

The Monizze Activ' USER GUIDE



Up Monizze

Hello,

Welcome to Monizze!

Good news: you have just received – or will soon receive – sports and culture vouchers from your employer.

This guide is meant to facilitate the use of your new extra-legal benefit, Activ'.

Enjoy reading!



**The sports/
culture voucher**

1

What is a sports and culture voucher?

The sports and culture voucher is an extra-legal benefit meant to encourage Belgian employees to engage in sporting and cultural activities. Therefore, sports and culture vouchers can only be used in cultural institutions and sports organizations recognized by the competent authorities.

These vouchers are valid for a duration of **maximum 15 months**, from the 1st of July of the current year to the 30th of September of the year following.

What is Activ'?

Activ' is the new generation of sports and culture vouchers, replacing the paper version. Activ' is Monizze's online platform to book sporting and cultural activities. You therefore book and pay your activity online through the Activ' platform and not with your Monizze card.

Ideas for sporting, cultural and well-being activities

The Activ' platform offers a large range of sporting, cultural and well-being activities, as well as camps for children. You're bound to find something to your liking. Discover below a few ideas on how to spend your Activ' benefit and fully enjoy this addition to your purchasing power.

Once your Activ' balance has been used up, do continue to use the platform, as it offers you discounts on numerous popular activities!

Sports clubs

It's often difficult to find enough motivation to do sports on one's own. Why not try to train with your colleagues or friends instead to make things easier? Beyond helping with motivation, doing sports with other people strengthens social bonds and boosts your well-being. Ask your colleagues to sign up with you to one of our partner sports clubs and schedule a work-out session together at the end of your workday!

Group sports

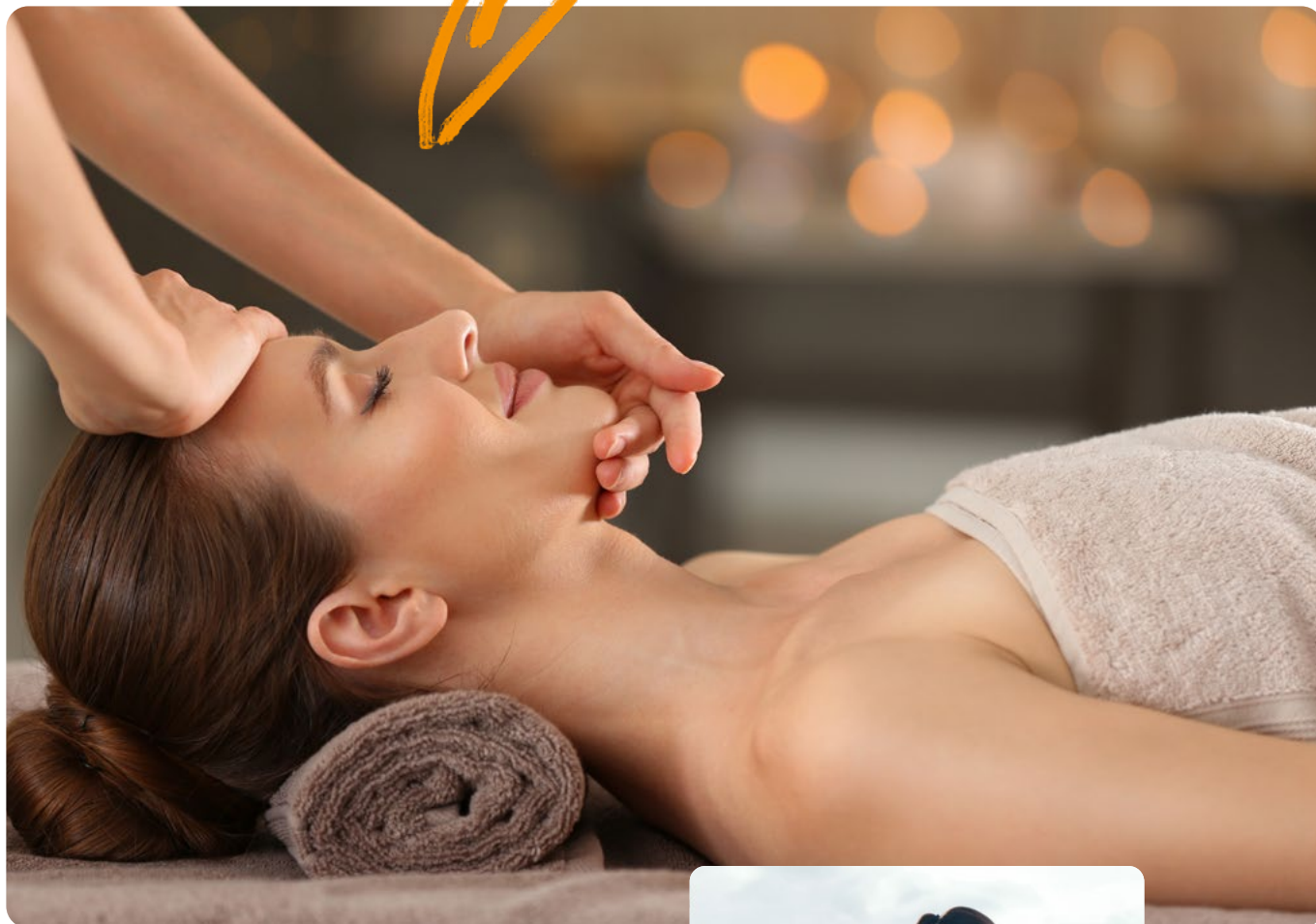
Do you and your colleagues share a common passion for tennis, badminton, volleyball, hockey or football? Then you're in luck! The Activ' platform offers lots of possibilities to take part in group sports. So, hurry, get your colleagues on board and book your next sporting sessions together. After all, it is well-known that doing sports is good for both physical and mental health.

