

FOND FREQUENTLY ASKED QUESTIONS



WHAT IS FOND?

Your employer purchased a subscription from Fond so you could enjoy hundreds of corporate discounts on items and experiences.

Fond is a subscription based company and does not make money by selling your data/activity or share any other sensitive information. Fond operates in compliance with SOC 2 Type 2 to ensure your data is protected, available, and secure. Fond's operations, policies, and procedures regarding data security, availability, confidentiality, and privacy are audited regularly to ensure Fond meets and exceeds all standards expected of service providers.

MAIN MENU / HOW TO NAVIGATE THE SITE:

Favorites
Shopping Cart
Admin
Settings
Support
Invite Family
Log Out

- Add perks to your **Favorites** to view later
- View perk already selected via **Shopping Cart**
- Update personal info by hovering over your initials in the top right corner and clicking **Settings**
- Invite up to five family members or friends to Fond with **Invite Family**

HOW DO I LOGIN TO FOND?

To login to Fond, [navigate to Okta](#) and click on the Fond file. You will be prompted to create a Fond account using your work email address and password of your choosing.

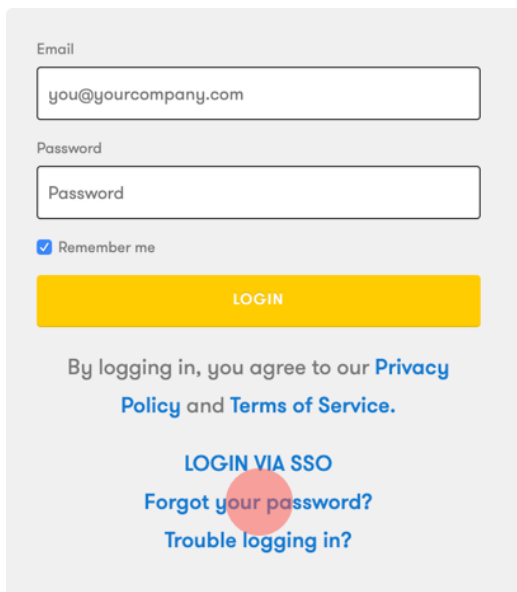
After you have created your Fond account, you can login any time using your email address and password on Fond. You can also login anytime using Okta.

For a quick login overview, please watch this short video, [How to Login to Fond](#).

WHAT DO I DO IF I FORGOT MY PASSWORD?

Your primary method to access Fond will be through Okta. If you are having trouble logging in via Okta, please reach out to your Okta administrator.

If you decide to login manually with your email and password but you have forgotten your password, click **Forgot your password?** at the bottom of the screen.



Email

Password

Remember me

LOGIN

By logging in, you agree to our [Privacy Policy](#) and [Terms of Service](#).

[LOGIN VIA SSO](#)

[Forgot your password?](#)

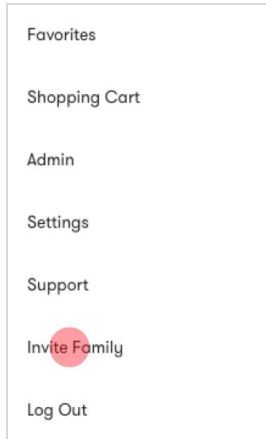
[Trouble logging in?](#)

You will immediately be sent an email to reset your password. Please note the Reset password link in our email is time-sensitive, so you must follow the link within several hours of receiving the email.

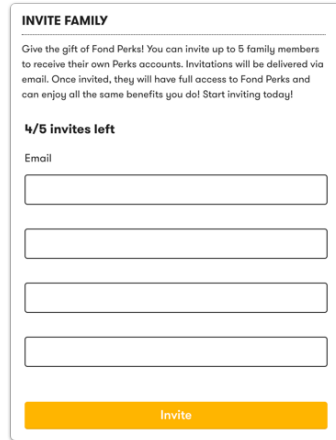
Keep an eye on your spam folder in case this email gets caught in it!

HOW DO I GIVE FRIENDS AND FAMILY ACCESS TO FOND?

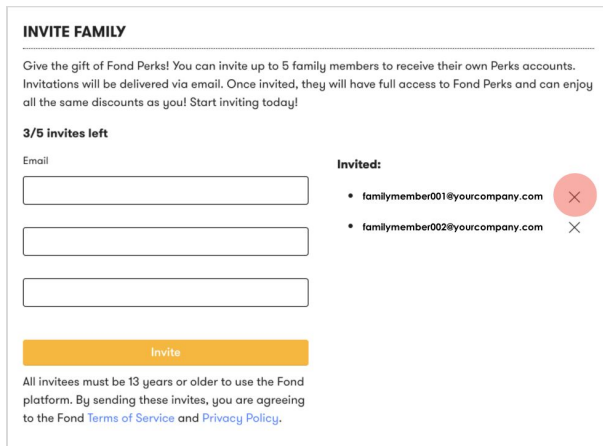
You can invite up to five family members to Fond Perks with **Invite Family**, which can be found in the dropdown menu in the top right of the Fond homepage.



