

# DMCC BUSINESS REWARDS GENERAL FAQs

## What is DMCC Business Rewards Programme?

It's a loyalty programme designed to give back to our member companies. With tiered accrual criteria, you'll earn points effortlessly by investing in your preferred company set up package and various DMCC services.

## How do I get assigned to a tier as a member?

Your tier is determined by the total amount you've spent on DMCC services in the last 12 months.

## What are the tiers in the DMCC Business Rewards Programme?

You can enjoy three tiers: Platinum, Gold, and Silver.

## How can I access the DMCC Business Rewards Programme Platform?

Only your company's Portal Admin User can access it. Simply click the tab located on the top right of your DMCC Member Portal, and it will take you directly to the dedicated platform.

## Can the company's Portal Admin User give access to other sub-users for the DMCC Business Rewards Programme platform?

The Portal Admin User can grant access to any other sub user by simply following the below steps:

1. Click on the settings icon in the DMCC Member Portal's top right corner.
2. Select 'Manage Users' in the dropdown menu.
3. Create new sub-users and assign them the 'Business Rewards Role.'
4. You can also edit existing sub-users and assign them the same role.

## How do I earn reward points?

You'll begin earning points as soon as you apply for services through the DMCC Member Portal. Points are based on the amount you pay for services and your tier.

## When do I earn reward points?

You'll earn reward points after your service request is complete and closed.

## How long are DMCC Business Rewards Programme tiers valid for?

All tiers remain valid for one year from the date of tier assignment.

## What happens to my earned reward points if my company's tier changes?

Your accumulated reward points will still be available for your company to use even if its tier changes.

## Can I convert my reward points to cash or transfer them to another company?

Converting your reward points to cash or transferring them to another company is not possible.

## Am I obligated to redeem my reward points?

Redeeming your reward points is optional. If you prefer, you can also opt out of the programme by raising a case in the DMCC Member Portal.

### **How can I move up to a higher tier?**

You'll automatically move up to the next tier as soon as your earned points over the last 12 months reach the threshold for the next tier. Your tier promotion date will mark your anniversary.

### **Can my company's tier be changed to a less beneficial level?**

Your tier can be changed based on an annual assessment of your earned reward points over a 12-month period from the date of attaining the current tier.

### **How long are my reward points valid for?**

Your reward points are valid for three years from the date they were earned.

### **How will I know when my earned points are about to expire?**

You'll receive a notification 90 days before your points are set to expire. Additionally, you can check the details of your expiring reward points on the DMCC Business Rewards Programme platform under the 'My Rewards Expiry Details' tab.

### **How can I use my reward points?**

Redeeming your points is easy. Just follow these simple steps:

1. While applying for a service on the DMCC Member Portal, you'll see a specific field for your reward points and your current balance on the confirmation page.
2. Enter the number of points you want to use for that service and click on 'Redeem'
3. Your points will be reserved once you submit the service request. After the request is processed, your points will be redeemed automatically.

### **How do I check my earned and used points for each service request?**

You can easily review all your service transactions, including your earned and used points for each service. Just go to the 'My Points Statement' tab on the DMCC Business Rewards Programme platform. Alternatively, you can check the points for a specific service request by entering the service request number or selecting a date range.

### **Where can I view my rewards tier?**

You can find your rewards tier at the top right corner of the DMCC Business Rewards homepage under 'My Account' tab when you log into the platform.

### **Can I use a discount voucher and my reward points together to pay for a service?**

You have flexible payment options. You can choose to pay with points, use a voucher, or combine points, cash, and vouchers according to your preference.

### **What happens to my redeemed points if I cancel my service request?**

Whether your points will be returned depends on the service request type and stage. Points are handled similarly to regular portal payments. If there are cancellation fees, the remaining points will be returned back to you accordingly.

### **How do I redeem a discount voucher?**

To avail a discount voucher, you need to enter the voucher code when applying for the service request. It's important to accurately enter or paste the code during the application process. Otherwise, the system will charge the full-service fee.

### **What happens to my unused vouchers when the licence renewal package expires?**

Any vouchers that haven't been used will be marked as 'Expired' once the licence renewal package validity ends. After that, you won't be able to use them anymore.

### **What offers can I find on the DMCC Business Rewards Programme platform?**

You'll find the following benefits to choose from based on your needs:

- A. Permanent packages
- B. Seasonal packages
- C. Seasonal discounts on selected services

### **Who can refer someone to set up a company through the DMCC Business Rewards Programme?**

You can refer someone to set up a company in DMCC if your company's licence is valid and does not have the activity 749972 - Corporate Service Provider.

### **How do I refer someone to set up a company in DMCC?**

You can refer someone to set up a company in DMCC by following these simple steps:

1. Click the 'DMCC Business Rewards' tab on the DMCC Member Portal homepage.
2. Click the referral button on the platform.
3. You'll be directed to a dedicated referral webpage.
4. Enter the referee's name, email address, phone number, and other necessary details.
5. Once you submit the referral form, the referee will receive an email inviting them to visit the Business Setup Wizard or unsubscribe if they're not interested.
6. When the referee successfully sets up their company with DMCC, your company will earn points based on your assigned tier.

### **Can I use my reward points to set up a new company with DMCC?**

You can't use your reward points to set up a new company with DMCC.

### **Where can I find details of my expired vouchers?**

You can check the list of expired vouchers on the DMCC Business Rewards Programme platform under the 'Expired Vouchers Statement' page.