

## Panellist FAQ:

### Registration:

- **Who can join?**

Our aim is to work with South African businesses in South Africa. Unfortunately if you are not living in South Africa you cannot join.

- **Are there any costs involved for the panellists?**

No, under no circumstance will Pure Survey charge panellists to join our survey panel.

- **How do I join?**

Please see our Contact US page, fill in all the correct details and get ready to enjoy being part of our team

- **I have not received a welcome email how do I know if I am part of the panel?**

All panellists will receive a welcome email from Pure Survey. In the unlikely event that you do not receive one then please visit our contact page, fill in the correct details and send it to our team. Please ensure that you add your email address and name in the message.

### My Profile/Account:

- **Can and how do I change my email address?**

To change your email address, please: Contact us via the Contact US page, fill in the required details and send.

- **Why should I update and complete my profile?**

Some of the surveys are targeted towards specific consumers. Your profile helps us to ensure that the correct survey is sent to you.

- **How do I update my profile?**

In the event that we need more information for your profile we will email all panellists requesting the information needed. The data collected regarding your profile is kept on our secure database.

- **How do I unsubscribe and cancel my membership?**

To cancel your membership to the panel and unsubscribe from further emails please see our contact us page, fill in the correct details and send it to us.

- **Why have I received an email saying that I have been removed from the survey panel?**

Any survey panellist who fails to comply with our panellist terms of use will be removed. Please view our terms of use and if you feel that we have removed you without due cause please email us @

[surveypanel@puresurvey.co.za](mailto:surveypanel@puresurvey.co.za)

## Privacy Policy:

- Please view our Privacy Policy document for more information. We will never give out any panellists email or other personal details to the businesses conducting the surveys.

## Surveys:

- **What process is followed for surveys?**

Our surveys are sent out via links to participants. For any issues with the links please click here, fill out the required details and send it to us.

- **Do we earn rewards?**

Yes, participants in the surveys earn rewards for completing the surveys. The rewards are specific to the survey completed and are in the form of lucky draws. For any questions please fill out the form on the FAQ page and we will get back to you timeously!

- **How to qualify for more surveys?**

Some surveys will be reliant on your profile information. We will send out surveys to all participants unless otherwise requested by the business conducting the survey.

- **Why am I not getting survey invites?**

Please view your spam folder and mark [surveypanel@puresurvey.co.za](mailto:surveypanel@puresurvey.co.za) as a trusted sender. For any concerns please fill out the contact us form and we will get back to you timeously.

- **Issues with opening the survey?**

Issues with accessing our surveys could be technical in manner, therefore please ensure that:

- Your browser is updated.
- JavaScript is enabled in your browser.
- Cookies are allowed and enabled.
- Adobe flash player is installed and updated.
- If the survey is temporarily unavailable, please close the page down and try again in a few minutes.
- In the case that none of these solutions help please contact us on the contact us page, fill in the correct details and send back to us. Please ensure that all details are correct and that the survey link is copied into the comments box.

- **Why am I unqualified for certain surveys?**

Some of our surveys are targeted towards specific groups of consumers; thus if the consumer does not meet the specified requirement that is stipulated by the business then the consumer will naturally be unqualified to participate in certain surveys.

## Rewards:

- **Do we get rewards?**

Yes, panellists completing the survey sent to them qualify for the lucky draw from the survey. The prizes for the lucky draw are decided upon by the business conducting the survey.

- **Why have I not received notification of earning a reward?**

To earn a reward, all panellist need to complete the survey sent to them. Once the survey has been completed your name is entered into the lucky draw, and if you are chosen then you will be notified by email.

- **How do I claim a reward?**

- If selected as a winner. Pure Survey will contact you via email with a link to the closest store where the reward is located. You will need to personally go to that store with a copy of the email sent by Pure Survey. The confirmation e-mail will have your reward Identification number. If a store is not near you then alternative arrangements will be made.
- If the reward is not store related then Pure Survey will courier the reward to your postal address provided.

## General:

- For more details of our privacy statement or terms of use for the site. Please follow these links: [Privacy Statement](#) and [Terms of Use](#). Confidentiality is highly important to us at Pure Survey and we will under no circumstances give your email or profile details to any business conducting surveys via the survey panel.
- For any other questions or queries that are not listed in the FAQ please fill out the form on the [Contact Us](#) page. We will get back to you in a timeous manner.