After clicking **Invite Family**, you will be taken to a form. Fill out the form with your friend or family member's email address and click **Invite**. You can invite up to five people.

The 'INVITE FAMILY' form contains the following elements: a title 'INVITE FAMILY', a paragraph explaining the feature, a status '4/5 invites left', an 'Email' label, four empty text input fields for email addresses, and a yellow 'Invite' button at the bottom.

To remove an invitee, navigate to **Invite Family** and click the **X** next to the email address you would like to remove. You will receive a notification at the top of the screen verifying that you have removed the invitation.

The 'INVITE FAMILY' form is shown with '3/5 invites left'. It features three empty email input fields and a yellow 'Invite' button. To the right, under 'Invited:', two email addresses are listed: 'familymember001@yourcompany.com' and 'familymember002@yourcompany.com', each with a red 'X' icon next to it. A paragraph at the bottom states: 'All invitees must be 13 years or older to use the Fond platform. By sending these invites, you are agreeing to the Fond [Terms of Service](#) and [Privacy Policy](#).'

HOW DO I REQUEST A PERK?

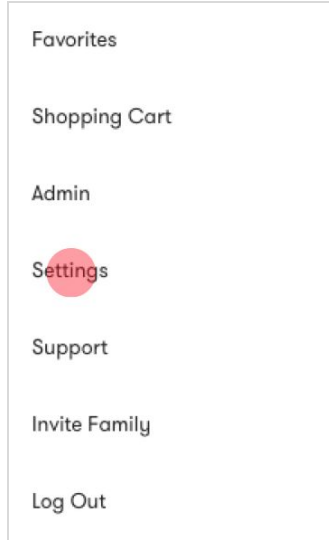
Fond perks are beneficial to both the end users and the companies who offer corporate discounts. Obtaining a discount enables us to highlight these vendors on Fond and provide them more exposure, which is both beneficial for the end-user and to the business.

Requesting a perk is easy on Fond. Just scroll to the bottom of any page on the Fond website and select **Request a Perk** in the footer.



Once you fill out the form, it will be shared directly with our vendor team. Our team works tirelessly to establish partnerships with your favorite vendors and will reach out on your behalf. **Note;** Request a Perk is only available on desktop.

HOW DO I CHANGE MY LOCATION?



To update your location, hover over your initials (or profile photo if you have uploaded one) in the top right corner and select **Setting**.

Once on the **Account Basics** page, you can choose a state or select **I'm outside of the US**. By selecting **I'm outside of the US**, you can select your country. Click **Save** at the bottom of the page.

A form snippet showing a 'Full Name' field with 'John Smith' and a 'Location' dropdown menu currently set to 'California (North)'. A link for 'I'm outside of the US' is visible next to the location field.

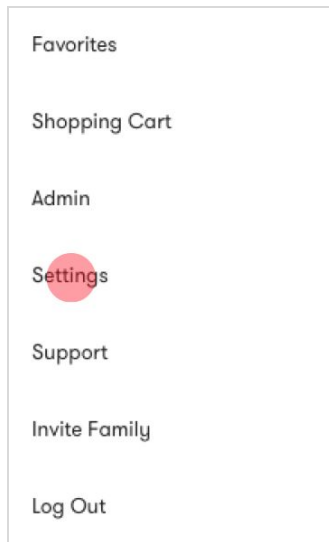
This will narrow down the perks you see in each category to only those available in that region.

Tip: We recommend updating your location if you're traveling to see perks in your area! Just follow the steps above to ensure you can see perks relevant to your region so you can

experience everything Fond has to offer.

HOW DO I UPDATE MY LANGUAGE PREFERENCES?

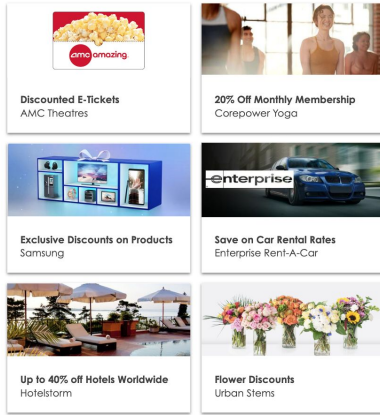
Click on your initials or profile photo in the upper right corner and select **Settings**. On the Account Basics page, scroll down to the **Language** section.



Use the dropdown to set your language. Select from:

- English
- German
- Spanish
- Chinese (traditional or simplified)
- French
- Japanese

HOW DO I REDEEM A PERK?



1. Log in to Fond
2. Search for a Perk in the search bar
3. Click **Get Perk**
4. You will either scroll down to the Instructions section or navigate to the Perk's website to redeem

WHAT SHOULD I DO IF I HAVE TROUBLE WITH MY FOND ACCOUNT?

Fond has 24x5 live support for all customers Sunday 10 pm PST through Friday 5 pm PST, excluding US holidays.

To contact support, call the numbers below or click on your initials or profile photo in the top right corner. Select **Support**. From the Support page, you can locate support help articles, login support, email and/or phone support.

North American customers:

+1 (888) 681-7864 (toll-free)

UK customers:

+44 1803 226153

All other customers:

+1 (415) 969-6563