



## **Leapfrog Childcare Vouchers is changing to Computershare Voucher Services: Information for Employers, Parents and Carers**

### **IMPORTANT – please amend your ‘Favourites’**

After March 31<sup>st</sup> 2011, the name and branding of Leapfrog Childcare Vouchers will change to Computershare Voucher Services (CVS).

After this date:

- > the existing Leapfrog website will be branded Computershare Voucher Services
- > the website will change from [www.leapfrogvouchers.com](http://www.leapfrogvouchers.com) to [www.csvouchers.com](http://www.csvouchers.com)
- > the website [www.leapfrogvouchers.com](http://www.leapfrogvouchers.com) will no longer be accessible due to the expiry of our brand licence
- > the website functionality and the way you use your account will not change other than incorporating the CVS colours/branding and the web address change.

**Add [www.csvouchers.com](http://www.csvouchers.com) to your internet ‘Favourites’!**

[Employer who uses Leapfrog Childcare Vouchers? Click here](#)

[Parent who uses Leapfrog Childcare Vouchers? Click here](#)

[Carer who uses Leapfrog Childcare Vouchers? Click here](#)

### **INFORMATION FOR EMPLOYERS**

- > As you are aware, Leapfrog Childcare Vouchers is owned and operated by Computershare Voucher Services (CVS).
- > After March 31<sup>st</sup> 2011, we are changing the name and branding of Leapfrog Childcare Vouchers to CVS.
- > This is an important change which is why we are advising everyone well in advance of it taking place.
- > After March 31<sup>st</sup>, all materials previously branded Leapfrog will be branded Computershare Voucher Services.
- > The website address will be changing, however, its functionality will not change for the moment other than incorporating the CVS colours and branding.
- > After March 31<sup>st</sup>, there will be a new website address ([www.csvouchers.com](http://www.csvouchers.com)) which will replace the old URL ([www.leapfrogvouchers.com](http://www.leapfrogvouchers.com)). The Leapfrog Childcare Vouchers URL will no longer be accessible after March 31<sup>st</sup>.



- > Our brand licence to use the Leapfrog name expires after this date so we will be unable to automatically redirect visitors from [www.leapfrogvouchers.com](http://www.leapfrogvouchers.com) to the new website.
- > Please remember to add [www.csvouchers.com](http://www.csvouchers.com) to your internet 'Favourites' in time for the switch-over and encourage your employees who take Leapfrog Childcare Vouchers to do the same.
- > Email contact details will also be changing but telephone numbers will remain the same:  
Employers Tel: 0800 783 7624 Email: [CVSEmployer@computershare.co.uk](mailto:CVSEmployer@computershare.co.uk)  
Parents Tel: 0800 783 7624 Email: [CVSParent@computershare.co.uk](mailto:CVSParent@computershare.co.uk)
- > Parents and carers will be able to use CVS vouchers in exactly the same way as they previously used Leapfrog vouchers. Any outstanding Leapfrog vouchers which have not been used will still be honoured and can be redeemed in the same way.
- > Within the next 6-8 months we will also be advising employers, parents and carers that we will be migrating their data across to the CVS operating system. Vouchers will then be administered by the CVS online system.
- > The CVS online system is a more flexible system with the capability to accommodate changes that are required from time to time.
- > We will execute the data migration in a series of stages so that we can ensure an orderly and smooth transition of our customer service processes. Your Account Management team will keep you informed of the planned migration dates specific to your company to minimise any potential inconvenience to you.
- > As already indicated, the brand name change and website address change after March 31<sup>st</sup> will be the most noticeable changes.
- > We are confident that there will be minimal disruption and that as far as everyone is concerned it will be very much 'business as usual'.
- > Thank you for your continued support as a Computershare Voucher Services client.

**If you have any queries please contact your Account Management team. Alternatively contact our Customer Service team on:**

**Tel: 0800 783 7624**

**Email: [CVSEmployer@computershare.co.uk](mailto:CVSEmployer@computershare.co.uk)**

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### **INFORMATION FOR PARENTS**

- > You may or may not be aware that Leapfrog Childcare Vouchers is owned and operated by Computershare Voucher Services (CVS).
- > After March 31<sup>st</sup> 2011, the name and branding of Leapfrog Childcare Vouchers is changing to CVS.
- > This is an important change which is why we are advising everyone well in advance of it taking place.



