

“BLINK Q4 2022 Welcome Offer”

Frequently Asked Questions

1. What is this Campaign about?

The ‘BLINK Q4 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 October 2022 to 31 December 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 ten thousand (10,000) 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 ten thousand (10,000) claims
- Tealive RM10 Voucher; or
Note: Limited to first three hundred (300) claims
- A&W Buy 1 FREE 1 RB (Regular); or
Note: Limited to first three hundred (300) claims
- Starbucks Confetti Cup; or
Note: Limited to first three hundred (300) claims

Note:

- i. Limited to first twenty-five thousand (25,000) registered downloads on first come, first served basis only for Shell RM4 Voucher, Shopee RM4 Voucher and two hundred (200) BonusLink Points.
- ii. Limited to first three hundred (300) registered downloads on first come, first serve basis for Tealive RM10 Voucher from 31 October 2022 to 6 November 2022.
- iii. Limited to first three hundred (300) registered downloads on first come, first served basis for A&W Buy 1 FREE 1 RB (Regular) from 28 November 2022 to 4 December 2022.
- iv. Limited to first three hundred (300) registered downloads on first come, first served basis for Starbucks Confetti Cup from 12 December 2022 to 18 December 2022.
- v. Members will receive a notification within the **BLINK** App to claim the Voucher(s) or BonusLink Points. BonusLink Points will be credited within twenty-one (21) working days from the date of claim.

2. What is the duration of this Campaign?

The Campaign will commence from 1 October 2022 to 31 December 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
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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 **OR** Tealive RM10 Voucher **OR** A&W Buy 1 FREE 1 RB (Regular) **OR** Starbucks Confetti Cup.

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

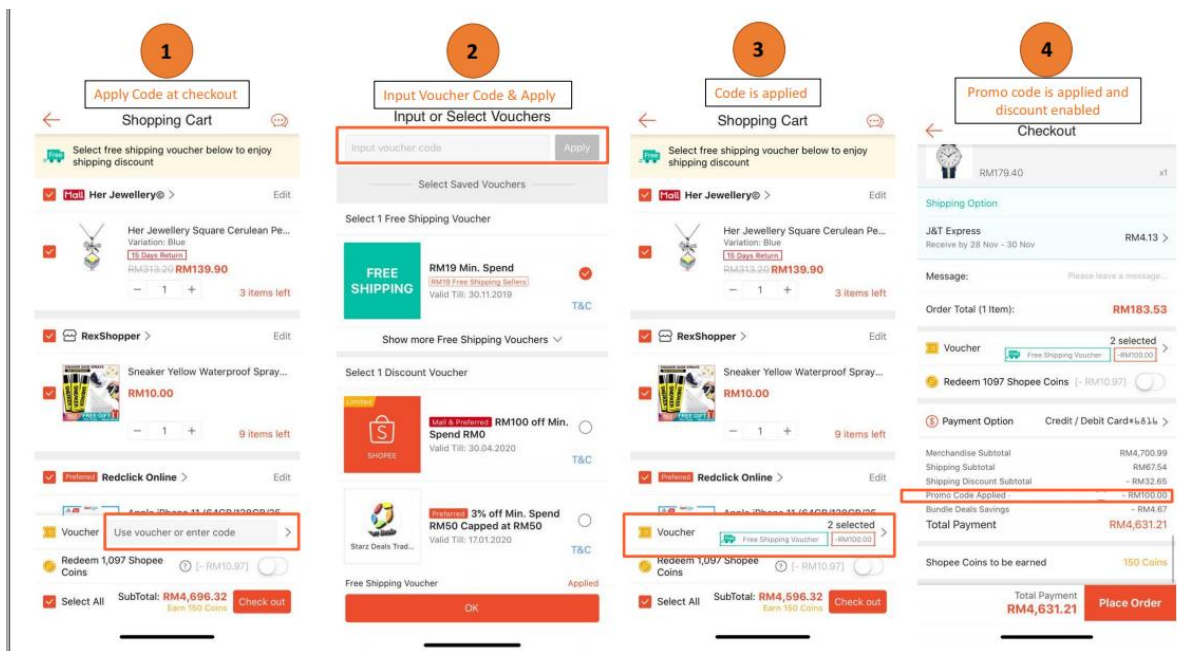
Claimed Vouchers will be stored in "My Wallet" in the **BLINK** App.

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, Jewellery, Tickets & Vouchers, Mobile Reloads & Sim Cards, Automotive Merchandise, Gaming Top-ups and S-Mart Milo, One or Not by Shopee Store products, MMA Foundation Store products, Gift Cards & E-Vouchers.

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 +603-2777 9222.

13. How do I use the Starbucks Confetti Cup Voucher?

Access your Starbucks Confetti Cup Voucher via “My Wallet” and present it to the cashier at the participating Shell stations. You can only use one (1) Starbucks Confetti Cup Voucher per transaction.

14. How do I use the Tealive RM10 Voucher?

Access your Tealive RM10 Voucher via “My Wallet” and present it to the cashier at the participating outlets. You can only use one (1) Tealive RM10 Voucher per transaction.

15. How do I use the A&W Buy 1 FREE 1 RB (Regular) voucher?

Access your A&W Buy 1 FREE 1 RB (Regular) Voucher via “My Wallet” and present it to the cashier at the participating outlets. You can only use one (1) A&W Buy 1 FREE 1 RB (Regular) Voucher per valid transaction for a purchase.

16. 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 January 2023
Tealive RM10 Voucher	25 November 2022
A&W Buy 1 FREE 1 RB (Regular)	31 December 2022
Starbucks Confetti Cup	Fourteen (14) days from date of claim

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".

17. Can I reuse my Vouchers?

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

18. Can I exchange the Vouchers for money?

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

19. Can I refund my Vouchers for BonusLink Points?

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

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

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

21. 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) workings days after successful *BLINK* App download and registration.

22. 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.