

FREQUENTLY ASKED QUESTIONS

ABOUT MEMBERSHIP

1. What is M Malls?

M Malls is the name of the mobile application for our shopper loyalty programme, M Privileges.

Note: M Malls is not the name of our rewards programme.

2. What is M Privileges?

M Privileges is an app based loyalty programme that rewards shoppers with M Points when they make purchases at participating tenants in participating malls. The participating malls of M Privileges programme includes AMK Hub, Jurong Point and Thomson Plaza. Download M Malls app on your mobile phone to start submitting receipts on the go.

3. How does one get M Points under the M Privileges programme?

Shoppers are required to submit photos of their receipts from purchases made at participating tenants' stores located in participating malls. Receipts need to be a minimum of \$20 to qualify. M Points will be issued and stored in shopper's M Privileges account within the mobile app after submission is approved. These M Points can be used to redeem mall vouchers or exclusive deals via the M Malls mobile app.

4. How do I apply to be a M Privileges member?

Shoppers can sign up via the M Malls mobile app (Available in App Store™ and Google Play)

If you require assistance, please proceed to

- Customer Service Counters at AMK Hub or Jurong Point
- Swingby at Unit 01-95/96 of Thomson Plaza

5. Is there a minimum age to apply as a M Privileges member?

The M Privileges programme is opened to individual users aged 13 years or older. If you are older than 13 but younger than 18 years of age, you should read the Terms of Use with your parent or guardian to make sure that you and your parent or guardian understand it before using the Application. To make any purchase within the mobile app, you must be aged 18 years or older.

6. How long does it take for my membership to be activated?

Activation is immediate upon completion of application through Customer Service Counters or M Malls mobile app.

7. What are the types of membership tiers available?

There are 3 tiers of memberships:

Basic Tier

Basic members get 1 X points accumulation*. No membership fee is required for sign-up.

Union Tier

NTUC Union members get 1.5 X points accumulation*. Validation is automated by the system based on your NRIC, no other special information required upon sign-up/login.

Gold Tier

Gold members get 2 X points accumulation*. Simply spend \$5,000 on a cumulative basis over 6 months to enjoy Gold status and perks for the next 6 months!

8. Do I have to pay for the membership?

Membership is entirely free.

9. Is the membership transferrable?

No, transfer of membership is not permitted in this programme.

10. What information do I need to sign-up as a M Privilege member?

The mandatory information needed would be as follows:

- First Name
- Last Name
- Mobile Number
- NRIC Number (For auto validation to be upgraded to Union tier)
- Date of Birth
- Postal Code (Residential Address)

11. What are the benefits I get to enjoy as a M Privileges member?

- Redeem M Mall vouchers and exclusive premiums
- Enjoy exclusive merchant deals on the M Malls app
- Bonus points during birthday month
- Invitations to exclusive events organised by M Malls

ACCUMULATION & EXPIRY OF M POINTS

1. Is there a minimum spend amount required in a single receipt to accumulate M Points?

Yes, each receipt must have a minimum purchase amount of \$20 and submitted within 24 hours of purchase to accumulate M Points.

2. How do I accumulate M Points via the M Malls App?

Step 1: Select the mall that you have shopped with (AMK Hub / Jurong Point / Thomson Plaza)

Step 2: Take a photo of your receipt

Please ensure that these details are clearly visible in your receipt image:

- Mall Name
- Shop Name
- Unit Number
- Date of Purchase
- Receipt Number
- Net Purchase Amount

Please submit only 1 receipt per submission. (Multiple receipts in the same submission will NOT be accepted.)

Step 3: Enter the purchase amount.

Minimum spending of \$20 is required per receipt. (Same day of purchase is required.)

Check your transaction status: Your receipt will be processed within 5 working days. Simply check in-app for transaction status and keep receipt till your M Points have been credited into your account successfully.

You may submit multiple photos of the same receipt using the M Malls App. Please follow the instructions in the App provided when submitting your receipt.

3. What should I do if my receipt is too long to be captured fully?

You may submit multiple photos of the same receipt using the M Malls App. Please follow the instructions provided in the app.

4. Why are my submitted receipt(s) rejected?

Handwritten receipts and/or receipts that are unclear, has incomplete information or not submitted within 24 hours of purchase will be rejected.

Kindly ensure the image submitted is within 24 hours of purchase, is clear and consists of the following information:

- Mall Name
- Shop Name
- Unit Number
- Date of Purchase
- Receipt Number
- Nett Purchase Amount

5. Can I resubmit a receipt that is declined due to the missing information on receipt?

You can resubmit the original receipt via Customer Service Counters. Any appeal related to resubmission of receipts has to be within 7 days from receipt's purchase date.

6. What is the validity of my M Points?

M Points accumulated in a calendar year will expire on the 31 December of that year. However, shoppers are given an additional **one month's grace period** to redeem their M Points. M Points not redeemed by the expiry date shall automatically expire.

7. Which are the participating merchants in this programme?

Most outlets with printed receipts / tax invoices within M Malls qualify for M Points accumulation. You can find the full list on our website.

