

**How to turn
bread, milk,
and potatoes
into new wiper
blades.**



**It's not magic,
it's the new Massy Card.
Frequently Asked Questions.**

**Learn how you can turn everyday
expenses into extraordinary rewards.**

Massy Card FAQ

- 1. I already have a Hilo Smart Shopper Card, do I have to change to the Massy Card?**

Yes you do. Speak with any Massy Card Representative in-store at one of the participating Massy Merchants or call the Massy Card Centre at 609-CARD (2273) from 8am to 6pm, Monday to Friday and they will help you.
- 2. How do I get a Massy Card if I currently have a Hilo Smart Shopper Card?**

Visit your regular Massy Store and speak with the in-store Massy Card Representative there and they will help you get your new Card.
- 3. Will all my points transfer from my Hilo Smart Shopper Card when I upgrade to the Massy Card?**

Yes, all points will be transferred the day after you collect your new Massy Card.
- 4. Can I continue to use my Hilo Smart Shopper Card after the Massy Card comes out?**

All Smart Shopper Cards will remain active for a period of time after the launch of the Massy Card. You are encouraged to change your Smart Shopper Card for a Massy Card at your earliest convenience as all Smart Shopper Cards will become inactive in the near future. Once you collect your Massy Card, your Smart Shopper Card will be deactivated in 4 weeks. This is to allow time for family members that are Secondary Card Holders on your Smart Shopper account to get a new Massy Card and have it linked to your new Massy Card.
- 5. Does the new Massy Card have the same number as my current Smart Shopper Card?**

No, it does not. Under the new Massy Card program, customers will be assigned new Massy Card account numbers.
- 6. I do not have a Hilo Smart Shopper Card, how can I sign up for a Massy Card?**

Simply apply by completing the Massy Card Application form available in-store at all participating Massy merchants, online at <http://massycard.com> or from the Massy App which you can download from the Google Play Store or the Apple App Store from July 31st 2014.
- 7. Who is eligible to apply for a Massy Card?**

At the moment, anyone is eligible.
- 8. Is there a loyalty program for businesses?**

The loyalty program for businesses will be launched at a later date. Look out for the announcement to ensure you sign up then!
- 9. I signed up today for my Massy Card, when will I get it?**

If you sign up in-store, you will immediately get a temporary Massy Card that you can start using right away to earn and redeem points. If you sign up on-line, you must go to a Massy location that issues temporary Massy Cards in order to complete your registration process and receive a temporary Massy Card. Your permanent card will be available for your collection within six weeks of receiving your temporary Massy Card, at the location you specified on the registration form.
- 10. Can someone else collect my Massy Card for me?**

Yes, they just need to have a letter of authorization and a copy of the ID you used to register.
- 11. What do I need to do to earn Massy points?**

All you need to do is to present your Massy Card at any one of the participating Massy merchants.
- 12. How much do I need to spend to get a Massy point?**

One Massy point is earned for every qualifying TT\$10 spent.
- 13. Can I have a joint card with someone?**

Yes you can! Members of your immediate family living in the same household or wards can be secondary card holders. When applying, the primary card holder must complete and sign the bottom section of the form authorizing a secondary card holder on their account.

14. **Can both of us earn and redeem points?**

Both can earn but only the primary card holder is set as a redeemer. One form of ID must be shown to redeem. All points earned accumulate in the primary card holder's account.

15. **Where can I earn and redeem points?**

<p>Here's where you can earn points:</p> <p>Massy Stores(formerly Hilo)</p> <p>Massy Motors</p> <p>Massy Finance GFC</p> <p>Massy Finance Remittances (MoneyGram) from July 15th 2014</p> <p>Massy United Insurance</p>	<p>Here's where you can redeem points at this time:</p> <p>Massy Stores</p> <p>Massy Motors</p> <p>Massy Finance Remittances (MoneyGram) from July 15th 2014</p>
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16. **What can I redeem?**

Massy Merchant	Redemption Rewards
Massy Stores	<p>Massy Vouchers for the purchase of groceries, pharmaceutical items and small appliances</p> <p>Vouchers for RIK</p> <p>Vouchers for Bluegrass and Timberland</p> <p>Caribbean Airlines Miles</p> <p>Gifts from the Massy Card Catalogue</p>
Massy Motors	<p>New and pre-owned vehicles</p> <p>Vehicle spare parts</p> <p>Service</p> <p>Vehicle rentals at National Car Rentals and Alamo Rent a Car</p> <p>Gifts from the Massy Card Catalogue</p>
Massy Finance Remittances (MoneyGram)	Pay your remittance fees from July 15th 2014

17. **Where can I redeem my points?**

At all Massy Stores, Massy Motors and Massy Remittance Services outlets nationwide, visit the website <http://massycard.com> to get the actual addresses of the stores and showrooms.

18. **How can I earn bonus points and double points?**

Each participating Massy merchant will run special promotions during the year, for example, double points on a Wednesday at Massy Stores. Also, both primary and secondary cardholders can get double points on their birthdays at Massy Stores and Massy Motors.

19. **How soon can I use my points after I earn them?**

Your points from all your purchases at participating Massy merchants will be available to you within 24 hours except for double points on birthdays which may take up to 48 hours.

20. **Where can I get a Massy Card Catalogue?**

The Catalogue is published once a year and will be available at all participating Massy merchants.

21. **Do I need a minimum number of points before I can redeem?**
Yes. You must have at least 400 Massy points in order to redeem.
22. **Is there a ceiling for my points, do I have to redeem when I reach a certain amount?**
No, you can earn as much points as you want.
23. **Do I have to present my Massy Card when redeeming points?**
Yes you must present your Massy Card to get the number of your account. You also need to show ID so we can ensure you are the person redeeming your points.
24. **If my Card is lost or stolen can someone else redeem my points?**
To redeem points, ID must be shown to verify the redeemer is the card holder.
25. **If my Card is lost or stolen how do I get a new one and is there a cost?**
There is no fee to replace a lost or stolen card. If this happens immediately contact one of our Massy Card Representatives in-store or the Massy Card Centre at 609-CARD (2273) and they will assist you.
26. **Where can I view my points balance?**
Your points tally will be available for viewing on all Massy Stores receipts, online at <http://massycard.com> and using the Massy App.
27. **Where can I get the Massy App?**
At the Google Play Store and the Apple App Store from July 31st 2014.
28. **When do the Massy Card points expire?**
Points expire by March 31st of the following year.
29. **What is the fee for the Massy Card?**
There is no fee.
30. **Who is eligible to get discounts when using their Massy Card?**
Employees of the Massy Group are eligible for special discounts at selected participating Massy merchants. Registered TTARP members are eligible for discounts at Massy Stores only.
Secondary cardholders are eligible for the same discount as their associated primary account at Massy Stores only.
31. **Can I get a discount and get points on the same purchase?**
Cardholders who get discounts will receive points based on the qualifying value of the purchase.
32. **Who can be contacted for more information?**
Any Massy Card Representative at the Massy Card Centre at 609-CARD (2273) or at the participating Massy merchants.

