



Terms & Conditions

1. Both clients and non-clients are eligible for our referral scheme. Moneypenny employees are not eligible to refer.
2. The referrer will choose and receive one of the following for every successful referral:
 - £500 John Lewis e-gift card
 - £500 charity donation made in their name
 - A free month's subscription if they are a Moneypenny client

A successful referral is considered to be once the referred person has been either a Moneypenny Telephone Answering, Outsourced Switchboard, Live Chat or Bespoke Customer Teams client for more than 3 months. All other products, including Clever Numbers and Pocket Phone System, are not eligible for referral.

3. The £500 John Lewis e-gift card is subject to Terms & Conditions - [visit John Lewis](#) for further details.
4. For those who have selected the charity option, your chosen charity must be registered on either the [gov.uk](#) or [mygov.scot](#) affiliated websites in order for us to honour the donation.
5. If the referrer selects a free month's subscription as their reward, this will be based on their individual scheme. Please speak to Moneypenny for a full breakdown of how this discount applies. If the client refers more than one person in a month, their discount will roll into subsequent months. Should they refer in their final month of service, no discount will be applied. For any client who receives a free period, we'll defer the free subscription until their next paid invoice and it will only be the subscription that is free - extras including 24/7 or out-of-hours support and additional minutes and chats will be paid for at normal rates.
6. It is only the referrer who will receive the reward, not the person who has been referred.
7. Self-referrals will not result in any reward.
8. Only new referral enquiries are accepted through the scheme. If the contact referred has been in touch with Moneypenny about a product or service within the last 6 months, this will not result in a reward for the referrer.
9. There is no limit to the number of referrals a person can put forward.
10. Moneypenny reserves the right to make changes to our referral scheme without notice at any point.
11. Should a referred person change scheme or product during their first 3 months, Moneypenny will honour the referrer's chosen reward.