8. Which are the non-participating merchants in this programme?

Receipts from these merchants/categories will NOT be accepted

- Money changer / Bank / ATM / Financial Services
- NETS / Credit / Debit Cards transaction slips
- Pushcarts
- Temporary vendors at promotional spaces i.e atrium
- Cashcard / Stored Value Cards Top-Up transactions
- SISTIC, AXS / SAM payments, Bill payments
- Lottery tickets
- Purchase of Mall/Merchant gift vouchers

9. What is the points system for the different membership tier?

	Fairprice/Unity	All except FP/Unity	Qualifying spend	Cap per day	Birthday bonus
Basic	\$1 = 1 point	\$1 = 5 points	\$20 per receipt	\$1000	2X 1 st transaction in birthday month
Union	\$1 = 1.5 points	\$1 = 7.5 points	\$20 per receipt	\$1000	2X 1 st transaction in birthday month
Gold	\$1 = 2 points	\$1 = 10 points	\$20 per receipt	\$2000	3X 1 st transaction in birthday month

REWARDS & BENEFITS OF M PRIVILEGES

1. What are the benefits I can enjoy as a M Privileges member?

Besides the birthday bonus you can enjoy, you can receive invitations to exclusive events organised by M Malls. M Points that you have accumulated can be used to redeem

- M Mall vouchers
- Exclusive premiums
- Exclusive merchants' offers
- Carpark e-voucher

2. How do I redeem reward(s) using my M Points?

Any redemption of rewards has to be done via M Malls mobile app. You can go to the REWARDS tab and view the selection of rewards available for redemption. Once you have selected your desired reward, click "GET IT NOW". The reward can be found under "My Vouchers" tab.

3. Can I use the voucher after redeeming/downloading the reward on the app?

- For M Malls voucher, you have to proceed to the Customer Service Counter located in the malls to redeem the physical vouchers. You will have to show the Customer Service Officer the voucher that is parked under "My Vouchers". Customer Service Officer will key in a redemption code on your mobile phone before handing you the physical voucher.
- For exclusive merchants' offer, you may proceed to the merchant directly to utilise the voucher at point of sale. The cashier at point of sale will key in a redemption code on your mobile phone to register the utilisation of the voucher.
- Do read the terms & conditions of each reward as terms may differ.

4. Why can't I download the carpark e-Voucher?

You will have to key in your vehicle IU number before you can download the carpark e-Voucher. Please ensure the vehicle IU number is keyed in correctly as the carpark e-Voucher is tagged to the IU number stored in your account.

5. What happens if I keyed in a wrong IU number and the carpark e-voucher is not deducted upon exit? Can I re-key the correct IU number?

Please check that the IU number has been entered correctly before you redeem the carpark e-Voucher. Once redeemed, the carpark e-Voucher is non-refundable and non-extendable.

6. How do I update the new IU number?

Simply go to your "PROFILE" and update your IU number. Ensure this step is done before you redeem the carpark e-Voucher.

7. How do I use the carpark e-voucher?

Once the carpark e-Voucher is redeemed, the redeemed carpark value will be deducted at the exit. There is no need to remove your cash card.

8. Can I redeem more than 1 (one) carpark e-Voucher?

You can redeem more than 1 carpark e-Voucher as long as you have sufficient M Points.

However, all the redeemed carpark e-Vouchers will be utilised at ONE GO when you exit the carpark.

- If your parking charges is \$2.14 and you have redeemed 3 X \$2 carpark e-Voucher, the full e-Voucher value of \$6 will deducted at point of exit. There is no refund of balance or balance value credited to the account.

9. What is the validity of the carpark e-Voucher?

All carpark e-Vouchers must be utilised within 24 hours from redemption. There will be no extension to the validity period.

10. I did not utilise the full amount of the carpark e-Voucher. Will the balance value be stored in my account?

No, there is no refund of balance or balance value credited to the account.

- If your parking charges is \$1.07 and you have redeemed a \$2 carpark e-Voucher, the full e-Voucher value of \$2 will deducted at point of exit.
- If your parking charges is \$2.14 and you have redeemed a \$2 carpark e-Voucher, the full e-Voucher value of \$2 will deducted at point of exit. \$0.14 will be deducted from your cash card.

11. Where can I find the parking rates for M Malls?

You can find the parking rates for AMK Hub and Jurong Point on the website.

AMK Hub - <http://www.amkhub.com.sg/amenities/parking-facilities/>

Jurong Point - <https://www.jurongpoint.com.sg/gettinghere>

MEMBERS' INFO

1. How do I log into M Malls mobile app?

You can log in using your mobile number and password. You determine your password at point of sign up.

2. I am unable to log in to my account. How do I reset my password?

You will need to have a valid email account to reset password over M Malls mobile app. If you do not have an email account, you will need to proceed to the Customer Service Counter at the malls to have your password reset by Customer Service Officers.

3. How do I update or change my personal particulars and contact preferences?

You can simply login to M Malls mobile app to update your personal particulars. However, NRIC, mobile number and birthday cannot be edited. If you have a change in mobile number, please proceed to Customer Service Counter located at the malls for assistance.

4. When I try to register or log in to my account, I encounter error message such as "Invalid" or "Not registered" or "This NRIC/mobile number has already been registered. Please use a different one to sign up". What should I do?

You can proceed to the Customer Service Counter located at the malls for assistance or drop us an email at mprivileges@mercatus.com.sg. We will be happy to assist.

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