set your password by clicking on the link below. This link can only be clicked on once:

Log in link:
https://hsu.memberadvantage.com.au/user/reset/624560/1605503482/cF9KuwX52exAhv469-3yFkRr6H7BivdJ7g-tIW_KREQ

2. Add your mobile number and click 'update'.

Update Your Details

Update your email address and contact details.

Need Help? 1300 853 352 (AU) | 0800 453 244 (NZ) | customercare@memberadvantage.com.au

✔ You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.

Email

Mobile Number *

Phone Number

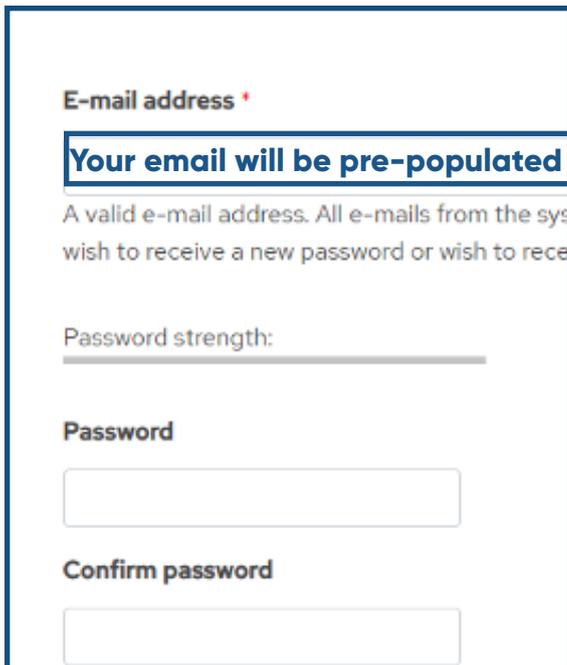
I want to receive newsletters and promotions about my Member Advantage membership benefits.

Update

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3. Add a password to your account.



The screenshot shows a web form with the following elements:

- E-mail address ***: A label above a text input field. A blue box highlights the text "Your email will be pre-populated" within the input field.
- Text**: Below the email field, there is a line of text: "A valid e-mail address. All e-mails from the sys wish to receive a new password or wish to rece".
- Password strength:**: A label above a horizontal progress bar.
- Password**: A label above a text input field.
- Confirm password**: A label above a text input field.

Once you're in, you can access/change your Member Advantage Profile.

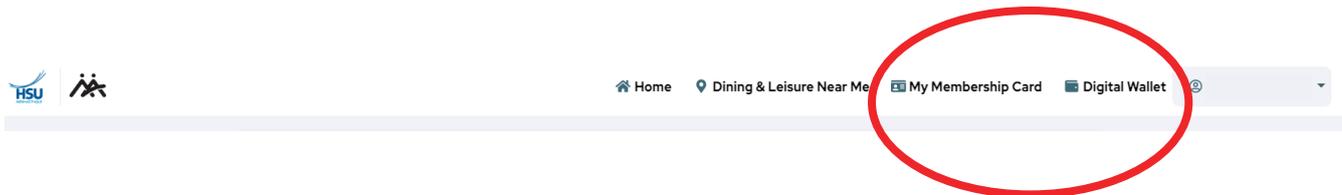
Once you are logged in, click on your name in the top right corner and select 'My Profile' to change your password, location, add a picture, change mobile number, or change your subscription settings.

Note – this is your Member Advantage profile, not your Union membership profile. To update your email or mobile for your Union membership please call the Membership Administration team on 1300 478 679.

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Click on 'Digital Wallet' to view your Order History and Membership Card:



How can I order a gift card?

1. On the Home page you can browse gift cards and product discounts.

Note - each gift card option will have its own discount, terms and conditions and will be listed on each page:

 Gift Cards Save on pre-purchased Gift cards & eGift cards. View offers	 Memberships Enjoy special access memberships through Member Advantage. View offers	 Discounts Get great discounts on products across an amazing range of industries. View offers
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2. Clicking on the 'Gift Cards' tile opens a page where you can search using keywords, such as Coles or Woolworths:



Important changes to our Woolworths Gift Card program:

From 21/10/20 - we'll offer the following discounts: BWS Store eGift Cards 5%, BIG W Store eGift Cards 5%, Dan Murphy's Store eGift Cards 5%, Cellarmasters Store eGift Cards 5%, Woolworths Store eGift Cards 4%, WISH eGift & Physical Cards 3%.

This decision applies to a wide range of partners advertising Woolworths Gift Cards and lies outside the control of The Ambassador Card.