Sporting events

Whether you're a hardened athlete or more of a weekend warrior, you might be one of many to want to take up a personal sporting challenge. The 20 km of Brussels, the Air Games, the City Runs or even a triathlon... There are many different sporting events organized in Belgium or abroad that can help you challenge yourself. Ready... set... go! It's time to take the leap and sign up for your next sporting challenge on the Activ' platform.

Well-being

As we mentioned, it is a well-known fact that sports can create a sensation of well-being. But it is far from the only way to take care of one's body and mind. Getting a massage, relaxing at the spa, enjoying a facial treatment, for example, are all activities that can strengthen well-being. So feel free to use Activ' to schedule a moment of intense relaxation in one of our partner wellness centers and recharge your batteries.



Culture

Your Activ' benefit gives you access to a large range of cultural activities. Reading, museums, concerts, wildlife and leisure parks... The list goes on when it comes to opportunities to entertain yourself, deepen one of your passions or enrich your life with cultural discoveries. These activities will strengthen your creativity and enthusiasm in daily life. Take advantage of this chance and enrich your free time with leisure and cultural outings.

Children camps

School holidays can often be a real pain for parents. Camps are often the solution to entertain your little ones. There, they can develop new skills in a fun way. Sports, nature, cooking, DIY... There is a camp that will fit each child's wants. Pick any of these different camps from one and the same platform! Thanks to Activ', planning and booking your kid's holiday has never been so quick and easy.





2

Starting up with Monizze

**Do you already receive Monizze
extra-legal benefits (meal, eco, gift
or consumption vouchers)?**

YES



An Activ' account will be added to your existing profile, meaning you can continue to use the same Monizze card.

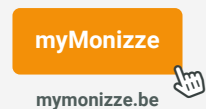
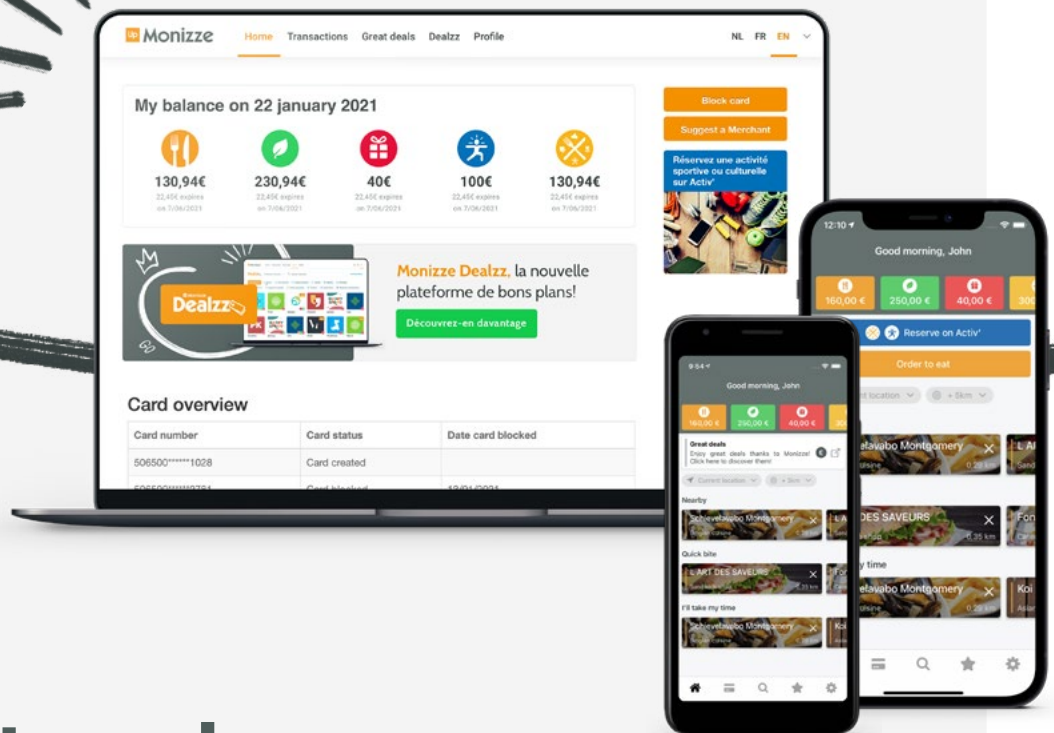
NO

