

## **BonusLink related FAQs for EON**

**Q1: How do I collect BonusLink Points for EON transactions?**

**A1:** You can collect BonusLink Points after you have completed the payment at all EON authorised branches for Proton and Mitsubishi.

**Q2: Where can I check on the Points collected from EON transaction?**

**A2 :** Visit [www.bonuslink.com.my](http://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 60 days will be listed. You can find the same information once you've registered via the **BLINK** App.

**Q3: Do I have to provide my BonusLink Card every single time I make payment at EON branches?**

**A3:** Yes, all members must present BonusLink virtual card or BonusLink physical card to the cashier before making payment. Virtual card can be found in the **BLINK** App.

**Q4: What is the Points Structure for each transaction?**

**A4:** The Standard Points Structure is every RM1= 1 BonusLink Point for all existing EON customers and RM1=2 BonusLink Points for all new EON customers

**Q5: What is the definition of new EON customers?**

**A5:** New EON customers is defined as customers whom had never serviced their cars at any of EON PROTON & EON Auto Mart (Mitsubishi) service centers.

**Q6: What are the services that will be entitled for BonusLink Points?**

**A6:** The following services are entitled for BonusLink Points:

- i. Service & Maintenance (with invoice and payment by cash/credit card/e-wallet)
- ii. Parts & Accessories & Merchandise (with invoice and payment by cash/credit card/e-wallet)
- iii. Customer - Individual private registration vehicle

**Q7: Is there any services which are not entitled for BonusLink Points?**

**A7:** Yes, the following services are not entitled for BonusLink Points:

- i. Insurance claims / Warranty claims without paid invoice / accidents
- ii. Booking fees for car deposit
- iii. Company registered vehicle

- iv. Fleet customers
- v. Insurance and road tax renewals

**Q8: Can I collect BonusLink Points for purchases done before I signed up for BonusLink Membership?**

**A8:** No, in order for you to collect BonusLink Points, you need to be a Member. Just download **BLINK** App to register.

**Q9: Can I make a redemption with my virtual or physical BonusLink Card?**

**A9:** No, Points redemption facilities are not enabled for this campaign.

**Q10: Can I pay with my BonusLink Points via BLINK App during payment?**

**A10:** No, payment via **BLINK** App is not enabled for this campaign.

**Q11: Will I get my BonusLink Points immediately after completing the transaction?**

**A11:** BonusLink Points will be credited to your BonusLink Account within 14 working days after you have completed the payment.

**Q12: It's been more than 14 working days and the BonusLink Points is not credited into my Account, what should I do?**

**A12:** Please forward a copy of your receipt via email to [MemberServices@bonuslink.com.my](mailto:MemberServices@bonuslink.com.my) or call 03-7626 1000 for further assistance.

**Q13: If I cancel my transactions, will I still get my BonusLink Points?**

**A13:** No, you will no longer be entitled for BonusLink Points for cancelled transactions.

**Q14: Is there any maximum BonusLink Points that I can collect?**

**A14:** No, there is no limitation for you to collect BonusLink Points.

**Q15: What is the validity of the BonusLink Points collected?**

**A15:** BonusLink Point is valid for 3 years from the transaction date. After the 36<sup>th</sup> month, Points will expire on a monthly, 'first in-first out' basis. Example, Points collected in Jan 2022 will expire in Jan 2025. You are encouraged to redeem within the 3 years to avoid Points expiry.

**Q16: Which participating outlets that I can collect BonusLink Points?**

**A16:** You can collect BonusLink Points at all participating outlets nationwide as follows:

<b>Proton</b>		
1	Proton EON Alor Star	Level 1 & 2, SOUQ East Wing SOUQ Comm. Center, Jalan Tun Abdul Razak, 05200 Alor Setar, Kedah, Malaysia.
2	Proton EON Juru	No.1687, Jalan Perusahaan, Highway Auto City, North-South Highway, Juru Interchange, 13600 Perai, Pulau Pinang, Malaysia.
3	Proton EON Jalan Maklomb	1A, Jalan Maklomb, 10150 Georgetown, Pulau Pinang, Malaysia.
4	Proton EON Taiping	790, Jalan Simpang, Batu 2 1/2, 34700 Taiping, Perak, Malaysia.
5	Proton EON Damansara	2806, Jalan Damansara, Kampung Sungai Penchala, 60000, Kuala Lumpur, Malaysia.
6	Proton EON Glenmarie	No. 6 & 8, Jalan Juruhebah U1/50, Kawasan Perindustrian Glenmarie Temasya, 40150 Shah Alam, Selangor, Malaysia.
7	Proton EON Batu Pahat	700 (Lot 13303), Jalan Bukit Pasir, Mukim Simpang Kanan, 83000 Batu Pahat, Johor, Malaysia.
8	Proton EON Larkin	No. 60, Jalan Langkasuka, Kaw. Perindustrian Larkin, 80350 Johor Bahru, Johor, Malaysia.

<b>Mitsubishi</b>		
1	Mitsubishi Motors - EON Auto Mart Bayan Lepas	No 198, Jalan Sultan Azlan Shah, Sungai Tiram, 11900 Bayan Lepas
2	Mitsubishi Motors - EON Auto Mart Ampang	212, Jalan Ampang, Kampung Datuk Keramat, 55000 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur
3	Mitsubishi Motors - EON Auto Mart Glenmarie	No 11, Jalan Perintis U1/52, Bestari II, Temasya Industrial Park, HICOM Glenmarie, Seksyen U1, 40150 Shah Alam, Selangor.
4	Mitsubishi Motors - EON Auto Mart Kota Damansara	Unit No. 10-F Sunsuria Technology Park Avenue Sunsuria Industrial Park Section 3, Kota Damansara, 47810 Petaling Jaya.

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5	Mitsubishi Motors - EON Auto Mart Melaka	No. 37, Jalan IKS M8, Taman IKS Merdeka, Batu Berendam 75350 Melaka
6	Mitsubishi Motors - EON Auto Mart Johor Bahru	No 197A, Batu 4 1/2, Jalan Skudai Kiri, 81200 Tampoi, Johor.
7	Mitsubishi Motors - EON Auto Mart Kuching	Lot 365, Block 10, Kuching Central Land District (KCLD), Rock Road, 93200 Kuching, Sarawak.
8	Mitsubishi Motors - EON Auto Mart Kota Kinabalu	Batu 5 1/2, Jalan Tuaran, Inanam, 88806, Kota Kinabalu, Sabah.
9	Mitsubishi Motors - EON Auto Mart Tawau	TB 4712, Jalan Dominic, 91000 Tawau, Sabah.