

Frequent Fitter Club Prezzy Card reward frequently asked questions:

1. What is the reward programme?

We'll send you a Prezzy Card if you have a rewards balance of 100 or more points on the last calendar day of the month. Your Prezzy Card will be loaded with the equivalent New Zealand dollar value i.e. one point equals \$1. For example if you have 240 points as at 31 August you will receive a Prezzy Card loaded with \$240.

Your balance will then be reset to zero points at the beginning of the new month and starts over again. If you have a reward point balance of less than 100 points, then your points will just roll over to the next month until you reach a balance of 100 points or more.

2. When do I get my Prezzy Card from you?

You'll receive your Prezzy Card if you have a rewards balance of 100 points or more on the last day of each month, within three weeks of the end of that month. For example you'll receive your Prezzy Card for August (if you have 100 or more reward points as at 31 August) by 21 or 22 September (the following month).

3. How do I know what the \$\$ amount is loaded on my Prezzy Card?

We'll let you know the \$\$ amount loaded on your Prezzy Card by hand writing this in the pamphlet sent to you with your Prezzy Card.

You'll also receive a buyer created IRD approved tax invoice for your records showing the \$\$ amount if you're GST registered and have given us your GST number.

4. How long will my Prezzy Card last for?

Each Prezzy Card is usually valid for a 12 month period. However the expiry date of each card is printed on it so you can clearly see how much time you've got to spend the amount loaded.

Just for good measure we also hand write the expiry date of your Prezzy Card in the pamphlet sent to your with your Prezzy Card.

5. How do I get my Prezzy Card each month?

We deliver your Prezzy Card to your home, or work physical address listed in www.frequentfitter.co.nz using New Zealand Couriers.

Please note that we do **not** post these to your mailing address, so you'll need to make sure we have your correct physical address on www.frequentfitter.co.nz at all times.

6. Do I have to send you an invoice to claim my rewards?

You don't need to invoice us to claim your rewards, simply ensure you enter your new or switch LPG or natural gas connections at www.frequentfitter.co.nz to earn your rewards.

- 7. How do I check my Prezzy Card balance and transactions?**
You can check your Prezzy Card balance or transactions by either checking these on www.mybalance.co.nz, or calling 0800 450 509 (note charges may apply when you call this number)
- 8. Is there a limit on the rewards I can earn from you?**
The great news is that there is **no limit** on the rewards you can earn, the more confirmed new or switch LPG or natural gas connections you submit the more rewards you earn!
- 9. What happens if I have less than 100 reward points at the end of a month?**
Your reward points balance will continue to roll-over until you reach a balance of 100 points or more.
- 10. What does the Prezzy Card look like?**
Your Prezzy Card is orange and has the words “Extra Rewards No Extra Work” printed on it.
- 11. Where can I use my Prezzy Card?**
Your Prezzy Card is a VISA card so you can use it wherever VISA is accepted online, or at more than 29 million retailers here and overseas.
- 12. Will my Prezzy Card work in a zip zap machine or ATM?**
Prezzy Cards can not be used on a zip zap machine or in an ATM.
- 13. Where can I find the Prezzy Card terms and conditions?**
Prezzy Card terms & conditions can be found at www.nzpost.co.nz/prezzycard or picked up from a New Zealand Post outlet.
- 14. How do I check my Frequent Fitter Club reward points balance?**
You can check your reward points balance on www.frequentfitter.co.nz at any time.
- 15. Who do I call if I have a question about my reward points or the Frequent Fitter Club programme?**
Simply call 0800 401 234, select option 1 and then follow the voice prompts for assistance, or send an email to frequentfitter@contactenergy.co.nz for any enquiries you may have Monday to Friday during 8.30am to 5.00pm (excluding public holidays).