



Your member rewards program will soon have a brand new look and is loaded with more discounts and offers than ever before! You will soon receive additional information on the new platform which provides you with a secure, easy-to-use shopping experience, helping you save thousands of dollars each year.

Available online, 24/7. That's your Member Advantage.



## Member Advantage Frequently Asked Questions

### **I cannot access the platform, whom do I contact?**

If you have logged into your member portal and are still unable to access your member benefits, please contact [customercare@memberadvantage.com.au](mailto:customercare@memberadvantage.com.au).

### **Why do I need to provide my mobile phone number and address?**

It is our aim to provide you with a secure and easy-to-use shopping experience. To make this possible, we use 2 Factor Authentication (2FA) for all major transactions on the platform. 2FA requires that you provide your mobile phone number. Your address information is required to ensure that any products you order are delivered to the correct address.

### **What payment methods can I use to pay for purchases?**

You can securely store and use your credit and debit cards on the platform for purchases. A surcharge applies to all card payments. You can also use a bank transfer and pay using Wallet Cash in your Digital Wallet. Please note that Wallet Cash may take up to 3 days to be credited to your account.

### **Can I buy and use an eGift card instantly?**

Yes you can! You can purchase most discounted gift cards on the platform and they will be delivered to your Digital Wallet within a few minutes, allowing you to buy and spend in-store. In some cases, due to supplier limitations, the eGift cards will be delivered via email.



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## Member Advantage Frequently Asked Questions (continued)

### What about eGift cards that I have previously purchased?

Your previous eGift card purchases are still available to you via email. When you purchased your eGift card, an email containing the eGift information was sent to your nominated email address. You will still be able to use these gift cards.

### Are eGift cards and discounts changing?

We are bringing you a whole new range of gift cards with the Ultimate Card and Swap Card ranges. You can now purchase a single gift card, activate it securely and use it across several different retailers. We have negotiated better discounts on some of your favourite retailers such as Harvey Norman. In other cases, due to changes made by suppliers, the discounts may be lower than previously available or not available.

### What offers can I access other than eGift cards?

You can access thousands of products and services in our marketplace and eStores. We have curated great offers for you to fit all parts of your lifestyle from Health Insurance to technology products, whitegoods, financial services, car buying services and more. You can purchase many of these conveniently on the platform and easily access information on others available to you. Our customer care team is standing by to ensure your queries are addressed and you have a great shopping experience.