Hi s 47F

Hope you had a lovely weekend.

Please see attached the annual report for the iBenefit program.

Great to see the spend and savings continue to increase!

We closed off another quarter packed full of product and service improvements, I wanted to recap the headlines from the last 3 months and a sneak peek of what's on the horizon!

KEY UPDATES

Payment provider change
On 4th July, we'll be changing the provider that processes all payments across all platforms, so that we can better manage the increasing number of transactions in the future. We'll be communicating with members from 4th July, about what this means for any stored card details and recurring orders.

After consulting with our new payments provider, and following new data security guidance, we decided to review our phone order process. Our members' data security is our top priority, and so to ensure we can keep their data as safe as possible, we've decided not to accept payments by credit or debit card over the phone from 4th July. Members can still order by phone, but will need to complete a bank transfer before being sent their gift card..

JB Hi Fi rate update
As you have already seen, the discount rate for JB Hi Fi recently reduced to 5%. This has been updated across your discounts programme, however please ensure any other comms you have for this retail offer has been adjusted to reflect the new rate. As mentioned this is an industry wide change from JB Hi Fi and not Reward Gateway specific.

WHAT'S NEW

Enhanced data security features for your employees

We've implemented a raft of features and developments over the last couple of months to ensure compliance with new data laws. One of the most important of these is the Employee Security Centre, which gives your employees more control over the use of their data in communications from us. ***Read more here >***

New retailers on your platform

Tiffany & Co.(5%), Tony Bianco (10%), Napoleon Perdis (12%) , Blackmores (5%), Moda Operandi (10%), G Adventures Australia (6%), and Healthy Mummy (7.5%) all came on board in the last 3 months with fantastic offers for your employees!

SmartSpending™ app continuously improving

Given the increase in engagement with client platforms when their employees start using the SmartSpending™ app, we've been working on how to encourage more users to download the app for themselves. ***Find out what's new >***

SmartSpending™ API retailer integration

We know how frustrating it is to have small amounts left of Instant eGift Cards, especially for retailers that you might not use everyday. We are currently working with individual retailers to integrate our system directly with theirs to allow members to pick the exact amount that they would like to have on their Instant eGift Card. For instance, if flights from Sydney to the Gold Coast are $317, you can purchase the exact amount and maximise the discount. So far, Jetstar and JB Hi Fi have been integrated and plans are in place to bring on more retailers provided the systems are compatible.

New features to help you communicate with and engage your people

- Better visibility of **blog post performance**, including total number of unique views, unique clicks, likes & comments
- Improved **usability** on the front end – including:
  - 'Latest/Most popular post' filter
  - Top bloggers list
  - Top 5 tags list

- o Larger 'featured post' area
- o Dynamic toolbar
- o Ability to attach a doc to a blog post
- o Ability to add useful links to a blog post.
- **Comment threading** on Blogs, including the ability to use emojis and @mention users. [Read more about comment threading here >](#)
- Alert notification to users when they've been mentioned in a comment, or someone has reacted to their comment
- Alert notification to bloggers when someone has reacted to their post
- Easier R&R sending flow – we introduced 'Reggie', an animated envelope character who sits above the recognition sending buttons on your Social Recognition wall feed.
  - o For eCards, all employees will see the 'Send eCard' button
  - o For InstantAwards, only managers who've been assigned recognition budgets will see the 'Send Award' button.

ON THE HORIZON...

Recognition survey

In July, Reward Gateway will be conducting a nationwide survey around recognition. This survey allows Reward Gateway to share benchmark data around what recognition means to employees and how well companies are executing recognition strategies. We encourage all clients to participate as you will also receive a report comparing your survey results with those gathered overall.

Reward 'points' and global programme enablement

We're currently working on introducing the ability to run your reward programme based on points rather than money. This will allow global clients to reward employees with awards that can be redeemed against retailers in the countries they're based in, in the local currency. More information on this will be shared towards the end of 2018.

Any questions, please feel free to contact me.

Many thanks
s 47F

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Client Success Manager

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Website | LinkedIn | Blog

Build It: The Rebel Playbook for World Class Employee Engagement buy a copy today and join the rebelution!

