

FAQS

What is ShopTalk?

ShopTalk is a platform for you to share your views and opinions with SuperValu. By listening to you, SuperValu will be able to better understand your views on important matters.

It is an online research community made up of individuals with similar interests, and experiences, who have voluntarily chosen to participate in online research studies about various topics related to their common interests.

How long will I have to complete each survey or discussion forum?

You will typically have anywhere from 72 hours to one week to complete each survey and discussion forums will typically last 1-3 days. You'll be able to log in and participate at whatever time suits you whilst the forum is open.

How many surveys and discussion forums do I have to complete?

ShopTalk encourages participation in as many activities as you are invited to take.

How long will I remain part of ShopTalk?

You may remain a member of ShopTalk as long as you choose to participate. You may remove yourself from ShopTalk by sending an e-mail request to support-supervalu@shoptalk.ie or by clicking the unsubscribe button you'll find at the bottom of all emails you receive from ShopTalk.

Will my profile information be sold to other companies?

The information collected by ShopTalk is not sold or distributed to any company. All information is strictly confidential and privacy is guaranteed. Your name will never be sold, exchanged, or distributed to any other party without your express acknowledgement. See our Privacy Policy for complete details.

Logging in

To login you must be a registered member of ShopTalk and must use the details you registered with. You will not be able to login with your online shopping account.

What if I forget my password?

If you cannot remember your password, simply click on the "Forgot password" button on the panel login page to have it e-mailed to yourself. If you continue to experience problems you can e-mail support.

How do I complete a survey or discussion forum?

You will be e-mailed a unique link for each activity you are invited to take part in. Simply click on that link or cut and paste the address into a web browser of your choice and complete the survey or participate in the online discussion forum. You can access the activities via laptop, mobile or tablet.

How can I be sure you got my responses?

If you would like to ensure that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear. For a forum, you will be able to see your responses live in the forum. Please note that for some discussion forums a specific level of participation may be required in order for you to

qualify for a reward for your participation. These may vary from forum to forum, but we will always tell you what the requirements are to qualify if there is a reward available.

If you have any other queries about ShopTalk, please contact our support team at support-supervalu@shoptalk.ie