



## **New Digital Platform - Frequently Asked Questions**

### **I'm having trouble logging in. What can I do?**

If you have previously registered or are currently eligible to access Member Advantage, navigate to Member Advantage in your member portal. When you click through to Member Advantage, you will need to accept the Terms and Conditions and verify your email. You will receive an email with a One Time Password (OTP) for account security. If you haven't received the email, please check your spam folder. If you are still having trouble logging in, please contact us at [customercare@memberadvantage.com.au](mailto:customercare@memberadvantage.com.au) and we will be happy to assist you.

### **What's changing with the Digital Wallet?**

Based on member feedback, we have retired the Digital Wallet with this platform release. If you have unused funds in your Digital Wallet, these will be returned to you via EFT once the transition to the new platform is complete. We will contact you to request bank account details and refund the balance.

### **What about previously purchased eGift cards?**

You can access your previously purchased eGift cards via the email you received upon purchase. If you are unable to access previous purchases, please contact us at [customercare@memberadvantage.com.au](mailto:customercare@memberadvantage.com.au) and we will be happy to assist you.

### **What payment methods can I use to pay for eGift card purchases on the new platform?**

You can securely pay for eGift card purchases from your bank using PayID (please note that you will have a new PayID) or using Credit/ Debit cards.

### **What about Credit/Debit cards currently stored on the previous platform?**

Any Credit/Debit card info you have added to your Digital Wallet is securely tokenised and stored. All card info will be deleted from the Digital Wallet within 7 days of the transition to the new platform.

### **What's changing with eGift cards?**

We have more discounts for you including eGift cards for IGA! In addition, you will be able to add your purchased eGift card to a mobile wallet such as Apple or Google Pay. The purchasing process is simple and easy to use.

### **What about the mobile app?**

You now have access to download the Member Advantage mobile app for both Android and iOS. We have a short video available on how to activate the mobile app and link your membership.

### **What offers can I access other than eGift cards?**

You can access thousands of products and services. We have curated great offers for you to fit all parts of your lifestyle such as technology products, whitegoods, financial services, car buying services and more. You can easily access information on the offers available to you on the

platform. Our customer care team is standing by to ensure your queries are addressed and you have a great shopping experience.