You will soon receive your Monizze card in the mail. Follow the instructions enclosed beside it to activate your card. It's both simple and quick!



3.

Accessing the **Activ'** platform



**All of Monizze, available 24/7 in your pocket.
It's possible thanks to our mobile app.**



Once you have activated your Monizze account, you can access the Activ' platform in two different ways: by logging in to your personal myMonizze area or through the Monizze mobile app. Once you're logged in, you only have to click on the blue button

"Book with Activ'" to discover the platform and enjoy your new benefit!

The app and myMonizze also give you access to lots of other functionalities.



CHECK YOUR
BALANCE



VIEW YOUR
TRANSACTION
HISTORY



FIND OUT HOW LONG
YOUR VOUCHERS ARE
STILL VALID



BLOCK YOUR
CARD



RECEIVE A
NOTIFICATION WHEN
YOUR VOUCHERS ARE
LOADED

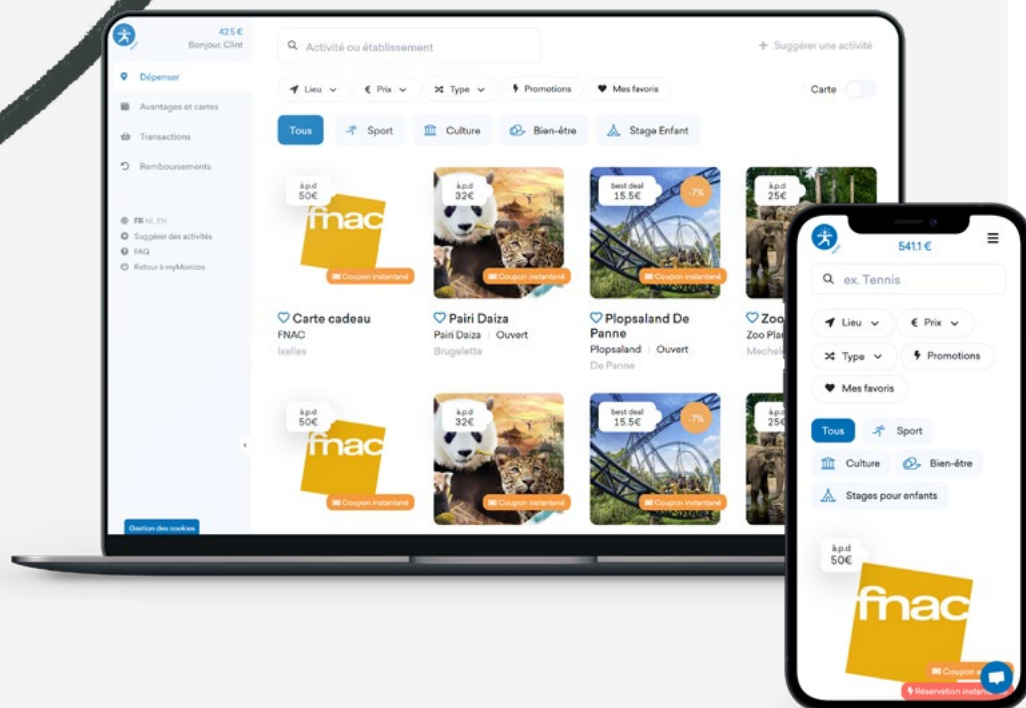


ACCESS MONIZZE
DEALZZ, OUR DEALS-
FINDING PLATFORM



FIND A MERCHANT
NEAR YOU WHO
ACCEPTS THE
MONIZZE CARD

4. Using the **Activ'** platform



1. Use the various filters to find your activity



2. Select and book your activity



3. Pay your activity with your Activ' budget or another payment method



4. You also receive an e-mail confirmation

5. On the day of your activity



For a sporting activity:

Give your name at the entrance.



