

## GENERAL INFO

### **Q: What is Bites by The Food Purveyor Reward Programme?**

Bites by The Food Purveyor Reward Programme is a loyalty programme owned by The Food Purveyor Sdn. Bhd. It is a point accumulation programme for members to earn points for purchases made at Village Grocer outlets and Ben's Independent Grocer outlets.

### **Q: How do I sign up/register for "Bites by The Food Purveyor" membership?**

1. Go to Play Store/App Store and search for "The Food Purveyor" app.
2. Download the "The Food Purveyor" app.
3. Fill in your email address, password and personal information, then click "Sign up now!".
4. Use the loyalty app to begin earning points instantly.

### **Q: What are the benefits that I get to enjoy when I apply for the "Bites by The Food Purveyor" membership?**

As a "Bites by The Food Purveyor" member, you will enjoy privileged shopping, member special deals, monthly recipes, collect Bites points and turn it into a reward.

### **Q: How does "Bites by The Food Purveyor" app work?**

With "Bites by The Food Purveyor" loyalty app, you can earn 1 Bites Points for every RM 2 spent at all Village Grocer & Ben's Independent Grocer outlets in Malaysia. You just need turn on our app and present your virtual card to the cashier before making your payment.

### **Q: Do I need to pay any membership fee when I apply for the "Bites by The Food Purveyor" card?**

"Bites by The Food Purveyor" membership is FREE.

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

Kindly check your Bites Points balance via the loyalty app.

### **Q: How can I keep track of my points transactions?**

Log on to the loyalty app with your username and password, click transaction history to review.

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

The points will not expire as long as you make 1 transaction within a 12 months period.

### **Q: Can my "Bites by The Food Purveyor" loyalty app be used to earn points at Village Grocer outlets and redeem rewards at Big Independent's Grocer, or vice versa?**

Yes, you will be able to enjoy the same benefits of using the "Bites by The Food Purveyor" loyalty app at any Village Grocer and Ben's Independent Grocer outlets.

### **Q: Can I redeem my Bites Points if I missed out scanning my card when I made my payment?**



The cashier needs to scan your Bites card prior to making the payment. Bites Points or special member offer can only be issued when you scan the Bites card and successfully make the payment at the checkout counter. You will not be able to claim your points after payment has been made. All points can only be earned before payment is made at the cashier counter.

## MEMBERSHIP

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

Once you have signed up as a member on the loyalty app, you can immediately scan the virtual card and start earning Bites Points for every RM 2 spent at any Village Grocer or Ben Independent's Grocer outlets. However, the card can only be activated with a minimum accumulated spendings of RM 150 in order to redeem any rewards.

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

Yes, just login to the loyalty app and make the amendment at the "Member Profile" tab.

### **Q: What should I do if the details on my "Bites by The Food Purveyor" loyalty app are wrong?**

Just login to the loyalty app and make the amendments at the "Member Profile" tab.

### **Q: How do I reset my password?**

You will need to click "Forgot Password" and a link to request for password change will be sent to your registered email address.

### **Q: If I uninstall "Bites by The Food Purveyor" loyalty app or lost my mobile phone, can I keep my current card number? Will my points disappear if I re-install the loyalty app?**

As long as you are able to login to the loyalty app with your registered email address and valid password, you can continue to enjoy the benefits, rewards or Bites Points you have earned.

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

There is no physical card for "Bites by The Food Purveyor". This programme runs fully on a virtual card.

### **Q: I want to apply for a supplementary card for my spouse/family members/friends.**

We do not offer any supplementary card application for our members at the moment.

## REWARDS REDEMPTION

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

There are many rewards available within the loyalty app. You may browse through the Rewards Catalogue page to select your choice of redemption items. Do look out for special



offers from time to time.

**Q: How can I redeem my eVoucher (i.e. RM 5, RM 50) instantly?**

Simply present your “Bites by The Food Purveyor” virtual card and the eVoucher to the cashier when you pay for your groceries at any Village Grocer or Ben Independent’s Grocer outlets.

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

Simply present your “Bites by The Food Purveyor” virtual card and the eVoucher to the cashier when you pay for your groceries at any Village Grocer or Ben Independent’s Grocer outlets.

**Q: How can I redeem the hard items from the Rewards Catalogue listed in the loyalty app?**

1. Login to the loyalty app and go to the Rewards Catalogue page to select your preferred items.
2. Click “Redeem” for the items you have chosen and select the preferred collection outlet.
3. Pay a visit to the customer service counter of the selected outlet after 3 days upon successful redemption.

**Q: Can I combine my Bites Points with my spouse/friend/relatives to redeem a reward?**

You can only redeem the Bites Points earned for the individual card. You cannot combine the Bites Points earned by another member.

**Q: Can I exchange my Bites Points for cash?**

No, Bites Points can only be redeemed as gifts/rewards listed in the Rewards Catalogue.

**Q: Can I transfer Bites Points from a few memberships into one membership?**

No, you cannot transfer the Bites Points to another membership account.

**Q: If I already have an account, can I request for additional “Bites by The Food Purveyor” card for my spouse/family member?**

One NRIC/one email address is entitled for only one “Bites by The Food Purveyor” membership. You cannot register for another Bites by The Food Purveyor using the same NRIC/e-mail address.