

## GENERAL INFORMATION

### Q : **What is Bites?**

The Bites is a digital loyalty & reward programme ("the Program") provided by The Food Purveyor proprietary to TFP Retail Sdn. Bhd. ("the Company") to provide benefits to Members.

### Q : **How do I sign up/register for membership?**

Membership is available to everybody attaining the age of 18. Application may be made by downloading the "Bites by the Food Purveyor Application" ("the App") and complete the registration from available channels (Mobile App) prescribed by the Company. Upon approval by the Company, the applicant shall be issued with a virtual card residing in the mobile phone known as Bites ("the Card"), free of charge and shall be recognized as a member of the Program ("Members").

### Q : **What are the benefits that I enjoy when I apply for membership?**

Besides earning points whenever a purchase is made at selected outlets, a Member shall also be notified of special offers, monthly recipes, and special shopping privileges through their selected means of communication.

### Q : **How does the App work?**

Member shall be awarded ONE (1) point ("Bites Point") for every transaction with a value of Ringgit Malaysia Two (RM2.00) (exclusive of all taxes & excluding specified exclusions as per terms). However, any spending of less than Ringgit Malaysia Two (RM2.00) in a single transaction shall not qualifying for any Bites Points.

Bites Points are accumulated upon presenting the Card residing in the mobile phone to the cashier at the checkout counter of the participating outlets. Upon scanning of the Card by the cashier, the Bites Points are automatically accumulated as points earned.

### Q : **Do I need to pay any membership fee upon application?**

Membership is offered to the public free of charge.

### Q : **How do I check the balance of my Bites Points?**

A feature is available in the main screen of the Card to indicate the balance of the Bites Points or upon entering "My Profile", the accumulated Bites Points will be shown.

### Q : **How can I keep track of my transactions and Bites Points earned?**

One of the menus within the Card will show its transaction history. Within the transaction history, every transaction together with points earned will be shown.

### Q : **Is there any expiry date of my Bites Points?**

Each Bites Points issued only valid for a period of twelve (12) months from the day of issuance.

### Q : **Can Bites Points earned in one outlet be used to redeem rewards at another different?**

Members are entitled to use their Bites Points to redeem their rewards at any participating outlets.

### Q : **Can I redeemed my Bites Points if I missed scanning my card when I make my payment?**

The only collection point for Bites Points is via the cashier at the checkout counter when payment is made at the participating outlet. If this is not done, Bites Points will not be collected.

## MEMBERSHIP

### Q : **When can I start earning Bites Points?**

Members may use their Card once it is approved and downloaded onto their mobile telephone. While Members will start earning Bites Points for every RM 2.00 spend at any participating outlets.

### Q : **Can I change the registered email address?**

Email and phone number of the Members used for registration are only allowed to be changed by the submission of a request for such a change to [contactus@thefoodpurveyor.com](mailto:contactus@thefoodpurveyor.com).

### Q : **What should I do if the details on my Card are incorrect?**

Other than email and phone number stated in the "My Profile" in the App which can be changed upon a request as stated in Question 12, any other information stated therein may be changed by the Member.

### Q : **How to reset my password?**

Members may reset their password by clicking on "Forgot Password" tab on the Card. As a form of security, the email address registered in the application shall have to be keyed in. A link for the resetting of the password will be forwarded to the registered email address.

### Q : **If I accidentally uninstall the App or misplaced my mobile phone, will it affect my membership and the accumulated Bites Points?**

The App uses the Members' registered email address as its basic record. The App may be reinstalled using the Members' registered email address and all the data residing therein, including the accumulated Bites Points, will remain intact.

### Q : **Do I need to apply a separate physical membership card?**

The App operates only on virtual card residing in Members' mobile phone. No Physical cards are issued.

### Q : **Can a Member apply a supplementary card for spouse, family members or friend?**

At the moment, the App does not cater for the issuance of any supplementary card for the Members.

## REWARDS REDEMPTION

### Q : **What can I redeem with my Bites Points?**

There are many rewards available and provided within the App. You may browse through the Reward catalogue page to select your choices of redemption items. Do look out for special offers from time to time.

### Q : **How can I redeem my eVouchers, i.e., RM5, RM50 that appears in the Card?**

Redemption of the eVouchers is done by presenting them to the cashier at the checkout counter at the participating outlets. The cashier will offset whatever eVouchers you have against your bill for the purchase.

### Q : **How can I redeem my eVoucher, i.e., PWP, Buy 1 Free 1 instantly?**

Redemption of the eVouchers is done by presenting them to the cashier at the checkout counter at the participating outlets. The cashier will offset whatever eVouchers you have against your bill for the purchase.

### Q : **How can I redeem the hard items from the Rewards catalogue listed in the App?**

1. Login to the App and go to the Rewards page to select your preferable items.  
2. Select the rewards available and you will be informed the outlets to redeem.  
3. Make your redemption at the customer service counter of the selected outlet within 30 days of your redemption.

### Q : **Can I combine my Bites Points with that of my spouse or friends to redeem a reward?**

You can only redeem the Bites Points earned for and accumulated in your own Card. Transfer and/or accumulation of Bites Points from another Card is disallowed.

### Q : **Can the Bites Points be exchanged for cash?**

Bites Points may only be redeemed as gifts/rewards listed in the Rewards page of the App but it cannot be exchanged for cash.

### Q : **Are Bites Points transferable from me to another or to amalgamate by few Members to take advantage of a larger Bites Points?**

Bites Points are non-transferable from one Member to another. Members are also not allowed to amalgamate their Bites Points in their respective Cards with another Member.

### Q : **Are I be allowed to request for an additional Card for my spouse or family member?**

Each Member can only apply for one Card using his phone number and an email address. Application for additional Card for his/her spouse or family member is not allowed.