



## MoneyGram Plus Rewards Program South Africa

19 April 2021

### Frequent Asked Questions

#### 1. MoneyGram Plus Rewards

##### 1. What is the MoneyGram Plus Rewards Program?

MoneyGram Plus Rewards Program is a benefits program for customers who have enrolled in the program. Please visit our <http://moneygram.co.za/plus-rewards> for more information on the program.

##### 2. How can I enroll in the MoneyGram Plus Rewards Program?

You can visit MoneyGram's participating agents, complete a send form and opt into the MoneyGram Plus Rewards Program as part of your send transaction. You can select a location <http://moneygram.co.za/find-locations>

You can also enroll in the program through any other channel or method of enrollment that MoneyGram may, at its sole and absolute discretion, make available from time to time. No matter of the channel or method of enrollment we will always ask for your freely given, specific, informed and unambiguous indication of your wishes to be part of the **MoneyGram Plus Rewards Program**. Learn more, <http://moneygram.co.za/find-locations>.

##### 3. Why do I need to provide my email or SMS for enrollment?

Your e-mail address and/or mobile number is required as part of the enrollment process. Providing at least one form of communication, email and/or SMS, allows MoneyGram to keep you informed of your membership status, discounts, other promotions and changes to the program.

##### 4. What are the rewards and restrictions of this program?

Please check our Terms&Conditions, <http://moneygram.co.za/plus-rewards>, for information on the benefits of the program.

##### 5. I have just joined the MoneyGram Plus Rewards Program. Can I migrate any historic transactions into the program to qualify?

No, you cannot. Transactions will only qualify immediately post successful enrollment into the program.

##### 6. How long will my 20% off fee "Welcome Gift" be available for me to redeem?

The "Welcome Gift" will be available for use for up to 60 days from the date of issue.

##### 7. How long will my "40% off fee" Ongoing Rewards be available for me to redeem?

Your "Ongoing Rewards" will expire 90 days from the date of issue.



**8. How can I reach the Premier Status?**

All Members who complete at least five Qualifying Transactions within the same calendar year will earn MoneyGram Plus Rewards **Premier Status**.

**9. Can I keep my Plus Rewards Premier Status forever?**

Your Premier status is valid for the year in which you qualify and the following full calendar year. If you make 5 Qualifying Transactions in that year, your premier status will get renewed for the subsequent full calendar year and so on.

**10. Do I need a promo code for the reward discount?**

Your Rewards are captured in your account and are automatically applied to your next Qualifying Transaction. You do not need to provide any promo codes.

**11. What happens to my reward discount if I use a promocode from another MoneyGram promotion?**

From time to time, MoneyGram might issue money transfer promo codes for discounts. You can use this promo code by providing it at the time of your send transaction. If applied, your reward discount will just get postponed to your next money transfer and will get automatically applied.

**12. Do I need to have a MoneyGram Plus Card?**

Once you are assigned a membership ID, you NO longer need a physical – plastic or paper - card. Your membership ID will automatically show up during your transaction process every time you transact in store or online (if available).

**13. Do I need to bring my personal documentation (ID, Passport, etc.) as a MoneyGram Plus Rewards Member?**

You **ALWAYS** need to bring your personal IDs when you want to make a money transfer, as per each country's Rules and Regulations. Being a Plus Rewards member is not a substitute for ID documentation.

**14. Can a family member or a close friend use my Member ID to make a money transfer?**

Your MoneyGram Plus Rewards member ID is strictly personal and tied to your personal account and information. This will not work with someone else's account.

**15. Can I use my MoneyGram Plus Rewards ID when I am outside the country?**

Your MoneyGram Plus Rewards ID will follow you wherever you go and transact with MoneyGram as long as the Program has been activated in your destination country.

**16. How do I cancel my membership in the MoneyGram Plus Rewards Program?**

To unenroll from the program, contact MoneyGram customer service by submitting a request online on the MoneyGram website at <https://www.callmoneygram.com/contactme>.

**Note:** Any Rewards issued to you will immediately expire when you cancel your membership, so make sure to use them before you cancel. You can always enroll in the program again with a new member number and new transaction history for rewards and membership status. You can also



unsubscribe from any of the Rewards emails or SMS by following the relevant links (emails) and reply methods (SMS).

**17. Will I be issued /sent a Plus Rewards card and ID number when I join the MoneyGram Plus Rewards Program?**

For all enrollments at a location or online, you will be issued a 12-digits **Plus Rewards ID** number on joining the program. This will be communicated to you in your welcome email and all following communication through email and/or SMS.

**18. How do I ensure that my transactions are added to my MoneyGram Plus Rewards profile?**

When transacting, your profile will automatically be updated through your Plus Rewards ID number on the new transaction, a confirmative email and/or SMS will be sent to you.

**19. How do I ensure that my Qualifying Transactions have the % discounts applied to them for rewards?**

The Rewards' discount will be shown in your transaction summary / receipt.

**20. Where can I get more help regarding MoneyGram Plus Rewards Program, if I have more questions or issues?**

Please contact MoneyGram International customer service by submitting a request on the MoneyGram website at <https://www.callmoneygram.com/contactme>.

**21. If I am already a Plus Rewards member from another country, do I need to enroll again?**

No, if you are already a MoneyGram Plus or Plus Rewards member and have opted into marketing communications, your profile will be live and active. If you haven't opted into marketing, you will need to update your communication preferences on the MoneyGram website at <https://www.callmoneygram.com/contactme>.

If your membership has expired or does not work for some other reason, you will have to re-enroll in the program.

**22. Should I update my email and/or SMS Marketing communications preferences?**

To keep you informed about any program changes or new promotions and discounts, we need to be able to contact you via email or SMS. Updating and consenting to communications will help us contact and inform you.