



MyTOWNKL APP USER – HELP CENTRE

MEMBERSHIP

1. What is MyTOWNKL App?

MyTOWNKL App is a reward program that awards its members with reward points for the purchase of goods/services from the tenants in MyTOWN Shopping Centre.

2. Who is eligible to register as a member of MyTOWNKL App?

Malaysian citizens aged 13 years old and above are eligible to register as members.

3. Where do I apply for the membership?

You can download the MyTOWNKL App from the App Store, Google Play Store or Huawei App Gallery and apply for membership in the app.

4. Is there any membership fee?

No, there is no membership fee required.

5. Is there any validity of membership?

There is no expiry to the membership.

6. How many accounts can I have?

You can only have one MyTOWNKL App account which are tie to your mobile number and NRIC.

7. Where can I use my membership?

You can use MyTOWNKL App at participating tenants in MyTOWN Shopping Centre.

8. What are the methods of identification for members?

You can present your NRIC, mobile number, and MyTOWNKL App for identification.

PRIVACY & SECURITY

1. Why do I need a login password?

To protect your privacy and to keep your information safe, you may select a secret login password and stay secured. There shall be no call, text or email to request for your password or PIN. A password is required to authorize redemption of points for purchases at the participating tenants in MyTOWN as well.

2. How can I change my password?

Step 1: Go to 'Profile' tab.

Step 2: Key in your current password.

Step 3: Key in your new password.

Step 4: Update profile.

3. What if I forgot my password?

Step 1: Click forget password.

Step 2: Key in your new password.

Step 3: Verify your account with OTP.

Step 4: Login with your new password and enjoy!

4. Where should I direct my concerns or queries in general?

Step 1: Go to 'Profile' tab

Step 2: Go to 'Contact Us'

Step 3: Fill up your enquiry or feedback and MyTOWN personnel will revert on your queries within 3 working days.

POINT AWARDING

1. How is the point's award calculated?

i. Participating tenants: Every RM1.00 spend of total receipt value = 1 point. You can accumulate up to a **maximum** of 300 points per transaction.

ii. Non-participating tenants: Every RM1.00 spend of total receipt value = 0.5 point and capped at 300 points per transaction. You can accumulate up to a **maximum** of 300 points per transaction.

2. How do members receive point award?

i. Participating tenants: Present your MyTOWN App when making payment at the participating merchants in MyTOWN and the points will be debited into your account.

ii. Non-participating tenants: Present your MyTOWN App and receipts to our customer service at Concierge Counter, Ground Floor and the points will be debited into your account.

3. When can I collect the points?

You can collect the points on the same date of purchase receipt.

4. How do I check my points balance?

You can check your point balance in the MyTOWN App.

5. Will my points expire?

The points will be valid to redeem till 31 December 2021.

6. Is there a minimum point amount to be maintained?

No, there is no minimum points amount that needs to be maintained in your account.

7. Can I use MyTOWN App with other credit/ outlet/ loyalty card privileges?

This will be subjected to the participating merchant's terms & conditions and approval.

8. Are the awarded points transferable to another membership account?

No, the points are non-transferable.

POINT REDEMPTION

1. What can I redeem my points for?

As a MyTOWNKL App member, you can redeem your points for exclusive benefits such as vouchers, discounted rewards, accelerated points earn rates, and more as announced by MyTOWN.

2. How do I redeem my points?

Step 1: Go to 'Reward – Available' tab and select the reward intend to redeem

Step 2: Download to obtain the reward

Step 3: View your downloaded voucher in 'Reward – Saved' tab.

Step 4: Select the voucher you wish to redeem and present the QR code to the cashier upon payment

3. How is the points redemption calculated for purchase at participating tenant's outlets?

1 points = RM0.01, unless stated otherwise stated.