

juno

Getting Started FAQs

Getting Started:

Getting Set Up

- Your company has invited you to join Juno. You can join via the email invitation.
- You will receive Juno Points each month to spend on your wellbeing.
- 1 Juno Point is equal to £0.50 and Juno Points have an infinite validity (never expire).

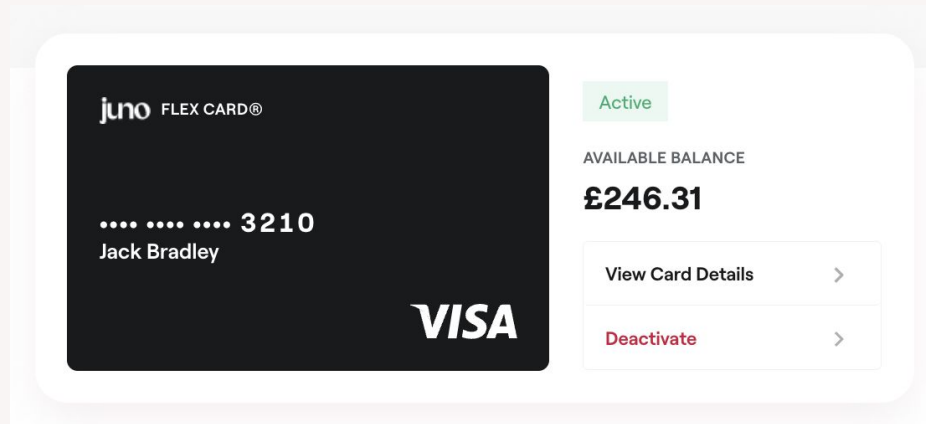
Using your allowances

- Set up your free Juno Flex Card to spend your points online with your favourite brands.
- View Juno's list of partners to access a range of discounts and earn more Juno Points as rewards.
- Reimburse purchases you've made using your own money against your Juno Points balance.

Getting help

- Juno's Customer Service team is available to support you with any queries via:
 - support@withjuno.com; or
 - Via the chatbot and help centre inside the platform (bottom right corner)

Virtual Card FAQs



Q: HOW DO I SET MY CARD UP?

A: Enter your personal address and phone number when you register your card. You should use these same details when making transactions online

Q: HOW DO I FIND MY CARD NUMBER, AND OTHER DETAILS?

A: Navigate to your Flex Card via the left-hand sidebar and click “View Card Details”.

Q: ARE THERE FEES TO USE THE CARD?

A: From 01/12/23 there are no fees to use the card.

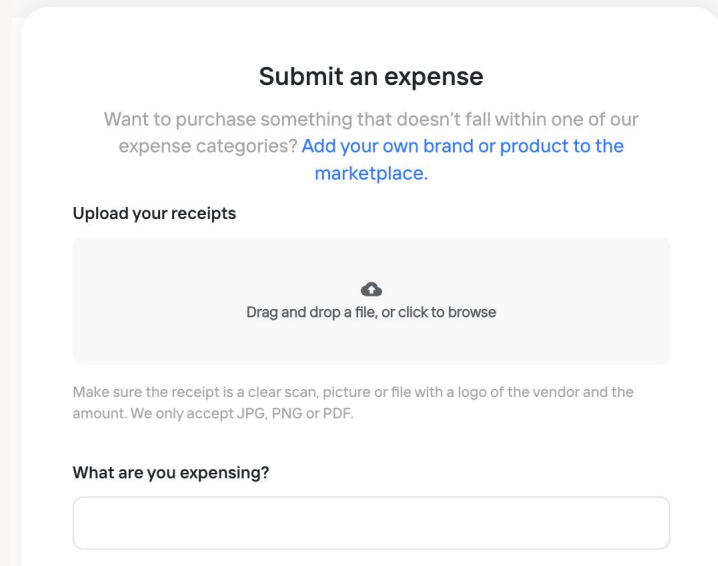
Q: I’M BEING ASKED TO CONFIRM RECENT TRANSACTIONS, BUT I DON’T RECOGNISE ANY.

A: If it’s the first time using the card, you should select ‘I don’t recognise any of these’.

Q: WHAT CAN I SPEND MY ALLOWANCE ON?

A: Juno Points are meant to be spent on wellbeing. Purchases made for alcohol, gambling and fuel will not go through.

Reimbursements FAQs



Q: WHY CAN'T I SPEND MY FULL ALLOWANCE?

A: From 01/12/23 there is a 1% fee for using the reimbursement service - this is deducted from your total balance.

Q: WHAT CAN I REIMBURSE AGAINST MY JUNO POINTS?

A: Juno Points are meant to be spent on wellbeing. Expense requests for alcohol, gambling and fuel will not be approved.

Q: WHEN WILL I GET PAID BACK, AND HOW?

A: Juno pays reimbursements every Tuesday and Friday to your nominated bank account.

Q: CAN I UPLOAD A RECEIPT FOR MORE THAN MY AVAILABLE JUNO POINTS?

A: Yes, submit the receipt and we will reimburse up to the amount you have available.

Juno Partners FAQs



Premium British...

 Le Col

Founded by professional cyclist and rider for team...

10% Cashback



Meal Kit Delivery...

 HelloFresh

HelloFresh is a rolling weekly meal kit delivery...

Earn 15 Points



Cushioned Running...

 Hoka

For athletes and occasional runners, Hoka One One...

5% Cashback

Q: HOW DO I BUY FROM JUNO'S PARTNERS?

A: Click the button on their page on Juno to go through to their website/app. Use your Juno Flex Card to make the purchase, or use your own funds and reimburse to your bank account.

Q: DOES JUNO PROVIDER SERVICES THEMSELVES?

A: No, your purchase will be made directly with the brand or partner.

Q: WHEN DO I RECEIVE CASHBACK?

A: At the end of each month, Juno sends cashback in the form of Juno Points.

Q: HOW DO I USE THE DISCOUNT CODES?

A: Copy the discount from Juno's website and use it at checkout to redeem the discount.