Explore more categories

 Activities	 Health and wellbeing	 Shopping and gifts	 Dining
 Travel and accommodation	 Automotive	 Household	

You can search for keywords, eg. "Coles". This will display Coles gift cards as well as experiences in Coles Bay Tasmania:

You can click the 'star' button on each option to save it as a 'Favourite'



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3. Click on the Coles gift card tile and you will be taken to a page where you can order quantities of different value cards, up to a monthly maximum (which will be listed on the page):

Coles Supermarket eGift Card



THE OFFER
Save 4% off when you purchase online. Redeemable at all Coles Supermarkets, Coles Central and Pick 'n' Pay stores. This card cannot be redeemed at COLES ONLINE or COLES EXPRESS. EXCLUDES FUEL.

NOTE: Reduction in Savings to 4%

Commencing 28th June and instigated by Corporate Coles, all Coles Gift Cards will now only be available at 4% in lieu of 5% discount. All orders paid from 29th June will be charged at 4% discount. Monthly maximum of \$500 per month will still apply.

Gift Cards are for your own personal use. **Maximum daily order \$500 with a monthly maximum of \$500.** Please treat Gift Card like cash and, if lost, cannot be replaced or cancelled. Gift cards are non-refundable. For full gift card terms of use please [click here](#). 1% surcharge applies to all credit card transactions (MasterCard and Visa). Direct Deposit payments incur no surcharge.

Please allow up to 3 business days from payment receipt to receive your eCard

Cart Overview

You have not added anything to your cart!

CHECK OUT NOW

DETAILS

OUTLET TYPE

Supermarket

Note: there are two options for some Gift Cards:

- e-cards that will be emailed
- physical cards that will be posted

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4. Make one or more selections in the 'Quantity' field and click 'Add to Cart'. You will see your order in the 'Cart Overview' on the right and can check-out from here by clicking on 'Check out now':

Type	Price	Quantity	SubTotal
\$50.00	\$48.00	1	\$48.00
\$100.00	\$96.00	1	\$96.00
\$200.00	\$192.00	1	\$192.00
\$500.00	\$480.00	0	\$0.00

ADD TO CART

 Cart Overview

1 x \$50 - Coles Supermarket eGift Card
1 x \$100 - Coles Supermarket eGift Card
1 x \$200 - Coles Supermarket eGift Card

CHECK OUT NOW

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5. In the 'purchase' screen, your Member details will be displayed as recorded with HSU (in the example below the Member details have been removed for privacy reasons):
- Your selected items will be displayed at the top
 - Personal Details displays your name, phone, email address and Membership number
 - These details cannot be changed from this screen – to update your contact details contact HSU on 1300 478 679.

Your Cart

1	x	\$50	Coles Supermarket eGift Card	<input type="button" value="x"/>
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Personal Details

First Name(s)*

Last Name*

Contact Phone*

Email*

*e-gift card will be emailed to this address.

Membership Number*

Payment Method

Charges

Cards	\$48.00
Credit Card Surcharge	\$0.48
Total	\$48.48

Payment - Credit Card

Credit Card Surcharge AUD \$0.48
Total Cost AUD \$48.48

Name on Card

Card Number

Expiry Date /

CCV Number

If lost in transit, Gift Cards cannot be replaced or cancelled.

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How do I pay?

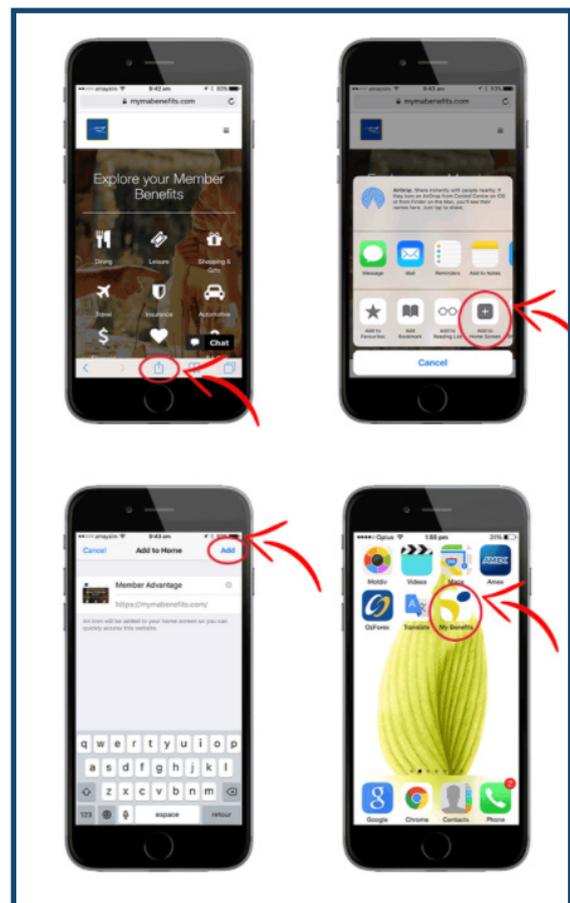
- Credit Card (1% surcharge payable)
- EFT/Direct Deposit (there are no Member Advantage fees payable for using this option, however you will have to wait until your payment is received by Member Advantage until your gift cards are available)

You can create a shortcut on your phone to access your account. Here's how:

