

## FAQs FOR BONUSLINK MEMBERS

### **Q: What is Ponta?**

A: Launched in March 2010, Ponta is a Tokyo-based Loyalty Marketing that operates a Japanese loyalty and rewards platform. Ponta members can collect and redeem Points from selected Partners with a single card.

### **Q: How does Ponta work for BonusLink Members?**

A: With the collaboration of BonusLink and Ponta, BonusLink Members will get to collect Ponta Points when shop at Ponta Partners' outlets in Japan and Indonesia. It's very simple. BonusLink Members just need to flash their Ponta Virtual Card via the BonusLink Mobile App during payment to collect Ponta Points.

### **Q: How do I sign up for Ponta membership?**

A:

- Download BonusLink Mobile App and look for "Ponta".
- Select the country that you are travelling to.
- Select Ponta Membership Application".
- A designated Ponta Virtual card will be issued for Points collection.

### **Q: Where can I collect Ponta Points in Japan?**

A: You can collect Ponta Points at Lawson, Ootoya, Aoki, Route Inn hotels, Sega and many more. Please refer to BonusLink Mobile App or [bonuslink.com.my](https://bonuslink.com.my) for full list of Ponta Partner's outlets.

### **Q: Where can I collect Ponta Points in Indonesia?**

A: You can collect Ponta Points at Alfamart, Dan-Dan, Cordex, Grand Cordela hotel, Alfa resort and many more. Please refer to BonusLink Mobile App or [bonuslink.com.my](https://bonuslink.com.my) for full list of Ponta Partner's outlets.

### **Q: What is the Ponta Points issuance structure?**

A: Ponta Points issuance differs for each Partner. Please refer to [bonuslink.com.my/EN/Highlights/Pontajapan.aspx](https://bonuslink.com.my/EN/Highlights/Pontajapan.aspx) or [bonuslink.com.my/EN/Highlights/Pontaindonesia.aspx](https://bonuslink.com.my/EN/Highlights/Pontaindonesia.aspx) for more details.

### **Q: How can I check my Ponta Points?**

A: Your Points balance will be shown on the "Ponta Virtual Card" page located within the BonusLink App.

### **Q: What can I do with my Ponta Points?**

A: You can use the accumulated Ponta Points to offset your purchase amount in the respective country or you may transfer all your Ponta Points accumulated at Japan / Indonesia to BonusLink Points once you're back to Malaysia.

### **Q: How can I redeem my Ponta Points?**

A:

- Look for "Make Redemption" icon on your Ponta "Homepage".
- Flash the text "I would like to make a redemption" in Japanese language or Bahasa Indonesia to the cashier.

- Allow cashier to scan your Ponta Virtual Card to complete the redemption.

**Q: Can I use my current BonusLink Points for redemption in Japan and Indonesia?**

A: No. Members can only use the accumulated Ponta Points in the respective country for redemption.

**Q: How do I convert my Ponta Points to BonusLink Points? Will it be done automatically?**

A: Yes, after your last swipe in Japan or Indonesia, your Ponta Points will be converted to BonusLink Points automatically by end of the calendar month.

**Q: What is the conversion rate if I collected Points from Japan ?**

A: 1 Ponta Japan Point will be converted to 2 BonusLink Points.

**Q: What is the conversion rate if I collected Points from Indonesia ?**

A: Indonesia: Every 50 Ponta Indonesia Points will be converted to 1 BonusLink Point. If the remaining Points are less than 50, it will remain in the account throughout the validity period of 2 years and accumulate with any new Points collected.

**Q: Who should I call for assistance?**

A: Please contact BonusLink Member Services Centre for assistance.

Call : 03-7626 1000 or

Email : <http://www.bonuslink.com.my/EN/ContactUs.aspx>