

## eVouchers FAQ

### 1. What are eVouchers?

*eVouchers are digital vouchers which can be purchased by BIBD customers using BIBD NEXGEN Mobile app.*

*Please activate your eTunai to purchase the eVouchers.*

### 2. What are digital vouchers and how does it work?

*Digital vouchers are not vouchers in the physical sense but they work the same way as physical vouchers. Digital vouchers purchased through the BIBD Mobile app will appear through the SnapFeed mobile app.*

### 3. What is SnapFeed?

*SnapFeed is a free third party consumer lifestyle mobile app which specializes in mobile advertising, business directory, purchase of digital loyalty cards, reward points and vouchers.*

*NOTE: For more information on SnapFeed, visit their website at [www.snapfeed.com](http://www.snapfeed.com).*

### 4. How do you register for SnapFeed?

*To register, you must first download the SnapFeed app from either the Apple App Store or Google Play Store. You must then register a valid email address in order to proceed.*

### 5. How do you purchase eVouchers?

*To purchase, simply;*

- a. Open the BIBD NEXGEN Mobile app*
- b. Click on "Purchase eVouchers" in the main menu*
- c. Select eVoucher available for purchase*
- d. Voucher purchase can be made using their;*

- Current or Savings Account*
- Hadiah Points*
- CASA + Hadiah Points Combo*
- BIBD Credit Cards*
- BIBD vCard*

- e. Upon purchase, you must provide a registered SnapFeed email account for delivery of the eVoucher.*
- f. The purchased eVoucher will immediately appear in your registered email SnapFeed app account.*

### 6. Can I purchase eVouchers for someone else?

*Yes, you can purchase and send the eVouchers through the BIBD NEXGEN Mobile app to other registered SnapFeed users provided you know the recipient's SnapFeed registered email account address. Simply key in the recipient's SnapFeed email address to send the eVoucher to the recipient.*

*NOTE: Please ensure the email address given is correct as eVouchers are not refundable once redeemed.*

**7. Should I inform the recipient if I purchase an eVoucher as a gift?**

*Yes, please inform the recipient as the eVoucher will appear in their SnapFeed account.*

**8. How do I redeem my eVouchers?**

*To redeem your eVouchers, you must present your eVouchers at the merchant's store. The merchant will then scan the voucher and provide you with the item you purchased.*

**9. Can I get a refund on a purchased eVoucher or exchange for another voucher?**

*No refunds or exchanges are allowed once a purchase is made.*

**10. How can I verify if my purchase has been successful?**

*Purchases can be verified by referring to the "Purchase History" section (Main Menu > Purchase SnapFeed Vouchers) within the BIBD NEXGEN Mobile app.*

*The purchase history will display:*

- *Merchant & eVoucher Name*
- *Date & Amount*
- *Reference No.*
- *SnapFeed Email*

**11. Can I purchase multiple eVouchers?**

*Yes you can. However, you can only purchase one eVoucher at a time for security reasons.*

**12. How will I know if the eVouchers are still available for purchase? How long is the validity of each voucher?**

*As long as the eVouchers still appear in the BIBD Mobile app, eVouchers are still available for purchase.*

*Each eVoucher carries its own validity period and must be redeemed before it expires. Expired eVouchers are not refundable.*

**13. What is the best course of action if a BIBD customer has yet to receive their purchased voucher or has any problems?**

*i. Account Deduction Issues: For further inquiries, please call BIBD Contact Centre +673 2238181 or text through BIBD Mobile Chat to validate the transaction details.*

*ii. eVoucher Issues: Please call SnapFeed at +673 2428831 or email at [support@SnapFeed.com](mailto:support@SnapFeed.com) for further investigation.*