For quicker access to your benefits on your smartphone, add the Member Advantage website as a short-cut on your phone's home screen.

iPhone/iPad (iOS10)

1. Visit the Member Advantage website and login
2. Click on the Share button on the menu bar (a box with an arrow sticking out from it)
3. Tap on "Add to Home Screen"
4. Tap on "Add" in the upper-right corner

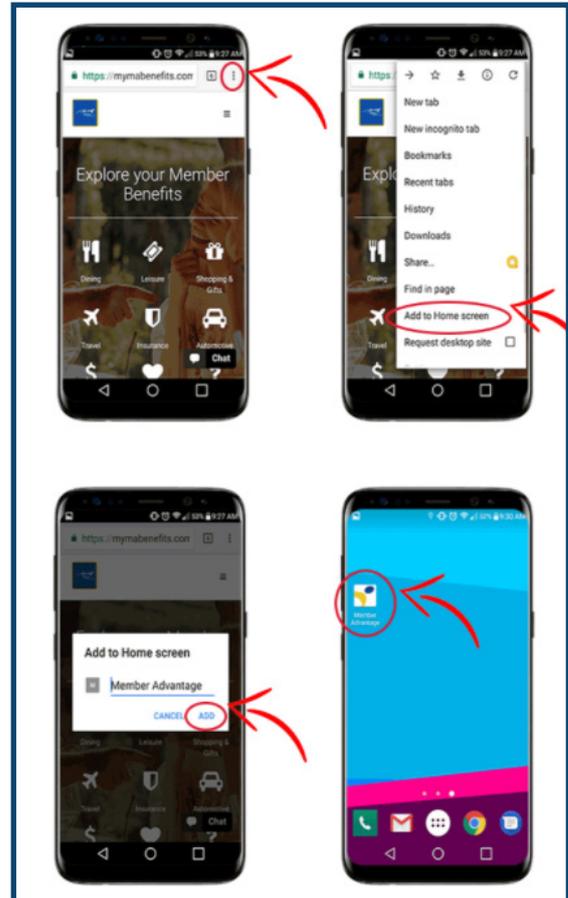


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Android & Windows phones

1. Visit your Member Advantage website and log in
2. Tap the Menu button on the browser bar (3 dots)
3. Tap on "Add to Home screen" and tap on "Add" browser.



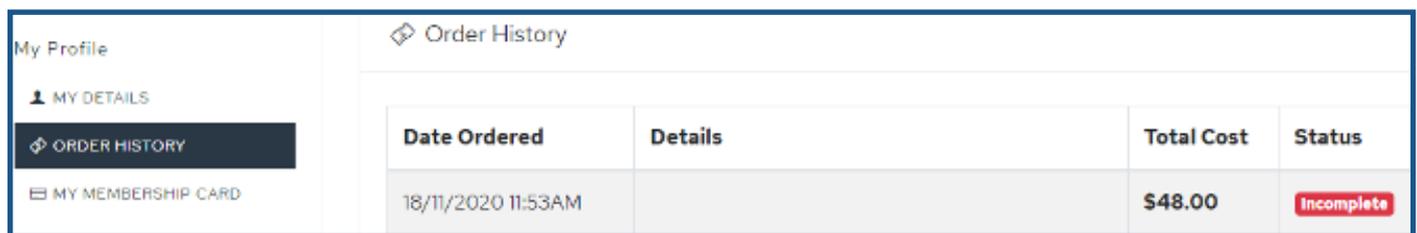
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Frequently Asked Questions:

Q: How long does it take to receive my e-gift card if I pay by direct deposit?

A: When purchasing an e-gift card you will be sent an email with confirmation and a request to make payment via your bank account. In the 'Digital Wallet' you will see your order and the Status will be 'Incomplete':



Date Ordered	Details	Total Cost	Status
18/11/2020 11:53AM		\$48.00	Incomplete

Once you have made the direct bank deposit you will need to wait for the payment to clear (this can take between 24hrs and 3 business days). The Status will change to 'Pending Send' when the payment has cleared, and your e-gift card will be available within 24 hours. When the transaction has completed you will be sent an email with details of the gift card.

Q: Can I use my gift card to buy things online?

A: Each vendor has their own terms and conditions, and some gift cards can only be used in store. Check all information on the gift card page before you buy so that you know whether the card can be used online and/or instore.

Q: How can I keep track of my gift card purchases?

A: In your Member Advantage account click on 'Digital Wallet' next to your name. Your Digital Wallet contains an order history of all gift cards and experiences purchased through the site. You will be sent email confirmations when placing an order and when the gift card is available to use.

Woolworths has a handy 'Woolworths Money App' that allows you to add all your Woolworths Group gift cards and Rewards card, and you can track the balance and scan the barcodes in store when making a purchase.

Q: Why doesn't my Digital Wallet show all of my purchases?

A: Some purchases are made directly through the vendor's website (such as Woolworths) and these purchases will not display in your Digital Wallet.