

FAQ

BITES LOYALTY PROGRAM



1. What is Bites Points?

Bites is a mobile app loyalty program powered by The Food Purveyor Reward Programme which brings you the allure of member privileges and offers to meet your everyday lifestyle needs. You can earn Bites Points when you spend and use the points to redeem a host of great deals offered in Bites app. Download Bites app via Apple App Store or Google Playstore. Log in to Bites app for more details.

Takaful Malaysia is a participating merchant of Bites. You will be rewarded with Bites Points when you sign up for our selected products via our 'Click for Cover' online sales portal.

2. How do I get rewarded with the Bites Points from Takaful Malaysia?

Just enter your Bites ID to collect the Bites Points before you make the payment via our 'Click for Cover' online sales portal. If you forgot to enter your Bites ID before the payment, you can still enter your Bites ID right after you have made the payment.

3. Do I need to have a Bites account to earn the Bites Points rewarded by Takaful Malaysia?

Yes. If you have a Bites account with a valid Bites ID, you just need to enter your Bites ID to earn the Bites Points rewarded by Takaful Malaysia.

4. Which product is eligible for the reward points ("Bites Points") by Takaful Malaysia?

At this moment, only Takaful *myClick* Motor is eligible for the reward points.

5. Are the reward points applicable to the total payment payable?

No, the reward points are only applicable to the actual contribution amount paid after discount / rebate and it does not include the Service Tax and stamp duty payable.

6. Can I use / redeem the Bites Points for Takaful Malaysia's products?

At this moment, you cannot use / redeem the Bites Points for Takaful Malaysia's products.

However, you can earn Bites Points rewarded by Takaful Malaysia and use the points to redeem many rewards available in the Bites app. You may browse through the Reward catalogue in the Bites app to select your choices of redemption items.

7. When can I receive my Bites Points rewarded by Takaful Malaysia?

Your Bites Points will be automatically credited to your Bites account within 14 working days, after the 15 days free-look period from your transaction date via our 'Click for Cover' online sales portal, provided that you have entered your Bites ID and there is no cancellation of the certificate within the period.

8. How can I check my Bites Points rewarded by Takaful Malaysia?

Log in to Bites app and click transaction history to review. Your points will be automatically credited to your Bites account within 14 working days, after the 15 days free-look period from your transaction date via our 'Click for Cover' online sales portal, provided that you have entered your Bites ID and there is no cancellation of the certificate within the period.

9. Will I get Bites Points for each motor renewal?

Yes, you will be rewarded with Bites Points every time you make a motor renewal via our 'Click for Cover' online sales portal.

10. Can I still claim for the Bites Points rewarded by Takaful Malaysia if I did not enter my Bites ID during my enrolment?

No. In order to earn the Bites Points rewarded by Takaful Malaysia, you must enter your Bites ID before or right after the payment via our 'Click for Cover' online sales portal.

11. What can I do with the Bites Points rewarded by Takaful Malaysia?

You can use the Bites Points rewarded by Takaful Malaysia to redeem many rewards available in the Bites app. You may browse through the Reward catalogue in the Bites app to select your choices of redemption items.

12. Is Bites managed or owned by Takaful Malaysia?

No, Bites is not managed or owned by Takaful Malaysia. It is a collaboration arrangement with our fintech partner to reward our customers with the Bites Points so that our customers get to enjoy great deals offered by Bites.

13. Who should I contact if I didn't receive my Bites Points rewarded by Takaful Malaysia, or for more information about Bites?

Please contact contactus@thefoodpurveyor.com or visit any Customer Service or Helpdesk at Village Grocer, Ben's Independent Grocer or BSC Fine Food Ben's outlets.

Disclaimer:

Bites is not exclusive to Takaful Malaysia and all participants will be deemed to have read, understood and expressly agreed to be bound by the Terms & Conditions of Bites. Takaful Malaysia expressly excludes and disclaims any liabilities, representations, warranties, or endorsements, express or implied, written or oral, including but not limited to, any warranty of quality, merchantability or fitness in respect of Bites.