For a cultural activity:

Don't forget to print your tickets or show them on your smartphone at the entrance.

6. Getting a refund for an activity



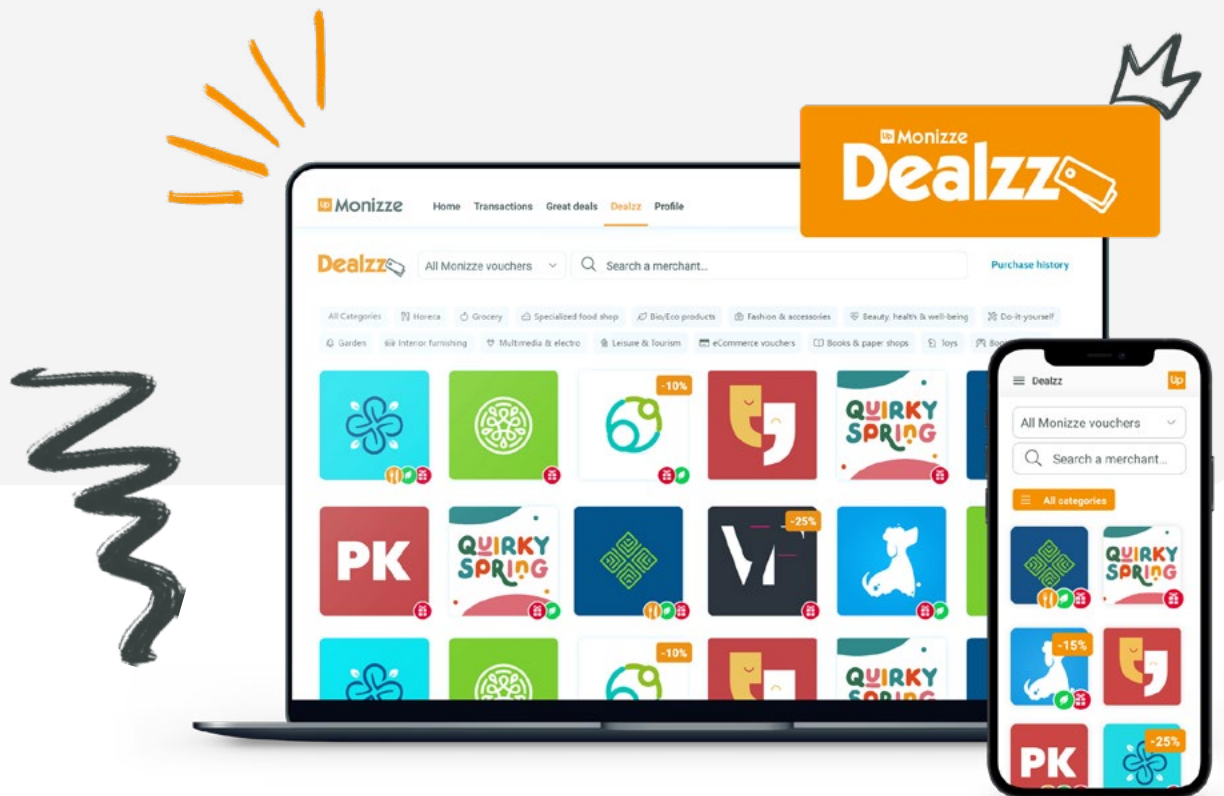
If you have recently paid for an activity that is eligible for sports and culture vouchers using another payment method, you can ask to have it refunded. If the activity is listed under “Refund” on the platform, you can select it and upload a picture of your receipt by clicking on “Add receipt” under the “Refund request” heading. You then only need to input a few pieces of information for the ticket amount to be debited from your Activ’ balance and refunded on your bank account.

If the activity you wish to get refunded is not yet available on the Activ’ platform, you can use the tab “Suggest an activity” to ask that it be contacted.



7.

Monizze Dealzz



Monizze Dealzz is an online platform where hundreds of partner merchants offer deals and other advantages year-round.

Discover it now:

Monizze Dealzz

dealzz.monizze.be





8. Need help?

You can always contact the Monizze team:

support@monizze.be

[078/05.33.77](tel:078053377)

Monday to Saturday, from 8:30AM to 6:00PM

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