

## “BLINK Q3 2022 Welcome Offer”

### Frequently Asked Questions

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#### 1. What is this Campaign about?

The ‘BLINK Q3 2022 Welcome Offer’ Campaign is for first-time users of the App. Members will need to:

- download the BonusLink App (“BLINK App”) from Apple App Store or Google Play store only; and
- complete the registration process by phone number and the setup of One-Time Password (OTP).

Upon each successful new registration to the App within the **Campaign Period** which is from 1<sup>st</sup> July 2022 to 30<sup>th</sup> September 2022, Members will get the option to choose one (1) option from the following offers:

- Shell RM4 Voucher x one (1) piece ; or  
*Note: Limited to first five thousand (5,000) Voucher claims*
- Shopee RM4 Voucher x one (1) piece (no minimum spend); or  
*Note: Limited to first five thousand (5,000) Voucher claims*
- Two Hundred (200) BonusLink Points; or  
*Note: Limited to first five thousand (5,000) claims*

**Note:**

- i. Shell RM4 Voucher, Shopee RM4 Voucher and two hundred (200) BonusLink Points are limited to first fifteen thousand (15,000) registered downloads on first come, first served basis only.

#### 2. What is the duration of this Campaign?

The Campaign will commence from 1<sup>st</sup> July 2022 to 30<sup>th</sup> September 2022 (both dates inclusive) (“Campaign Period”).

### 3. Who is eligible for this Campaign?

The Campaign is only open to first-time **BLINK** App users that are residing in Malaysia and are above eighteen (18) years of age of the following groups:

Member Status	Description
Existing Member	A person with an existing BonusLink Card Number
New Member	A person who successfully registers as a BonusLink Member during the Campaign Period

### 4. How do I claim the Vouchers or BonusLink Points?

Members will receive a notification within the **BLINK** App to claim one (1) of the Vouchers or BonusLink Points.

### 5. Can I combine or select both rewards?

No, you may only select only one (1) of the rewards. Either Shell RM4 Voucher x one (1) piece **OR** Shopee RM4 Voucher x one (1) piece **OR** two hundred (200) BonusLink Points.

### 6. How do I check where the Vouchers are stored?

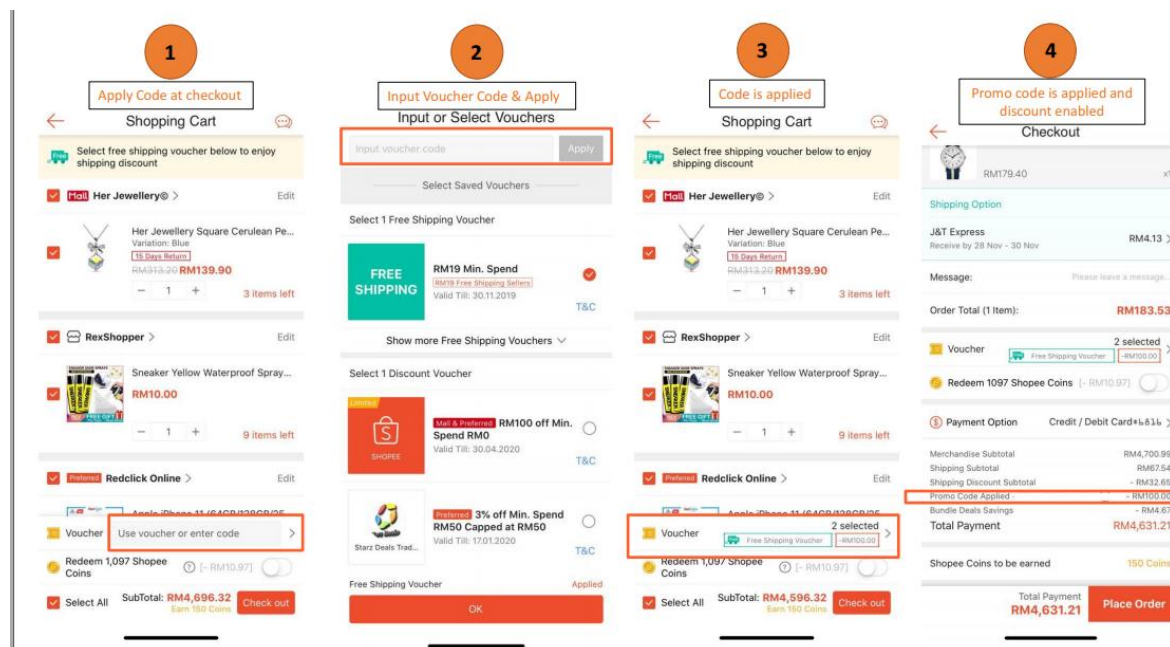
Claimed Vouchers will be stored in "My Wallet" in the **BLINK** App.

### 7. How do I use the Shell RM4 Voucher?

Access your Shell RM4 Voucher via "My Wallet" and present it to the cashier at the participating Shell stations. You can only use one (1) Shell RM4 Voucher per valid transaction for the purchase of Shell Fuels and Shell Select items.

## 8. How do I use the Voucher on Shopee Mobile App?

Access your Voucher via “My Wallet” to find the Voucher code. Enter the Voucher code during checkout page of Shopee Mobile App. Please refer to the following redemption flow on Shopee:



## 9. Can I use the Shopee Voucher on Shopee’s website?

No, Voucher is only applicable for Shopee’s Mobile App.

## 10. Can I use the Shopee Voucher on all products and sellers?

The Voucher is applicable for Shopee Mall & preferred stores only and for order(s) using Shopee Guarantee only.

The Voucher is not valid for Diapers & Potties, Baby Formula, Food & Supplements, Tickets & Vouchers, Automotive Merchandise, Gaming Top-ups and S-Mart Milo.

## 11. Is the Shopee Voucher valid for all Shopee users?

Voucher is valid for users with existing Shopee accounts.

**12. How can I get more information on Shopee Voucher?**

For enquiries or assistance, please contact Shopee Customer Service at +603-2298 9222.

**13. Do the Voucher(s) have an expiry date?**

Voucher(s)	Expiry Date / Validity Period
Shell RM4 Voucher(s)	Fourteen (14) days from date of claim
Shopee RM4 Voucher	31 <sup>st</sup> October 2022

Voucher is invalid after the expiry date OR validity period stated. Expired Voucher will not be extended and you will not be entitled to any refund. Expired Voucher will be placed in “My Wallet – Expired”.

**14. Can I reuse my Vouchers?**

The Vouchers are valid for one (1) time use only.

**15. Can I exchange the Vouchers for money?**

No. Vouchers are non-exchangeable for cash in part or full, non-returnable and/or non-refundable.

**16. Can I refund my Vouchers for BonusLink Points?**

No. Vouchers are non-exchangeable and/or non-refundable for BonusLink Points.

**17. Can I transfer my Voucher to another *BLINK* App user?**

No, these rewards Vouchers are not transferable between *BLINK* App users.

**18. I chose the 200 BonusLink Points. When will I get my BonusLink Points?**

BonusLink Points will be credited to your Account within twenty-one (21) working days after successful **BLINK** App download and registration.

**19. I am not sure if I have registered before. How do I find out?**

To check, please download the **BLINK** App and login with your mobile number. If you have registered before, the App will redirect you to login using your PIN. If you're a first-time **BLINK** App user, you'll receive a One-Time Password (OTP) to proceed.