Learn all about, YOUR Mahala loyalty benefit

CALL US: 0860 62 42 52

www.mahala.mobi | info@mahalas.mobi | *120*960#
Frequently Asked Questions

1. What is Mahala benefit and what does it offer me?

We’re built around you, we love giving people the best deal! Always expanding, always growing. We offer our members the opportunity to shop at their favourite stores and get a special reward, just for being awesome.

2. What is my loyalty number and where do I find it?

Your loyalty number is a 10 digit number and can be found in your welcome email/sms. You can also find it on the “My Card” menu, stored on the mobile app and printed on the front of the loyalty card. Lost physical loyalty cards can be replaced at a charge of R20.00 per card / replacement. You can request a card on the mobile platform or through the call centre.

3. What can I do with my loyalty number?

You can use your loyalty number to log into the app or mobi-site. For first time users, you can use your loyalty number as your Username and Password, then update your password under your profile.

4. What is the Mahala Mobile Platform?

The Mobile Platform is a combination of an Android / Apple compatible app, a mobile friendly Mobi-site and USSD platform. Why so many ways to access the same platform you ask? Well, that’s so you never miss out on a deal, whether you have the latest and greatest smartphone, or dropped it and had to go back to that good old Nokia 3310. You’ll always have access to the mobile platform.

5. Where do I find out more about deals and specials?

Well that’s easy, simply request to be added to our monthly newsletters. We’ll keep you in the loop of all the latest specials and deals that are coming your way. You can also go to “Promotions” on the mobile platform for a quick view.

6. Oops! I cant remember my password, now what?

We’ll don’t worry, we’ve got you covered. On the log-in screen you’ll conveniently find a “forgot password” button. Press that and all your stress will simply, disappear! Follow the easy prompts and you’ll regain access to you account in a jiffy. (Please allow up to 5 minutes for your temporary password to be delivered)

7. But I want my favourite store to give me a discount too!

Well then, nominate them through the Mobile Platform. If we get enough requests we can approach your favourite store and show them that they are wanted on our platform. The more nominations we get, the easier it will be to convince them to jump on the platform. So get all your friends involved!
How to log-in into the Mahala Mobile Platform

Being able to access all your great benefits is important. That’s why we’ve made it so easy to do! To access the mobile platform for the first time, you’ll need your Loyalty number.

**Log in with your Loyalty Number as Username & Password**

**Update your password under the “My Profile” menu to secure your login**

How to check your balance and last 10 transactions

Knowing how much you can spend or how much you’ve saved is the fun part! Check back regularly to see how your points balance grows.

You can also view your last 10 points and discount transactions. Giving you an overview of your spending and how much you’ve saved. Remember to submit all your transactions to ensure your statistics are accurate.

**Click on my balance**

**Awesome, my mini-statement shows my last 10 transactions**

**IMPORTANT!**

Embrace the idea that the Mahala Mobile Platform is a cardless platform. You don’t need to use a physical card to get discounts, earn points or redeem on the platform. Your phone has replaced the traditional loyalty card. Sure we do have a card as a backup for the few members that still love the feel of a loyalty card in their pocket but you don’t need it at all to get the BEST out of YOUR loyalty programme.
How to access your Points & Discount Vouchers

Points

Points are accumulated at selected Point Retailers and has a monetary value. Your points can be redeemed for loads of cool stuff, simply click on “Redemptions”!

1. **SHOP, SHOP, SHOP**!
2. COMPLETE THE FIELDS ON THE VOUCHER
3. ON A POINTS TRANSACTION, THE CASHIER APPROVES YOUR TRANSACTION IN-STORE

Discount

Discount Retailers give you on-the-spot discount at point of sale or on-line. You have the option to record your transactions so that you can view your overall savings on your balance.

1. **IT’S TIME TO SECURE MY REWARD!**
2. **CHECK OUT THE SHOPS THAT GIVE REWARDS!**
3. **SEARCH FOR A GREAT DEAL!**

Some Points Retailers:

- Letsatsi Finance and Loan
- intercape
- Medipost Pharmacy
- Click & Chow
- Cricket Company
- Hollard

Some Discount Retailers:

- John Craig
- cre@tivity
- Tiger Wheel & Tyre
- AVIS
- Dis-Chem Pharmacies
- CNA
- boardmans
- Edgars
- Tyres 2 Ur Door
- Hair City
- Jet
- Peach Post
- Casey's
- Click & Collect
- Edgars active
How to Redeem your points for Rewards

Once you’ve accumulated enough points, you can spend them on Instant Airtime, Checkers Grocery Vouchers, Nu Metro Movie tickets, Edcon Gift Cards (Edgars, Jet, RedSquare etc.), Donate to Charity or spend your points for in-store goods at participating retailers. Just follow the prompts.

Please Note: If you present your card, the Retailer will load your redemption and an OTP pin will be sent to YOUR phone. You will be able to complete your redemption on submitting the OTP pin.
How to use your Coupons

Coupons keep things fresh with new deals every month. In partnership with Dischem, we bring you all the latest in-store discounted items and a unique Coupon Code. These deals are for a limited time.

