

BonusLink related FAQs for Merchantrade eForex

General Information on BonusLink

Q1: What is BonusLink?

A1: BonusLink is Malaysia's premier multi-partner consumer rewards programme. Launched in 1998, BonusLink has become synonymous with smart shopping, great privileges and fantastic branded Gifts.

Q2: How does BonusLink work?

A2: Members generally collect Points from BonusLink's Partners. Points can be utilized to redeem a wide range of Gifts or Shopping Vouchers from the Catalogue/Website range. Members may also opt to redeem On-The-Spot at selected Partner's outlets

Q3: How do I join BonusLink? Is there an annual fee for BonusLink?

A3: BonusLink Membership is free. You may apply for Membership online at www.bonuslink.com.my. You will receive your BonusLink Card in 2-3 weeks from the application date.

Q4: How do I check my total BonusLink Points balance?

A4: You can check your Points Balance through the following channels:

- Log on to www.bonuslink.com.my, click Check Points and key in your BonusLink Card Number
- Self-Service Phone System at 03-7626 1000
- BonusLink Mobile App*

* A 6 digits PIN is required

Q5: I've lost my BonusLink Card, how do I request for another one

A5: You can request for a replacement Card through the following channels:

- Apply online at www.bonuslink.com.my
- Self-Service Phone System at 03-7626 1000
- E-mail to MemberServices@bonuslink.com.my
- Fax to 03-7662 7996

A new Card bearing your initial Card Number will be delivered to you within 2 - 3 weeks.

Q6: Is there any expiry date to my BonusLink Points?

A6: BonusLink Points are valid for 3 years. After the 36th month, Points will expire on a monthly, 'first in-first out' basis. Example, Points collected in Jan 2010 will expire in Jan 2013. You are encouraged to redeem within the 3 years to avoid Points expiry.

Q7: Where can I check if the Points collected from eForex are reflected into my BonusLink Account?

A7 : Visit www.bonuslink.com.my and login to your Account with your 6 digit PIN.
At 'My Dashboard, go to 'My Points Transactions'
Select 'View my Points Transactions' – all transactions within the last 60days will be listed.

Q8: Where can I have more information with regard to BonusLink?

A8: Please visit BonusLink's website at www.bonuslink.com.my.

Q9: How do I make redemption?

A9: Only the Primary Member in an Account can make a redemption request.

There are various channels for redemption:

- On-line at <http://www.bonuslink.com.my>*
- Self-Service Phone System at 03-7626 1000*
- M-mobile at <http://m.bonuslink.com.my>*
- BonusLink Mobile App*
- On-The-Spot (OTS) redemption*
- Fax the redemption form to 03-7662 7996
- Mail the redemption form to BonusKad Loyalty Sdn Bhd

* A 6 digits PIN is required

BonusLink and Merchtrade eForex

Q1: How do I collect BonusLink Points for eForex?

A1: You can collect BonusLink Points when you purchase foreign currency via eForex web <http://www.eforex.com.my> or mobile app. You can enter your BonusLink Card Number during your registration or transaction to collect BonusLink Points.

Q2: Do I have to enter the BonusLink Card Number every single time I transact on eForex?

A2: Members are only required to enter their BonusLink Card Number once during the first transaction. Alternatively, you may update the Card Number on your Profile. The details will be retained and will be automatically displayed for the subsequent transactions.

Q3: Can I edit my BonusLink Card Number under my profile?

A3: Yes, you may edit the BonusLink Card Number from time to time.

Q4: How much BonusLink Points can I collect for each transactions?

A4: Please refer to the standard Points structure below:

- Transaction between RM500 to RM1,000 = 50 Points
- Transaction above RM1,000 = 150 Points

Q5: I have forgotten to update my BonusLink Card Number during my transaction, can I still collect Points?

A5: No, points are only issued if the Card Number is keyed-in during the transaction.

Q6: Can I collect BonusLink Points for purchases done before I signed up for BonusLink Membership?

A6: No, the BonusLink Card Number must be captured during the transaction.

Q7: Can I redeem eForex products using BonusLink Points?

A7: No, the redemption feature is not available at the moment.

Q8: Will I get my Points immediately after making an eForex transaction?

A8: Points will only be credited to your BonusLink Account 2 to 4 weeks after a successful transaction.

Q9: Can I collect BonusLink Points if the eForex transaction made by my family or friends?

A9: Yes, as long as your family members or friends are registered eForex customers and use your BonusLink card number.

Q10: It's been 4 weeks and I have yet to be awarded Points for eForex transaction, what should I do?

A10: Please provide your eForex Receipt and email BonusLink at MemberServices@bonuslink.com.my for further assistance.

Q11: If I cancel my transactions, will I still get my BonusLink Points?

A11: No, points are given for successful transactions only.

Q12: Do I get Points if I transact at Merchantrade branches and authorized dealers?

A12: No, you can only collect Points for transactions performed via eForex online platform (www.eforex.com.my) & mobile app for the time being.