

Frequently Asked Questions

General scheme queries

What is this scheme all about?

This scheme is in place to help you get savings on your everyday and lifestyle spending. You are able to take up offers online, on the phone and in-stores.

Can my family use the offers and discounts?

Yes, immediate family members can use the offers using your account and login details.

How do I change my account details?

Log into your website and visit the 'My Account' section to change the name, email address, password and other details.

What if I am not happy with a product or service that I have received?

In the first instance you should contact the supplier. However, if you are still unhappy with the outcome or require further assistance then please contact us directly by visiting the 'help and support' section of the website and filling out the enquiry form.

Further queries and issues

For any enquiries or issues with your benefits scheme please contact us for further assistance by emailing help@icomssavingworks.co.uk

Vectis Card

Where can I use my Vectis Card?

For a full list of participating outlets please click on 'Vectis Card Offers' on 'The Go-To Pad' on the website or download the 'Vectis Card' mobile app from the Apple Store and Google Play. The brands available on the Vectis Card may be different to the brands on other offers, so please check the list of participating venues carefully before visiting a store or venue.

For discounted meals and services please remember to present your card when ordering. Please note, some venues also require an additional code or voucher so check the website or app for details.

Do I need to register my Vectis Card?

No, you don't need to register the card beforehand, just simply show it at the venue to get your discount. Make sure you check the website for a list of participating venues and you can even share your discounts with your immediate family.

Can I use my Vectis Card on sale or already discounted items?

You will need to check either the offer page on the website or the venues terms and conditions before making purchases with the Vectis Card as the offers vary.

Do I need to load money onto my Vectis Card?

No, you simply show the Vectis Card in-store or at the venue to receive your discount and do not need to load money to it.

How do I ask for new offers in my area?

Suggest new offers in the 'Nominate a retailer' on the 'My Pad' section of the website homepage. Please include any contact details and we will let you know when we have been successful.

Remember, we already have deals in place with major retailers such as Sainsbury's, Tesco and B&Q, etc. – so please check the website before sending your requests.

Digital Vectis Card

How do I use my digital Vectis Card?

In order to gain access to and use your digital Vectis Card, please follow the process detailed below:

- Download or update the 'Vectis Card' app for free on Apple Store and Google Play
- Open the app and select 'My Vectis Card' in the bottom right hand corner
- Enter the email address you use to login to the website and your scheme ID number.
- Select 'My Vectis Card' in the bottom right hand corner and show the image of your digital Vectis Card on your mobile at participating venues to get great discounts

Please note you must have internet connection to use the 'Vectis Card' app and to view your digital Vectis Card.

Other ways to save

How do Digital Gift Cards work?

Digital gift cards are the quick, hassle-free way to save. Once on your chosen offer page, click the link on the right hand side of the page to access the supplier's website. Simply select the digital gift card you would like to purchase at a discounted rate, enter the email you want to receive it to and receive the digital gift card once payment has gone through.

You will need your mobile phone to hand to receive a verification code if you want to make a purchase with a digital gift card. You will also need Wi-Fi or data connection to receive the digital gift card to your email.

You can spend digital gift cards instore and sometimes online. You can also spend them on sale and promotion items meaning you will save even more.

How do I use the online offers?

Online offers can be taken up through pre-discounted websites and by using discount codes.

Pre discounted websites won't need a code as the prices on the website have already been discounted. Just head to your chosen offer page and click the link to take you to the supplier website to start shopping. If you want to compare the original price with the discounted price, you may need to clear your browser cookies.

Certain offers allow you to use discount codes to get money off your online shopping. You will be able to find your discount code on your chosen offer page – make a note of this code as you will need it later when making your purchase. Then follow these simple steps:

1. Click the link on the offer page to take you to the supplier website
2. Shop for your items on the retailer website
3. Enter the discount code at the checkout

How do I use Reloadable Cards?

Add funds to Reloadable Cards at a discounted rate and use it in-store like cash. You can even use it on sale items and in conjunction with promotions and printed vouchers. You can also spend some cards online.

Just follow these simple steps and you will be shopping in no time:

1. Click the link on the offer page to take you through to the Reloadable Card website
2. Select the amount you wish to top up and the discount will be automatically applied (select 'Reload an existing card' if you wish to top up the card you already have)
3. Add this to your basket and proceed to checkout to complete payment
4. Your card will be with you in just a few days and will be ready to use in-store or online!

Please note that reloads can take up to 48 working hours to process and please ensure that you check the balance of your card before shopping. These are different to the offers available with the Vectis Card.

How does the One4all gift card work?

You can buy One4all gift cards from our website at a discounted rate and spend them in-store and sometimes online. Head over to the One4all offer page and click through to the website where you will be able to order your discounted card. They are also perfect for gifts as they can be ordered with a card.

You can even spend One4all Gift Cards on sale and promotion items, meaning you will save even more.

How do I use the telephone offers?

You can make savings on products and services over the phone too. Just phone the supplier directly; you may need to quote the discount code provided on the offer page so make sure you have this to hand.

How do I use Cashback?

With cashback you can shop online as usual, but you get money back for doing it. Click through to the Cashback website from your chosen offer page and login or register. From here you just click through to the supplier's website and shop as usual. The cashback you earn will be automatically credited to your cashback account.

Check the cashback website for cashback payment times and schedules as the transfer will not be immediate.

Tip for the users - The call to action for each offer will be on the right of the offer page. There may be more than one way to save for each offer.