Smart insights™

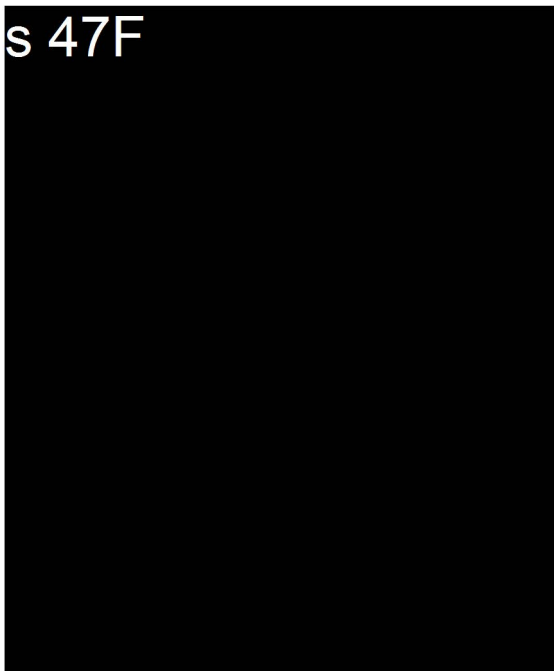## ABCC iBenefits Annual Report 2018

Report Information

Report Period
1 July 2017 -
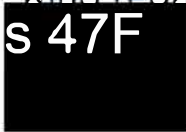30 June 2018

Report Date
9 July 2018

s 47F

Hi iBenefit team!

Please find the engagement stats foriBenefit for the July-June 2018 period.

Kind regards,

s 47F

Key Headlines

How is iBenefit doing?

154
Registered users

A$157.2k
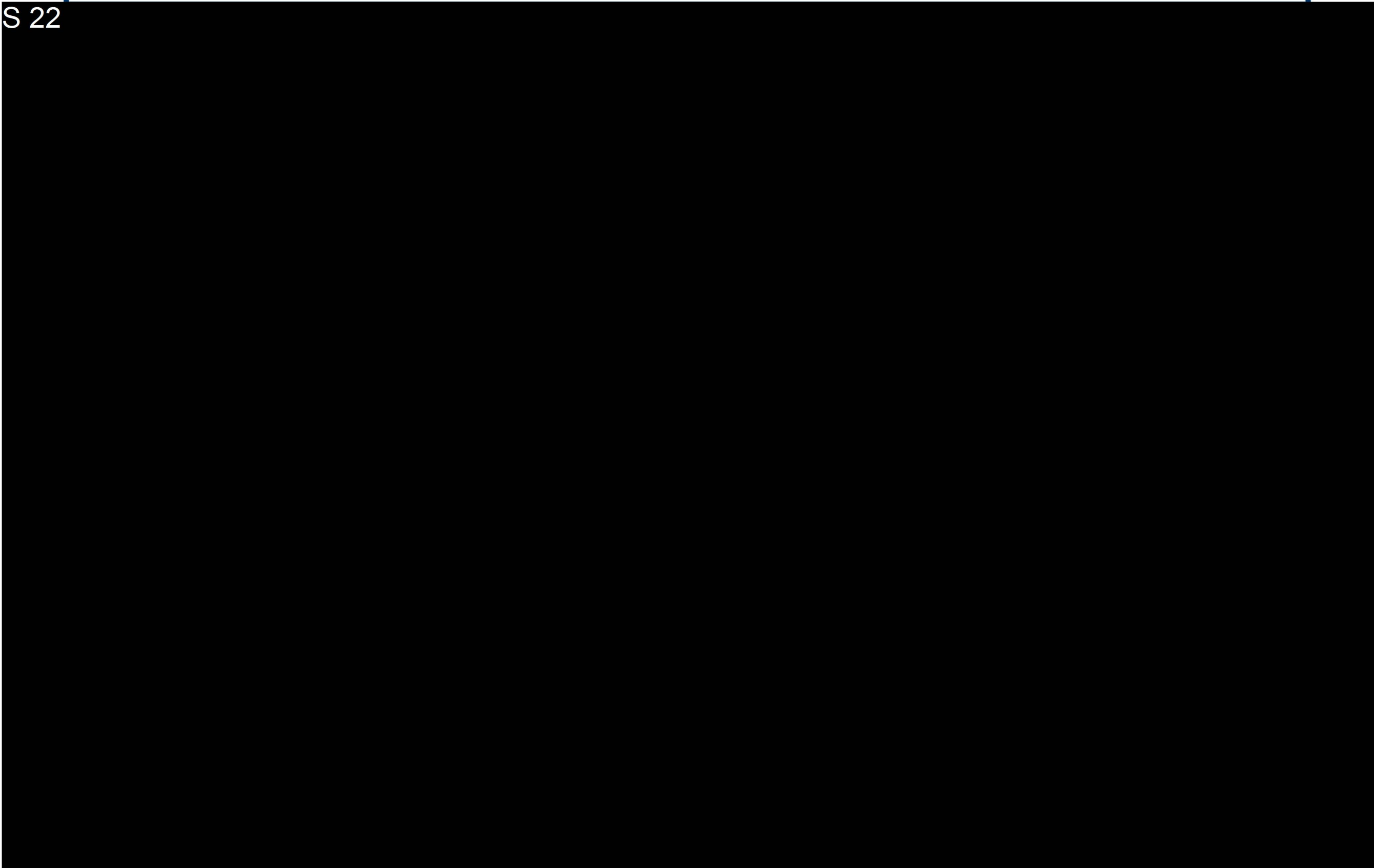Spent, saving employees A$12.1k!