- > After March 31<sup>st</sup>, all materials previously branded Leapfrog will be branded Computershare Voucher Services.
- > The website address will be changing, however, its functionality will not change for the moment other than incorporating the CVS colours and branding.
- > After March 31<sup>st</sup>, there will be a new website address ([www.cvs vouchers.com](http://www.cvs vouchers.com)) which will replace the old address ([www.leapfrog vouchers.com](http://www.leapfrog vouchers.com)). The Leapfrog Childcare Vouchers web address will no longer be accessible after March 31<sup>st</sup>. The brand licence to use the Leapfrog name expires after this date so we will be unable to automatically redirect visitors from [www.leapfrog vouchers.com](http://www.leapfrog vouchers.com) to the new website.
- > Please remember to add [www.cvs vouchers.com](http://www.cvs vouchers.com) to your internet 'Favourites' in time for the switch-over.
- > Parents and carers will be able to use CVS vouchers in exactly the same way as they previously used Leapfrog vouchers. Any outstanding Leapfrog vouchers which have not been used will still be honoured and can be redeemed in the same way.
- > Email contact details will also be changing but telephone numbers will remain the same:  
Parents      Tel: 0800 783 7624      Email: [CVSParent@computershare.co.uk](mailto:CVSParent@computershare.co.uk)  
Carers        Tel: 0800 031 9741      Email: [CVSCarer@computershare.co.uk](mailto:CVSCarer@computershare.co.uk)

**If you have any questions, please contact the Computershare Voucher Services Customer Service team on:**

**Tel: 0800 783 7624**

**Email: [CVSParent@computershare.co.uk](mailto:CVSParent@computershare.co.uk)**

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### **INFORMATION FOR CARERS**

- > You may or may not be aware that Leapfrog Childcare Vouchers is owned and operated by Computershare Voucher Services (CVS).
- > We are implementing some changes at CVS that will affect Leapfrog Childcare Voucher users. This does not affect the way in which carers redeem vouchers for payment. Please remember to use the new web address post-March 31<sup>st</sup> to access your account: [www.cvs vouchers.com](http://www.cvs vouchers.com).
- > After March 31<sup>st</sup> 2011, we are changing the name and branding of Leapfrog Childcare Vouchers to CVS.
- > This is an important change which is why we are advising everyone well in advance of it taking place.
- > After March 31<sup>st</sup>, all materials previously branded Leapfrog will be branded Computershare Voucher Services.
- > The website address will be changing, however, its functionality will not change for the moment other than incorporating the CVS colours and branding.
- > After March 31<sup>st</sup>, there will be a new website address ([www.cvs vouchers.com](http://www.cvs vouchers.com)) which will replace the old address ([www.leapfrog vouchers.com](http://www.leapfrog vouchers.com)). The Leapfrog Childcare Vouchers web address will no longer be accessible after March 31<sup>st</sup>.



- > Our brand licence to use the Leapfrog name expires after this date so we will be unable to automatically redirect visitors from [www.leapfrogvouchers.com](http://www.leapfrogvouchers.com) to our new website.
- > Please remember to add [www.cvs vouchers.com](http://www.cvs vouchers.com) to your internet 'Favourites' in time for the switch-over and encourage your parents to do the same.
- > Carers and parents will be able to use these rebranded CVS vouchers in exactly the same way as they previously used Leapfrog vouchers, using the new web address post-March 31<sup>st</sup>.
- > Email contact details will also be changing but telephone numbers will remain the same:

Carers	Tel: 0800 031 9741	Email: <a href="mailto:CVSCarer@computershare.co.uk">CVSCarer@computershare.co.uk</a>
Parents	Tel: 0800 783 7624	Email: <a href="mailto:CVSParent@computershare.co.uk">CVSParent@computershare.co.uk</a>

**If you have any questions, please contact the Computershare Voucher Services Customer Service team on:**

**Tel: 08000 319 741**

**Email: [CVSCarer@computershare.co.uk](mailto:CVSCarer@computershare.co.uk)**

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