

HELPDESK RESPONSE EMAILS NOT REACHING YOUR INBOX

If you have sent a query via 'Contact Us' on the Celebrity Rewards website, but believe you have not yet had a response from our Helpdesk Team, it could be as a result of messages from our domain @celebrityrewards.com being diverted from your Inbox into your Spam or Junk folders.

To ensure that you are not affected by this issue and are able to receive email responses from our Helpdesk Team directly into your Inbox, you will need to carry out 1 quick action, which is to add our @celebrityrewards.com domain as a safe sender within your email account.

Here is a simple step by step guide on how to do this for the main email account providers:

GMAIL ACCOUNTS

- Log into your Gmail account
- Go to the Spam folder
- Search for emails containing the domain @celebrityrewards.com
- Then either right click if you're using a PC or click the 3 dots in the top right if you're using your phone app to bring up a list of options
- Click 'Not spam' / 'Report not spam'

HOTMAIL/OUTLOOK ACCOUNTS

- Log into your Hotmail account
- Click on the Settings cog in the corner - you may need to click on 'View all Outlook settings' to bring up the full list of options
- Click Email
- Click Junk email
- Go to the 'Safe senders and domains' section
- Click + Add and enter: contact@celebrityrewards.com
- Click + Add again and enter: noreply@celebrityrewards.com

If you are using the Outlook desktop or mobile app, then go to the Junk / Spam folder to locate emails from @celebrityrewards.com and click 'Mark as Not Spam'

We apologise for any inconvenience you may have experienced as a result of this, so thank you in advance for taking the time to carry out the above actions to ensure our Helpdesk Team can respond to and assist with anything you need regarding Celebrity Rewards.

Kind regards,

The Celebrity Rewards Team