



BonusLink related FAQs for AmBank 20% Redemption Campaign

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 Partners and the Points can be utilized to redeem a wide range of Gifts via online or at **BLINK** App. Members may also opt to redeem 'On-The-Spot' at selected Partners' outlets.

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

A3: BonusLink Membership is free. You may apply for Membership via **BLINK** App the (BonusLink App) and use your BonusLink Virtual Card instantly to collect Points. Alternatively, you may apply online at www.bonuslink.com.my. You will receive your physical 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
- **BLINK** App (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 AmBank 20% Points Rebate Campaign on Shell RM50 Voucher

Q1: How do I redeem the Shell RM50 Voucher?

A1: You can redeem the Shell RM50 voucher @ 5,000 BonusLink Points via **BLINK** App (the BonusLink Mobile App).

Q2: Can I redeem the Shell Voucher and use it later?

A2: Yes, you can. The Shell Voucher will be stored in "My Wallet" and the Shell Voucher is valid for ninety (90) days from the date of redemption.

Q3: Who is eligible for the 20% Points Rebate?

A3: All AmBank BonusLink Visa Card and AmBank M-Card Cardholders are eligible to redeem-and limited to the first 2,000 Cardholders.

Q4: After redemption, when will the 20% Points rebate be credited back into my BonusLink Account?

A4: The 20% Points rebate will be credited into your BonusLink Account within 60 calendar days after the campaign period ends.

Q5: Is the 20% Points rebate available for Shell RM10 Voucher?

A5: No, only the Shell RM50 Voucher is eligible for the Points rebate.

Q6: Is there a maximum cap of ceiling Points I can collect?

A6: Yes, each eligible Cardholder can collect to a maximum of 1,000 BonusLink Points.

Q7: If I do not use the voucher after purchase, will I still be entitled to the Points?

A7: Yes, as long as the Shell RM50 Voucher is purchased, you will be entitled to the Points rebate.

Q8: It's been more than 60 days and the BonusLink Points is not credited into my Account, what should I do?

A8: Please forward a copy of your invoice with the order number via email to MemberServices@bonuslink.com.my or call 03-7626 1000 for further assistance.