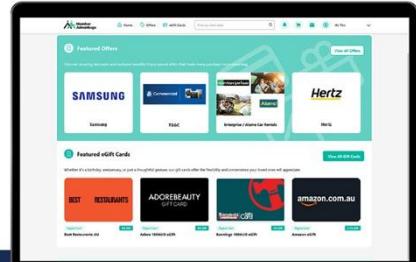




## Your Member Advantage is getting an exciting upgrade!



Your member rewards program will be getting some exciting updates on 24 February 2026, offering you access to amazing discounts and benefits on groceries, fuel, lifestyle experiences, travel, tech, electronics and so much more. Your new platform experience comes with an easy-to-use mobile app, so you can access your savings on the go!

Your **Member Advantage** makes it simple to save on trusted products and services. If you have unused funds in your Digital Wallet, please consider using these prior to 20 February. For more information about the new platform, including the Digital Wallet and previously purchased eGift cards, please read on for a quick summary of changes to help you prepare for this exciting transition.

Get rewarded, everyday. That's your Member Advantage!

### Frequently Asked Questions

#### What's changing with the Digital Wallet?

Based on member feedback, we will be retiring the Digital Wallet with this platform release. If you have unused funds in your Digital Wallet, please consider using these prior to 20 February 2026. Unused funds will be returned to you via EFT once the transition to the new platform is complete. We will contact you to request bank account details and refund the balance.

#### What about previously purchased eGift cards?

You can access your previously purchased eGift cards via the email you received upon purchase. Alternately, you can select the eGift card in your Digital Wallet and save a screenshot. If you are

unable to complete this prior to the platform transition, please contact us at [customercare@memberadvantage.com.au](mailto:customercare@memberadvantage.com.au) and we will be happy to assist you.

**What payment methods can I use to pay for eGift card purchases on the new platform?**  
You can securely pay for eGift card purchases from your bank using PayID (please note that you will have a new PayID) or using Credit/ Debit cards.

**What about Credit/Debit cards currently stored on the platform?**  
Any Credit/Debit card info you have added to your Digital Wallet is securely tokenised and stored. You can remove this in your Digital Wallet by selecting the card and choosing to delete. All card info will be deleted from the Digital Wallet within 7 days of the transition to the new platform.

**What's changing with eGift cards?**

We will have more discounts for you including eGift cards for IGA! In addition, you will be able to add your purchased eGift card to a mobile wallet such as Apple or Google Pay. The purchasing process is simple and easy to use.

**What about the mobile app?**

When we upgrade your platform, you will have access to download the Member Advantage mobile app for both Android and iOS. We will soon make a video available on how to activate the mobile app and link your membership.

**What offers can I access other than eGift cards?**

You can access thousands of products and services. We have curated great offers for you to fit all parts of your lifestyle from Health Insurance to technology products, whitegoods, financial services, car buying services and more. You can easily access information on the offers available to you on the platform. Our customer care team is standing by to ensure your queries are addressed and you have a great shopping experience.