

Global Discounts: Frequently Asked Questions

Let's be well together.



This document addresses frequently asked questions about Adobe's [global discount program](#).

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General

Q: What is Adobe's discount program?

A: At Adobe, we are always looking for ways to enhance your employee experience with added benefits and opportunities for you to save money. Our [global discount program](#) provides you with instant access to discounts on hundreds of popular products and services — including travel, health and wellbeing, entertainment, and voluntary insurance — from businesses that operate globally, nationally, and locally.

Note: While local discounts are not currently available in all countries, Reward Gateway will reach out to any business you request in an effort to grow their local offerings in all countries. In countries where there are no local offerings, you will still be able to enjoy discounts from global businesses.

Q: What happened to Fond, and what's new with Reward Gateway?

A: On April 1, 2025, our previous discount benefits offered through Fond were enhanced by its new parent company, Reward Gateway. The Reward Gateway portal retains the same discounts with the added benefit of [cashback](#) and [instant vouchers](#) — making it easier for you to take advantage of savings. You'll also enjoy expanded offerings through new discount partnerships and Adobe exclusives.

Q: Do I need to take any action if I have active subscriptions I previously created through Fond, or will these automatically transition?

A: You do not need to take any action with your active subscriptions. These will automatically transition.

Portal access and usage

Q: How do I access the discount portal?

A: Sign in to the discount portal through [Okta](#).

Q: How do I use the discount portal?

A: Once you sign in to the discount portal, you have three options for savings:

- **Cashback:** Cashback gives you a post-purchase discount when you use the special cashback links to shop the retailer's site. After you've made your online purchase, you'll receive a percentage of what you spent or a fixed amount back to your discount portal account as cashback. Once confirmed by the retailer, you will be able to withdraw the cashback to your bank account or use it to pay for gift vouchers and cards through the discount portal.
- **Instant vouchers:** Order electronic gift cards online, and they'll be instantly delivered to your account. Once you receive your voucher, you can start shopping in-store or online. Any savings you earn from your purchases will be credited back to you.
- **Discount codes:** Access retailers discounts with easy-to-use discount codes. Simply copy the code and apply it at checkout to enjoy instant savings on your purchase.

Q: I'm a new hire. Why can't I access the discount portal?

A: Depending on your start date, access is granted on a weekly basis. Please allow up to one week for access to the discount portal. Regular benefits-eligible employees, Adobe-paid temps, interns, and apprentices are eligible for access.

Q: Why does my name appear incorrectly in the discount portal and can I update it?

A: To minimize the amount of data we send to our discount portal vendor, we only share your corporate email address (in most cases, your LDAP). We do not recommend that you update your name in the discount portal, since it will change back upon the next data file refresh.



Q: Do I need to set my location on the discount portal?

A: No. With the new discount portal, you no longer need to select your location. Employees will be automatically logged in to their configured location.

Q: How do I install the Chrome browser application for Reward Gateway that will notify me if the merchant website I'm visiting offers a Reward Gateway discount?

A: Visit the [Chrome Web Store](#) and search "SmartSpending" to download the Chrome browser extension that will automatically remind you if there's a discount you can use. There is a direct link available through the Discounts menu bar on the discount portal home page (Discounts > SmartSpending Extension).

Q: Can my spouse, children, and/or friends use the discount portal?

A: Not at this time. This discount portal is exclusive to Adobe employees and you need to sign in through [Okta](#).

Q: Can Adobe interns and apprentices use the discount portal?

A: Yes. The discount portal is available to interns and apprentices.

Q: Can Adobe contractors or vendors use the discount portal?

A: No. The discount portal is not available to contractors or vendors.

Referrals and discount requests

Q: How do I refer a supplier to Reward Gateway if they have a discount to offer?

A: Please share Reward Gateway's [Contact Us Retailer](#) page with the vendor or supplier.

Q: If I can't find a discount I'm looking for, how do I request to have it added to the portal?

A: If there is a discount you're looking for and would like to have added to the portal, select the [Request a Retailer](#) tile on the Reward Gateway home page.

Q: How do I get a discount added to the Adobe Exclusives section on the portal?

A: To get a discount added to the Adobe Exclusives section on the portal, submit the discount request through the [Request a Retailer](#) tile on the Reward Gateway home page.

Q: If I request a discount, will the Reward Gateway team notify me if the discount has been added?

A: Yes. The Reward Gateway team will notify you if a discount you requested is added to the site.

Support

Q: How do I contact Reward Gateway for support?

A: You can contact Reward Gateway for support 24/7/365 through live chat, online inquiry, and phone:

- **Live chat:** In the bottom-right corner of the discount portal, click the "Chat" button to connect live with the support team.
- **Online form:** In the top-right menu bar of the discount portal, click on the support icon. You will then see additional FAQs, and in the bottom right there is an option to "Submit an Inquiry."
- **Email:** employeesupport@rewardgateway.com
- **Phone:** Australia (+61) 1300 900 186 | UK (+44) 0203 780 1891 | U.S., Canada, Rest of World +1 (646) 851 0919

Q: What if I have additional questions about Adobe's discount program?

A: For additional questions about Adobe's discount program, contact the [Employee Resource Center \(ERC\)](#).