What are Tokens and how do I accumulate them?

Tokens give you a fun new way of getting rewarded for spending in your favourite store! Unlike points, Tokens are rewarded for buying from a specific section in store or doing a specific action in a participating retailer. These tokens accumulate and give you access to benefits, like a free coffee if you earn 10 tokens or a free facial and so on. These rewards are retailer dependant.

Currently you can view the amount of tokens you’ve earned on the app by browsing to the “My Balance” menu. We are currently busy with expanding this menu to display more detail about your earned tokens for each participating retailer.
Value Added Products:

MAHALA WORKERS PLAN

We make it affordable for you as an employer to offer your staff a comprehensive funeral cover benefit with included Value Added Benefits. You staff can even cover their additional family dependants, at an additional cost.

Included Benefits:
• Body Repatriation
• Retrenchment Benefit
• Premium Holiday
• Premium Care Benefit
• Vehicle Access Benefit
• Mahala Loyalty Benefit

For an additional fee, the optional Value Added Benefits Package further enhances the funeral offering with the following benefits:
• R250 Airtime Benefit
• R750 Electrosure Benefit
• R1 500 Clothing Voucher Benefit
• R1 000 Veggie Voucher Benefit

Funeral Cover:

<table>
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<th>R10 000</th>
<th>R25 000</th>
<th>R50 000*</th>
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<tbody>
<tr>
<td>Member (18 - 64)</td>
<td>R10 000</td>
<td>R25 000</td>
<td>R50 000</td>
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<tr>
<td>Partner (18 - 64)</td>
<td>R10 000</td>
<td>R25 000</td>
<td>R50 000</td>
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<tr>
<td>Child (14 - 20)</td>
<td>R10 000</td>
<td>R25 000</td>
<td>R50 000</td>
</tr>
<tr>
<td>Child (6 - 13)**</td>
<td>R5 000</td>
<td>R12 500</td>
<td>R25 000</td>
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<tr>
<td>Child (1 - 5)**</td>
<td>R2 500</td>
<td>R6 250</td>
<td>R10 000</td>
</tr>
<tr>
<td>Stillborn (Foetus past 28 weeks)**</td>
<td>R1 250</td>
<td>R3 125</td>
<td>R6 250</td>
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Included Benefits / Services:

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<tr>
<th></th>
<th>YES</th>
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<tbody>
<tr>
<td>Body Repatriation</td>
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<tr>
<td>Retrenchment Benefit</td>
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<td>Premium Holiday</td>
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<tr>
<td>Premium Care Benefit</td>
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<tr>
<td>Vehicle Access Benefit®</td>
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<tr>
<td>Mahala Loyalty Programme</td>
<td>YES</td>
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Monthly Fee

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<th>R99.00</th>
<th>R179.00</th>
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Additional Dependants*:

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<th>Cover Amount</th>
<th>R5 000</th>
<th>R15 000</th>
<th>R25 000</th>
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<tr>
<td>1 - 20 years**</td>
<td>R12.00</td>
<td>R27.00</td>
<td>R45.00</td>
</tr>
<tr>
<td>21 - 64 years</td>
<td>R19.00</td>
<td>R55.00</td>
<td>R90.00</td>
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<tr>
<td>65 - 74 years</td>
<td>R35.00</td>
<td>R95.00</td>
<td>R170.00</td>
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<tr>
<td>75 - 84 years</td>
<td>R70.00</td>
<td>R200.00</td>
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*Optional benefit at an Additional cost to the member

Terms and conditions apply. For full disclosures and terms, please request a full brochure from your Mahala Retail Rep.

We only want the best for our kids...

Crime is sadly a part of all our lives. Make sure you and your family are prepared for the worst with Mahala PERKS!

- We’ll find you when you go missing.
- We’ll make sure you get home safe.
- We’ve got your back when things go wrong.
- We’ll spoil you just because we can.

Value Added Products:

- **MAHALA LOYALTY PERKS!** Included in All Packages
- **MEDICAL ADVICE** Included in All Packages
- **LEGAL ADVICE** Included in All Packages
- **CRIME ASSIST** Included in All Packages
- **SAFETY TRACKER** Included in All Packages
- **MOTOR LAW** Included in Silver and Gold Packages
- **INTELLIGENT PANIC** Included in Silver and Gold Packages
- **HOME ASSISTANCE** Included in Silver and Gold Packages
- **HOME SAFE CHAUFFEUR** Included in Gold Package only
- **MAHALA TRAVEL** Included in Gold Package only
- **MISSING ASSIST** Included in Gold Package only

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Affordable Medical Health Insurance for ALL South Africans!

Health insurance for your peace of mind for you and your family with unlimited GP visits, Acute and Chronic medication, Dentistry, Optometry, and Specialist.

From R248 per month for primary care.
Gold package R1,932 for family of six.

View the full brochure for all rates and disclosures. Terms and conditions apply.