



## Online Local Savings - **FAQ**

**Q. What is Online Local Savings?**

A. Members have access to thousands of discounts through this online-based benefit. Discount categories include: Hotel, Recreation, Dining, Shopping, Services, Health & Beauty, Movies, and Car Rental.

**Q. How do members receive Online Local Savings?**

A. Each member will receive a membership card in their New Account Kit upon signing up for the program. This card contains the Access logo which may be requested by the merchant at the time of coupon redemption.

**Q. How do I use the website?**

A. Login to your financial institutions website. Find the program name in which you are a member. Click on the benefit "Online Local Savings". First-time users will be asked to register by creating their own Login ID and Password.

**Q. I was unable to click on a specific offer to print the online coupon. What should I do?**

A. This means you are not logged in to the benefit. Each time you access Online Local Savings, login using the Login ID and Password you created. This will allow you to print coupons for the merchants you choose.

**Q. I tried to use one of the offers through Online Local Savings and the merchant would not accept it. What should I do?**

A. Call Member Services regarding merchant issues at 1-866-889-8176. A representative will follow up with the merchant and help you obtain the discount to which you are entitled.

**Q. I want to suggest some attractions, hotels or merchants to be included in Online Local Savings benefit. What should I do?**

A. There is a "Recommend a Retailer" link on the bottom of each of the category screens. We are always looking forward to expanding our offering list and appreciate your suggestions.

**Q. I have moved since I originally registered on the Online Local Savings site. How do I update my profile?**

A. On the bottom of the home page of Online Local Savings, click on "My Profile". The only fields required are First Name, Last Name and Zip Code.

**Q. Can I change my login ID and/or password?**

A. Yes. On the bottom of the home page of Online Local Savings, click on "My Profile". At the bottom of this screen, you will see: "Click here to reset your user name & password".

**Q. I visited a merchant listed online and they did not recognize Online Local Savings. What should I do?**

A. First, make sure you identified yourself as an "Access Member." Second, if they still don't recognize the program, you can call Member Services at 1-866-889-8176. A representative will follow up with the merchant and help you obtain the discount to which you are entitled.

**Q. I have misplaced my Online Local Savings card. How do I get a new one?**

A. Call our Member Service Center at 1-800-251-2311 to request another card.