

Vauxhall Rewards Credit Card Voucher FAQs

- **What will happen to my points after the credit card is closed?**

A voucher was emailed to the value of your final points balance on 4th December 2015. For a voucher reissue please email Rewards@vauxhall.co.uk and include your full name and postcode.

- **How do I redeem my voucher?**

When purchasing a new Vauxhall vehicle, tell your Vauxhall Retailer that you have a Rewards voucher that you want to redeem. It is up to you to tell the sales consultant this before you sign any finance contract. Print your voucher and give it to your retailer to redeem against your purchase.

- **What proof of ID is required for voucher redemption?**

Your driving licence, a credit card/bank statement or utility bill (dated within 3 months) showing your name and address. Your Vauxhall Retailer will ask to check your ID as a security measure to ensure your voucher can only be used by yourself.

- **Will my voucher expire?**

Yes, your voucher will expire at 23:59 on 31st December 2018. The expiry date is applicable to vehicle order date.

- **What can I redeem my voucher against?**

As with Rewards points, your voucher can be redeemed against the purchase of a new Vauxhall vehicle only. Your voucher is eligible with all other offers and may be used in conjunction with Rewards debit card points. Please note that model line maximums will still apply.

- **What are 'model line maximums'?**

This is a cap on the maximum number of points redeemable against each Vauxhall model. The table below shows the maximum amount you can redeem by model.

Model	Model Line Maximum
ADAM & Viva	500 Rewards Points = £500
Corsa, Crossland X & all Vauxhall Commercial Vehicles	1000 Rewards Points = £1,000
Astra, GTC, Cascada, Meriva, Mokka X & Zafira Tourer	1250 Rewards Points = £1,250
Insignia (inc. New Insignia)	1500 Rewards Points = £1,500

- **Can I redeem my voucher against all Vauxhall vehicles?**

All new Vauxhall vehicles, including vans, qualify. Nearly new and used vehicles do not qualify. Please make clear to your Vauxhall Retailer what type of vehicle you want to buy.

- **What happens to the remaining points if I have redeemed my voucher but it is not to the full value due to model line maximums?**

If any balance remains on the voucher after registration of vehicle purchased, a new voucher will be emailed for the remainder of the balance with the same expiry date to enable a 2nd vehicle purchase. No further vouchers will be issued after this.

- **I've lost/not received my voucher, what can I do?**

Please email Rewards@vauxhall.co.uk and include your full name and postcode.

- **How do I change my personal details?**

Please email Rewards@vauxhall.co.uk with your old and new details, please include your full name. For change of address, please provide a scanned copy of either your driving licence, a credit card/bank statement or utility bill (dated within 3 months) showing your new address. For change of name, please provide a scanned copy of your Marriage Certificate or Deed Poll documentation.

- **Can I transfer my voucher to someone else?**

Yes, your voucher may be transferred to a family member or friend. Please email Rewards@vauxhall.co.uk with your voucher number, full name and address, and the full name and address of the transferee. You will need to provide a scanned copy of either your driving licence, credit card/bank statement or utility bill (dated within 3 months) showing your name and address. A new voucher will be emailed to you to pass onto the transferee.

- **Can I view my Rewards Points statement online?**

From 15th December 2015 you will no longer be able to view your points balance online. Your final balance will be shown on your voucher.

- **Who can I contact if I have a query?**

For any other queries, please email us at Rewards@vauxhall.co.uk or call our customer care team on 0800 026 0034.