

# Pick n Pay

## FAQs

### It's now easier to get cashbacks at Pick n Pay!

Cash in with cashbacks when you shop at Pick n Pay. Multiply Premier members get up to 12% in cashbacks on qualifying purchases. The good news is, you no longer have to swipe your Multiply card at the till to get cashbacks! All you have to do is swipe your Smart Shopper card.

### How does this change affect me?

In the past you needed to swipe your Multiply card to earn Multiply cashbacks. Now you just have to swipe your Smart Shopper card to earn both Multiply cashbacks and Smart Shopper points on your qualifying purchases.

### What happens if I continue to swipe both my Multiply card and Smart Shopper card?

You will continue to receive Smart Shopper points and Multiply cashbacks for your qualifying purchases. However, it is no longer necessary for you to swipe your Multiply card at Pick n Pay.



#### Will I earn cashbacks if I only swipe my Multiply card at Pick n Pay?

You will not earn any cashbacks for your qualifying purchases if you only swipe your Multiply card at Pick n Pay. You will only earn cashbacks if you swipe the Smart Shopper card that is both linked to your ID with Pick n Pay and activated on multiply.co.za.



#### Will I earn cashbacks if I only swipe my Multiply Money Card at Pick n Pay?

You will not earn any cashbacks for your qualifying purchases if you swipe your Multiply Money Card at Pick n Pay. You will only earn cashbacks if you swipe the Smart Shopper card that is both linked to your ID with Pick n Pay and activated on multiply.co.za.

### Will I earn cashbacks if I swipe someone else's Smart Shopper card that is not linked to my ID at Pick n Pay?

You will not earn Multiply cashbacks if you swipe a Smart Shopper card that is not linked to your ID and registered to your profile at Pick n Pay.

You have to swipe your own registered Smart Shopper card in order to earn Multiply cashbacks.

### How do I activate the Pick n Pay benefit?

- Step 1:** Log into multiply.co.za.
- Step 2:** Navigate to the Pick n Pay page under My Partner Rewards.
- Step 3:** Enter your registered Smart Shopper card number to activate the benefit before you start shopping.

Alternatively, you may call us on 0861 88 66 00.

### Is there a separate activation process for shopping on Pick n Pay Online?

There is no separate activation process for online purchases on the Pick n Pay app and on pnp.co.za. The benefit activation steps described in point 6 above are applicable for both in-store and online purchases.

### **How do I get cashbacks at Pick n Pay?**

**Step 1:** Get a registered Smart Shopper card from Pick n Pay.

**Step 2:** Activate the benefit on multiply.co.za.

**Step 3:** Before you pay, ask the cashier to swipe your Smart Shopper card. If you're shopping online on pnp.co.za, you will receive your cashbacks automatically.

### **Do I also get cashbacks if I shop using the Pick n Pay ASAP! app?**

No, cashbacks are not awarded for purchases made on the Pick n Pay ASAP! app. Cashbacks are only awarded for in-store, Pick n Pay app and pnp.co.za purchases.

### **If I previously activated the benefit, do I need to activate it again?**

No, Multiply will activate the benefit for you.

### **What if I swipe my Smart Shopper card and don't get any Multiply cashbacks?**

**Step 1:** Contact Pick n Pay to ensure that the Smart Shopper card number is registered to your ID number or profile.

**Step 2:** Log in to multiply.co.za to check that the benefit is activated with the correct Smart Shopper card number.

**Step 3:** If the Smart Shopper card number on the Multiply website does not match your registered Smart Shopper card number at Pick n Pay, contact us on 0861 88 66 00 to update the Smart Shopper card number linked to your Multiply benefit.

### **How do I see the Smart Shopper card number linked to my Multiply benefit?**

**Step 1:** Log in to multiply.co.za.

**Step 2:** Navigate to the Pick n Pay page under My Partner Rewards.

**Step 3:** View the Smart Shopper card number linked to your benefit.

### **What do I do if I lose my Smart Shopper card?**

**Step 1:** Go to your nearest Pick n Pay store to get a new Smart Shopper card.

**Step 2:** Register your Smart Shopper card at Pick n Pay Customer Services, alternatively contact the Pick n Pay Customer Care line on 0800 11 22 88 or email smartshoppergeneral@pnp.co.za.

### **If I get a new Smart Shopper card do I need to update the Multiply benefit with my new Smart Shopper number?**

We do not need to be informed of your new Smart Shopper number. Pick n Pay will send the new Smart Shopper number to Multiply.

### **What if Multiply did not get my new Smart Shopper number?**

You may contact us on 0861 88 66 00 for assistance.

### **Are there any changes to the rewards I get at Pick n Pay?**

There are no changes to the rewards or spend limits at Pick n Pay. Log into multiply.co.za for more information.