7.4k
Shopping discounts pages accessed

592
In-store and Online orders placed

Registrations

S 22

	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
Total savings for the previous year	A$402	A$274	A$630	A$358	A$267	A$952	A$782	A$446	A$481	A$303	A$331	A$304
Total savings	A$703	A$333	A$1.4k	A$1.2k	A$578	A$1.2k	A$1.2k	A$391	A$584	A$1.4k	A$1.8k	A$1.2k

■ Total savings for the previous year   ■ Total savings
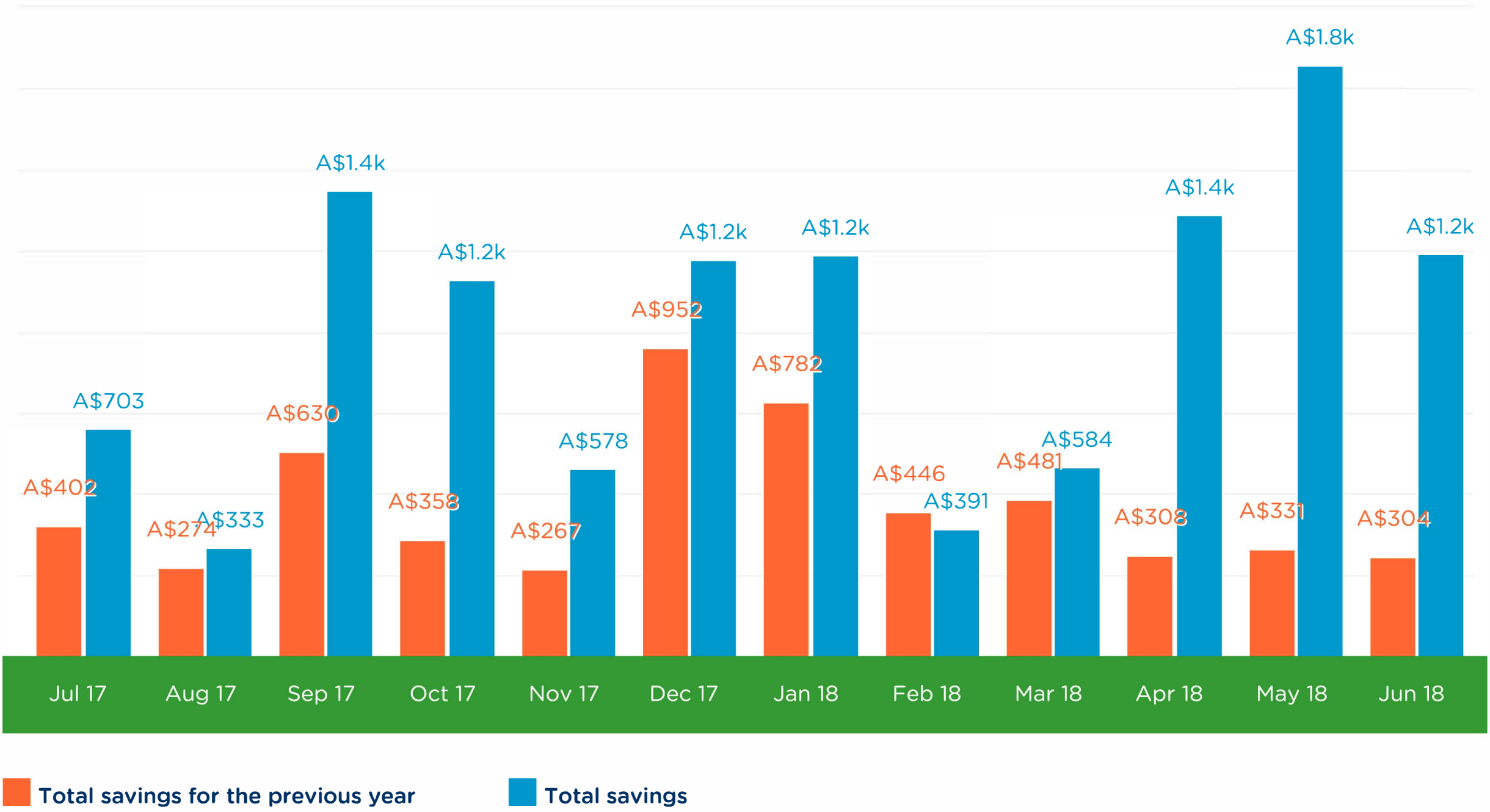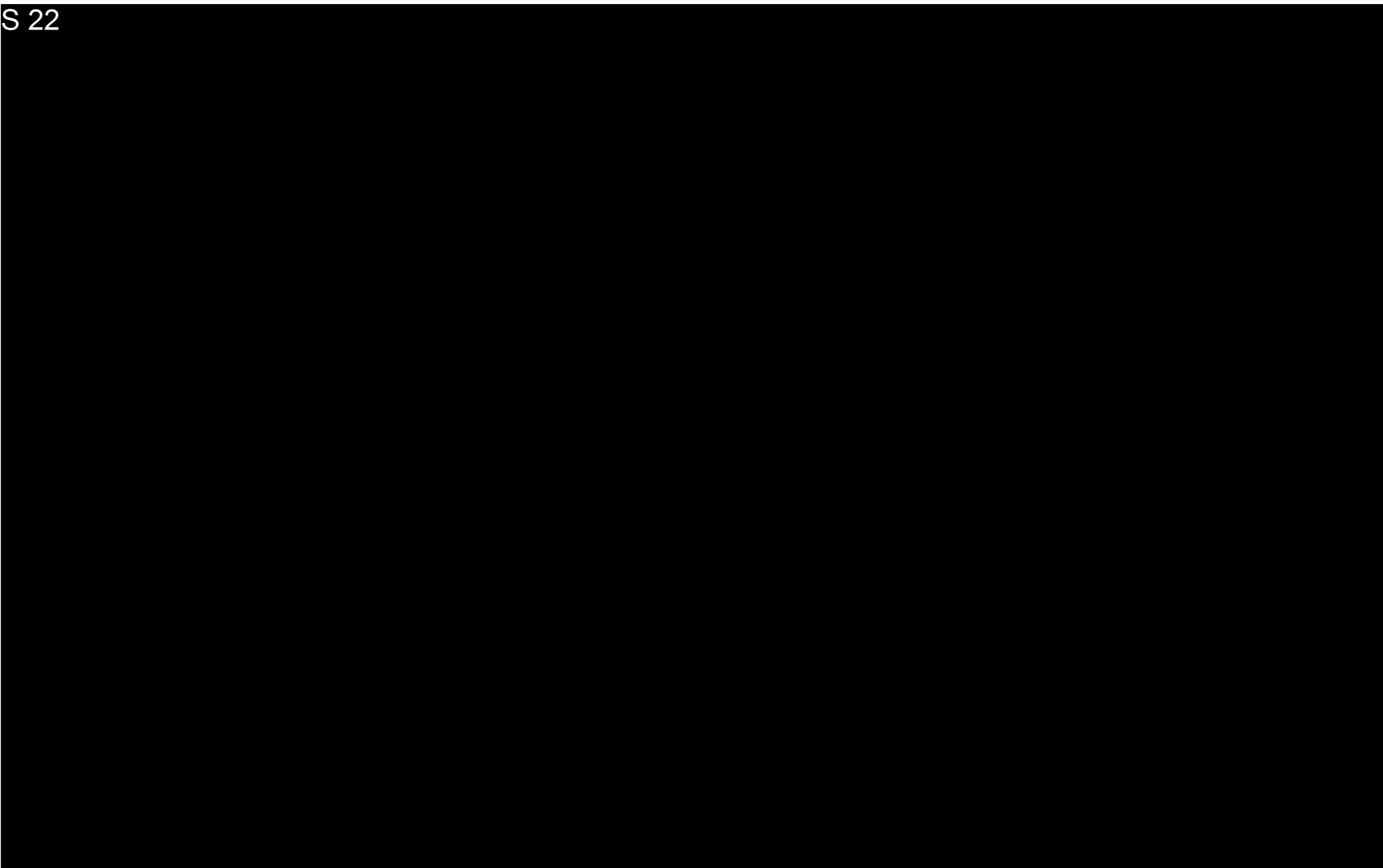
Number of orders for each month

