

BonusLink related FAQs for Merchandiser 'Over the Counter' (OTC) Money Changing transaction.

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 collect Points from BonusLink's Partners. Points can be utilized to redeem a wide range of Gifts or Shopping Vouchers from the Catalogue, Website or Mobile App 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 www.bonuslink.com.my. You will receive your BonusLink Card in 2-3 weeks from the application date. You may also register on the BonusLink App and use your BonusLink Virtual Card to collect Points.

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*

Q5: Is there any expiry date to my BonusLink Points?

A5: 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 2019 will expire in Jan 2022. You are encouraged to redeem within the 3 years to avoid Points expiry.

Q6: Where can I get more information on BonusLink programme?

A6: Please visit BonusLink's website at www.bonuslink.com.my.

BonusLink and Merchantrade OTC Money Changing transaction

Q1: How do I collect BonusLink Points for OTC Money Changing transaction?

A1: You can collect BonusLink Points when you purchase or sell foreign currency over the counter at all Merchantrade branches.

Q2: Where can I check if the Points collected from OTC Money Changing transaction are reflected into my BonusLink Account?

A2 : Visit www.bonuslink.com.my and login to your Account with your 6 digit PIN or DOB. At 'My Dashboard, go to 'My Points Transactions' Select 'View my Points Transactions' – all transactions within the last 60days will be listed. You can find the same information once you've Registered with the Mobile App.

Q3: Do I have to present the BonusLink Card every single time I transact over the counter?

A3: Yes. The BonusLink Card must be presented during each transaction to collect BonusLink Points.

Q4: What is the Points Structure for each OTC Money Changing transaction?

A4: *Every RM500 spent per Money Changing Transaction = 3 Points*

Q5: Will I be able to collect the same amount of BonusLink Points if I transact online?

A5: No. While you are still able to collect BonusLink Points via online channels, the Points Structure will vary. The OTC Money Changing Standard Points Structure is only applicable for over the counter transactions at all Merchantrade branches.

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

A6: No, the BonusLink Card must be presented during each transaction.

Q7: Will I get my Points immediately after performing transaction?

A7: Points will only be credited to your BonusLink Account within 4 - 6 weeks after a successful transaction.

Q8: Am I able to use my virtual card at Merchantrade outlets?

A8: Yes, Merchantrade Outlets will accept virtual card.

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

A9: Yes, as long as your family members or friends present your BonusLink Card during transaction.

Q10: It's been more than 6 weeks and I have yet to be awarded Points for over the counter transaction, what should I do?

A10: Please scan a copy of your Money Changing Receipt and email BonusLink at MemberServices@bonuslink.com.my or call 03-7626 1000 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 authorized agents?

A12: No, you can only collect Points for over the counter transactions performed at Merchantrade branches.