



MyTOWNKL APP USER – HELP CENTRE

MEMBERSHIP

1. What is MyTOWNKL App?

MyTOWNKL App is an application reward program that awards its registered members with reward points for the purchase of goods/services from the participating 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. Why are we seen as registered member of MyTOWNKL App even though we did not download the App before?

For all the shoppers who have submitted their personal details to us during the past campaigns in compliance with MyTOWN's Privacy Policy, shoppers will be automatically upgraded to become our MyTOWNKL App users. Hence, the pre-registered has already been done from the backend.

5. How do I activate my membership in MyTOWNKL App if I am the pre-registered member by MyTOWN?

You just need to download the MyTOWNKL App from your e-store, and follow the steps below:

Step 1: Key in your contact number and 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!

6. Is there any membership fee?

No, there is no membership fee required.

7. Is there any validity of membership?

There is no expiry to the membership.

8. How do I renew my membership?

You do not need to renew your membership as the membership does not expire.

9. How many accounts can I have?

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

10. Where can I use my membership?

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

11. What are the methods of identification for members?

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

12. Is there any qualifying period?

There is no qualifying period for being MyTOWNKL App members. All you have to do is download and start earning points.

13. How can I receive any updates on MyTOWNKL App's promotions, deals, and exclusivity?

All the MyTOWNKL App updates will be featured on our App. You can opt to receive E-newsletter from us via the App itself.

14. How can I know the details for MyTOWN App?

You can go to the app profile and click to the help centre for the FAQ's & click to the terms and conditions for more details.

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 telephone call, text messages 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: Raise your enquiry or feedback and MyTOWN personnel will revert on your queries as soon as possible.

5. How do I ensure no spam mail will be received from the MyTOWNKL App?

Emails will only be received by members who subscribed to the mail and has given their consent.

6. How do I update on any change of my personal information?

You can simply change your personal information such as D.O.B and gender by following these steps:

Step 1: Go to 'Profile' tab

Step 2: Click on D.O.B or Gender field

Step 3: Click 'Update Profile'

POINT AWARDING

How is the point's award calculated?

- i. Participating tenants: Every RM1.00 spent on total receipt value = 1 point. You can accumulate up to a **maximum** of 300 points per transaction.
- ii. Non-participating tenants: Every RM1.00 spent on 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.
- iii. Non-participating tenant-in-tenant: Every RM1.00 spent on total receipt value = 0.25 point and capped at 300 points per transaction. You can accumulate up to a **maximum** of 300 points per transaction.

1. How do members receive point awards?

- 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.

2. Will I collect points immediately after making a purchase?

Yes, points are immediately captured after QR code is scanned with the terminal available at the tenant's outlet or customer service counter.

3. When can I collect the points?

The points are to be collected on the same date of purchase receipt and will be credited into your registered account.

4. Can I collect points from previous purchases or backdated receipts?

No, you cannot collect points from previous purchases or backdated receipts.

5. How do I check my points balance?

You can check your point balance in the MyTOWNKL App.

6. Will my points expire?

The points will expire after 1 year and the validity is based on the transaction dates captured in the system.

7. What happens to my points if it is not utilized?

The points accumulated will be forfeited and back to "0".

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

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

9. Can I use MyTOWNKL App with other credit/ outlet/ loyalty card privileges?

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

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

If a Member chooses to transfer their Points to another membership account, the Member to ensure themselves that Points are transferred to the correct account. The Management shall not be responsible for any wrong Points transactions and no Points replacement will be provided in these circumstances.

11. What happens to my Points when I refund my purchase?

This is subject to the merchant's decision and their terms and conditions.

12. What is the minimum and maximum amount that I could transfer to another membership account?

The minimum amount is 50 points, whereas the maximum amount is 300 points per transaction.

13. Can I perform more than 1 transaction in transferring points?

Yes, you can perform multiple transactions per day, capped at 300 points per transaction. However, the number of transactions is depending on how many points you own.

14. What if I mistakenly transferred the Points to the wrong person? Will I be able to cancel the transaction?

You will not be able to cancel the transaction nor receive reimbursement/refund on Points for the wrong transaction.

15. I did not receive my points. How come?

Don't worry, we've got you! Contact our Customer Service Team at 03-2710 0057 or drop us an email at marketing-crm@mytownkl.com.my.

16. Who should I call / enquire if I have a problem with my MyTOWNKL App account?

You may call / WhatsApp us at 03 2710 0057 or email at marketing-crm@mytownkl.com.my with your name, IC number and phone number. Alternatively, you may visit our MyTOWN Customer Service counter located at G floor to make enquiries.

17. What should I do if my points are incorrect?

If your points are displaying incorrectly, please report it to our Customer Service Team in person, by email or phone call. If the points displayed are incorrect due to a transaction, please bring your receipt as proof of purchase.

18. What would happen to my accumulated points if I uninstalled the MyTOWNKL App?

The points will remain under your account. When you re-install back the App with the same IC number and phone details, you will be able to trace back your accumulated points. However, all points will be forfeited if not utilized in within the given period.

19. Will my accumulated points be expired?

All the accumulated points are valid for 365 days from the date of issuance. For any unutilized points will be forfeited by then.

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 point = RM0.01, unless otherwise stated.

4. Can I still redeem my points if it is expired?

No, all unutilized points will be forfeited after the expiry dates. Please ensure that you redeem the points before it expires.

E-VOUCHERS REDEMPTION

1. How do I redeem my E-vouchers?

Step 1: Go to 'Reward – Available' tab and select the e-voucher values that you intend to redeem

Step 2: Download to obtain the e-voucher

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 participating tenant upon payment

2. When will be the expiry date for the E-voucher?

E-voucher's validity is 6 months from the date you downloaded the voucher from MyTOWNKL App.

3. What happen if I did not utilize the E-voucher after 6 months? Can I extend the validity?

Strictly no extension of the e-voucher expiry date from the date of issue will be allowed. The e-voucher will be forfeited and removed from the MyTOWNKL App. We encourage users to utilize it before it expires.

4. Can I exchange the E-voucher to cash or transfer it to other users?

Redeemed e-voucher(s) are not non-transferable, non-refundable and cannot be exchanged for cash or another item in part or full and must be accepted as offered.

5. Can I use the E-voucher at non-participating tenant?

No, the E-voucher can only be used at participating tenants' outlet in MyTOWN Shopping Centre.

6. Is there any minimum spend required to utilise the E-voucher?

No minimum spend is required to utilise the E-voucher(s) at participating outlets.

7. Can I redeem multiple E-vouchers in one single receipt?

Utilisation of multiple e-voucher(s) in a single transaction is allowed and can be combined with other valid e-voucher(s) issued by MyTOWNKL in the same transaction in participating outlets.