Number of orders for the previous year   Number of orders
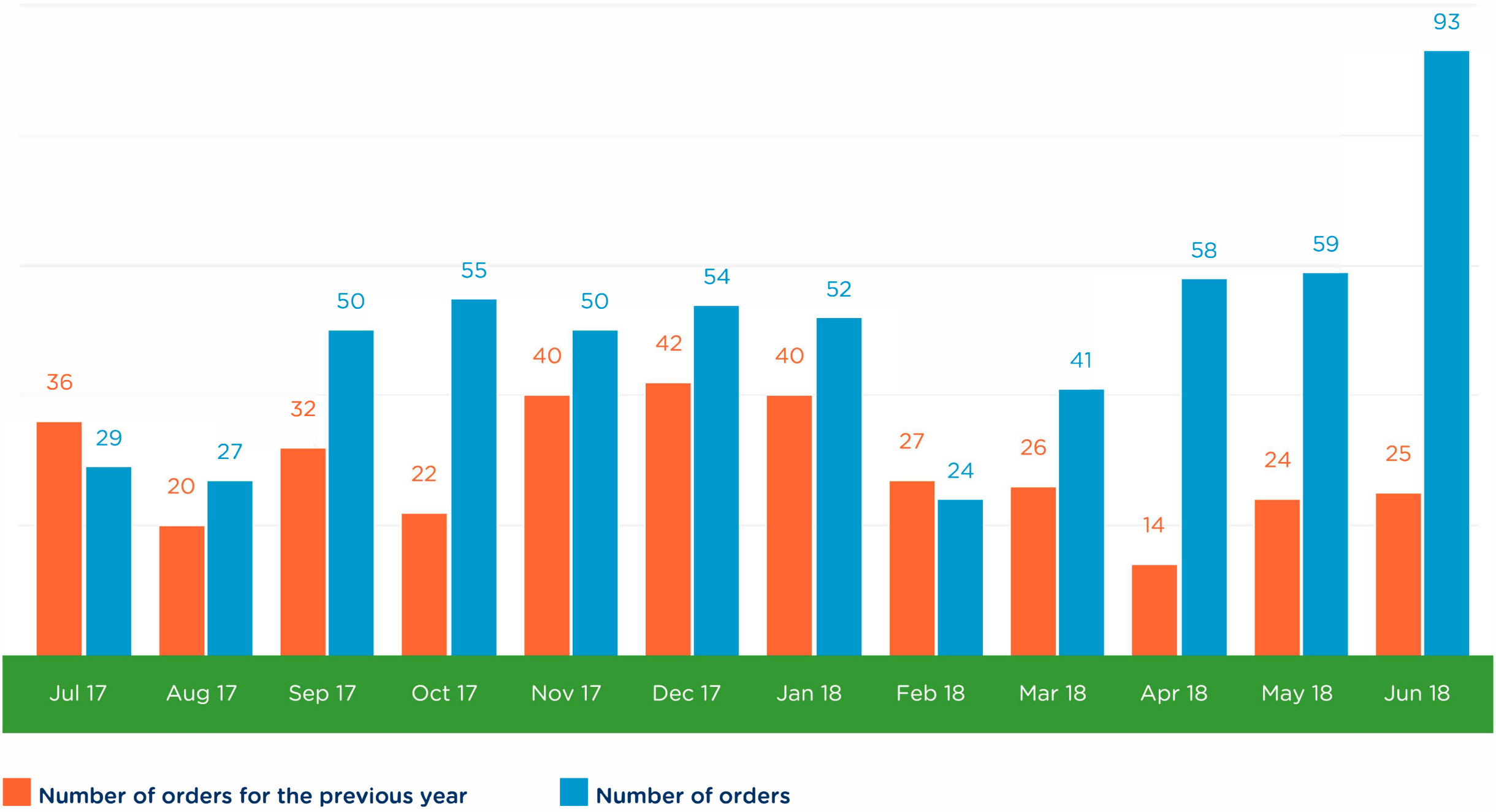
Top ten retailers (by spend)

