



## Perkopolis FAQ

### What is Perkopolis?

Perkopolis is Canada's leading provider of employee perks programs. As an HBC Associate you get access to the full range of discounts, benefits and value-added services.

### Who is eligible to use Perkopolis?

Perkopolis is available to All HBC Canadian Associates & U.S. Associates traveling in Canada. Membership is limited to HBC Associates only, but you are welcome to order merchandise and services on behalf of friends and family.

### How do I access/register to use Perkopolis?

1. Visit: <http://www.perkopolis.com/member-registration> and click Register in the top right corner.
2. Enter a valid email address (work or personal). You will receive an email to complete your registration.
3. Enter "HBC" + your Associate/ Employee number (ex: HBC123456)
4. You are now a Perkopolis member. Start using and saving.

### Is there a cost to me?

No, Perkopolis is free to access and use.

### When will my order be processed?

Orders placed on weekends, holidays or after 4:00 pm EST will be processed on the next business day. Business days are Monday to Friday, from 9:00 am EST to 5:00 pm EST, excluding statutory holidays. Note: suppliers can update their pricing and availabilities without notice. In this case, Perkopolis will contact you as soon as they are notified.

### What if I have questions?

If you have questions or require assistance, you can call Perkopolis at (416) 236-4985 or 1-800-761-7523. You can also email at [customerservice@perkopolis.com](mailto:customerservice@perkopolis.com).



## Perkopolis Hotels

### **What is Perkopolis Hotels?**

Perkopolis Hotels is a separate platform you would use to book a non-work related hotel. If you choose the Hotel option under the Travel category you will automatically be brought to the Perkopolis Hotels site.

### **Can I login to Perkopolis Hotels if I am already registered on Perkopolis.com?**

No, the hotel site is a separate platform. You must register for Perkopolis.com and Perkopolis Hotels separately. You will need to create a different password than the one on Perkopolis.com since the requirements are different. This password must include one number, one uppercase and one special character, for example %.

Note: After creating your new password, you can log into your account on Perkopolis.com and update your password there so that you will have the same login for both websites.

### **How do I register for Perkopolis Hotels?**

1. Visit: [www.hotels.perkopolis.com](http://www.hotels.perkopolis.com).
2. Click 'Register Now' because you are a first-time user.
3. Enter member ID code ( PERKSHBC18) to complete your registration.

### **What is my username?**

After you are registered on Perkopolis Hotels, your username will be the email address you registered with.

### **How does the Hotel perk work?**

There are many rules and provisions pertaining to the Hotel perk. You can access the link below to familiarize yourself with them. <https://hotels.perkopolis.com/content/content.aspx?id=202>

### **What if I have questions?**

Call customer service at 1-800-761-7523 Monday- Friday (9:00 am- 5:00 pm EST).