- JB Hi-Fi - A$33.5k
- Woolworths - A$21.1k
- Hamilton island - A$16.3k
- David Jones - A$15.6k
- Coles - A$9.4k
- Myer - A$7.9k
- Expedia - A$7.8k
- The Good Guys - A$6.7k
- Jetstar - A$5.5k
- Agoda - A$5.4k
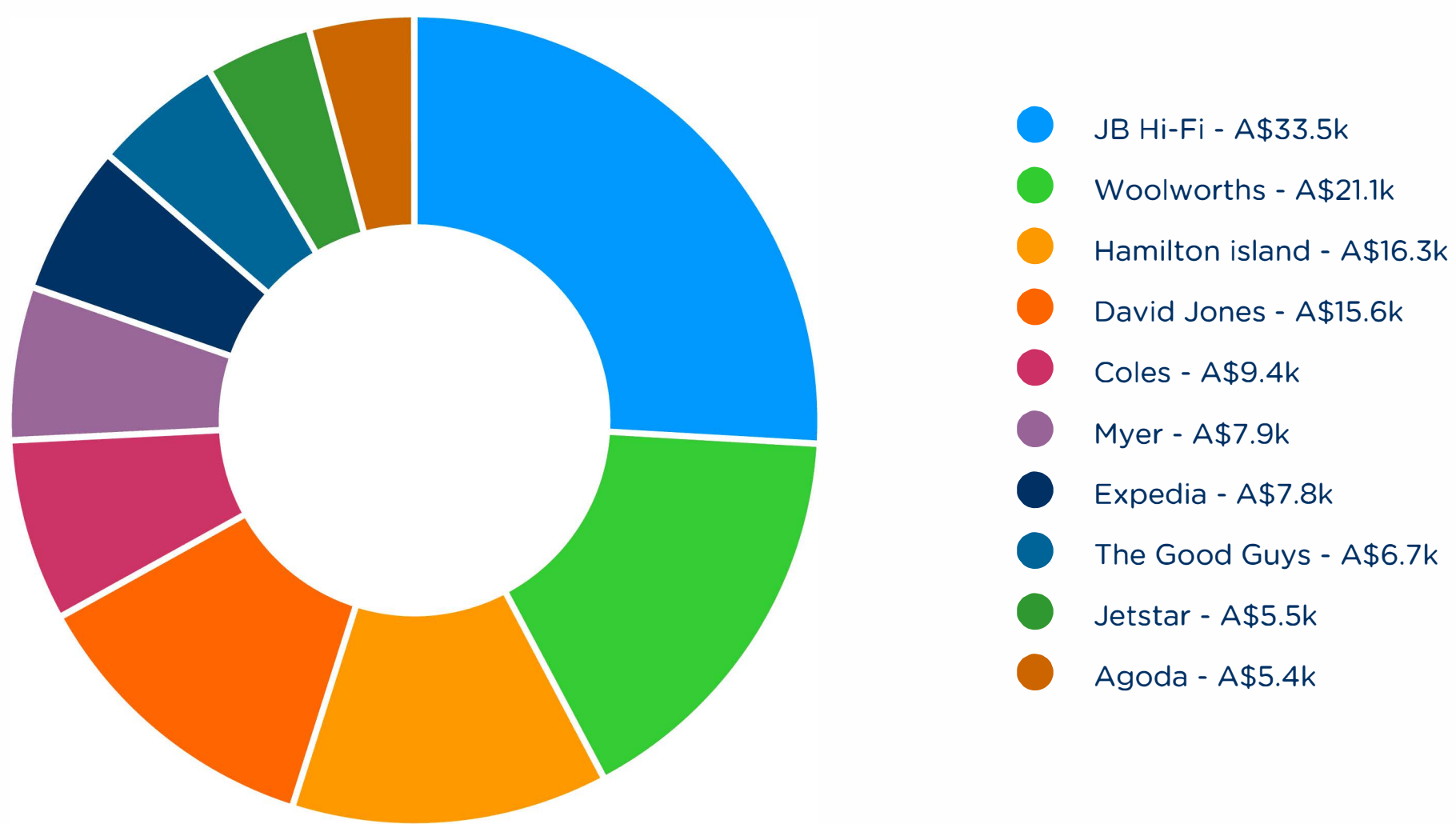
S 22

Average employee saving	Average employee spend	Spend increase compared to the last year	Savings increase compared to the last year
A$78	A$1k	137%	117%

Spend breakdown by Order Type (Instore, Online, Other)

- **Instore** - A$114.2k **72.67%**
- **Online** - A$43k **27.33%**

Reward
Gateway