

## Vauxhall Rewards Pre-Pay Debit Card Closure FAQs

- **Why is the Vauxhall Rewards Card scheme closing?**

Due to low take up of the scheme and customer feedback, we have made the difficult decision to withdraw the Vauxhall Rewards card from our Vauxhall Rewards programme. However, we are investigating future opportunities to provide benefits for our loyal customers.

- **When is the last date to top-up or use my Vauxhall Rewards card?**

From 01 April 2016, you can no longer use your card. You can request us to redeem, free of charge, any remaining funds to your personal bank account. See question 'What if I still have funds on my Vauxhall Rewards card after my card ceases to work?' for information on how to arrange for any balance to be redeemed to your bank account.

- **How can I check my available balance on my Vauxhall Rewards card?**

You can check your account balance by visiting [prepay.vxrewards.co.uk](http://prepay.vxrewards.co.uk) and logging in using your 9 digit Card ID. Alternatively, please call Cardholder Services on 0344 561 5537 and follow the prompts.

You will need your 9 digit Card ID and your password in order to retrieve your current available balance, even when calling Cardholder Services.

- **What if I still have funds on my Vauxhall Rewards card after my card ceases to work (01 April 2016)?**

You should try to use up any remaining funds on your card prior to 31 March 2016, at participating stores, if you can.

If you are unable to use up the funds prior to 31 March 2016, you can arrange for redemption of the remaining balance on your Card to your bank account, free of charge, from the date that you received this letter notifying you of the program closure and until 31 March 2017. After this date and unto 31 March 2022, you will be charged £10.00 for such redemption, in line with the current Card Holder Terms and Conditions. After 31 March 2022, in line with the current Terms and Conditions, we are no longer obliged to honour your redemption request.

To arrange for a redemption of funds, you can contact us:

By telephone: 0344 561 5537

By E-mail: [info@cardholdersvs.com](mailto:info@cardholdersvs.com)

In writing: Vauxhall Rewards Card Customer Service Team  
Pennyroyal Court

Station Road

Tring

Hertfordshire

HP23 5QY

Please ensure, when requesting a redemption, to provide us with:

- your 9 digit Card ID, which can be found on the front of your card
- your full name, as known on the bank account you wish the balance to be returned to
- the full address associated to this bank account
- your bank account number and sort code

Please note that:

As per the Terms and Conditions of your Vauxhall Rewards Card, we can only refund your funds to a bank account in the same name of that which is associated to your Vauxhall Rewards Card.

Redemption of funds to your nominated bank account will be subject to satisfactory completion of the required money laundering, fraud and identification checks. . There will be no additional fee for the completion of these checks, other than the Redemption Fee charged (if applicable only, see above).

Unless prevented by circumstances beyond our control, we will use reasonable endeavours to ensure that following such redemption request, and subject to satisfactory execution of the checks detailed below, the funds reach the nominated account by close of business the following day after receiving your instructions to make the transfer.

Once we have redeemed your funds back to your nominated bank account, you should destroy your card immediately by cutting it in half and disposing of it securely.

***However, please keep a record of the 9 digit Card ID prior to destruction as we may need this to assist with queries in the future.***

- **What happens to my Vauxhall Rewards card when I can no longer use it?**

From 01 April 2016 you can no longer use your card.

Please ensure you have used any funds on your card or requested a redemption of funds prior to destruction.

You should destroy your card after this time by cutting it in half and disposing of it securely.

***However, please keep a record of the 9 digit Card ID as we may need this to assist with queries in the future.***

Please see question 'What if I still have funds on my Vauxhall Rewards card after my card ceases to work?' for guidance on how to request a redemption of funds.

- **When will I stop earning Vauxhall Rewards points using my Vauxhall Rewards card?**

Rewards points will have been earned on any card spend up to 31 March 2016.

- **When is the last date I will be able to redeem my Vauxhall Rewards points?**

31 March 2016 is the last day that you will be able to use your Vauxhall Rewards card to redeem points against a Vauxhall purchase. After this time we will email you a voucher to the value of your final points balance. This voucher will be valid until 31 December 2017. See question 'What can I redeem my Vauxhall Rewards points/voucher against?' to see what your voucher can be used for.

- **How can I check my Vauxhall Rewards points balance?**

You can check your points balance by logging into your My Vauxhall account at [myvauxhall.co.uk](http://myvauxhall.co.uk). Alternatively, please call the Rewards team on 0800 072 2242.

- **Some of my Vauxhall Rewards points have been deducted from my Vauxhall Rewards points balance. Why is that?**

Points will have been deducted if you return an item and receive a refund.

- **I have been shopping but I haven't received any Vauxhall Rewards points. Why is this?**

After 31 March 2016, we will calculate your final points balance and issue a voucher for this amount. If you have a query with any spend on your card, please contact Cardholder Services on 0344 561 5537 or by email at [info@cardholdersvs.com](mailto:info@cardholdersvs.com).

- **What do I do if there is a transaction I do not recognise?**

If you see a transaction you do not recognise, you should contact Cardholder Services on 0344 561 5537 straight away. If, after discussing the transaction, we believe that it was not authorised by you, it will be passed to our Fraud and Risk Management team to follow up and you will normally be refunded immediately. We may need to cancel and replace your card for security purposes and a fee may be charged for the replacement card issued to you. Your personal details and balance will be transferred across to the new card.

- **What will happen to my Vauxhall Rewards points after I can no longer use my card?**

After 31 March 2016, we will email you a voucher to the value of your final points balance. The voucher will be valid until 31st December 2017. See question 'What can I redeem my Vauxhall Rewards points/voucher against?' to see what your voucher can be used for.

- **When will I receive my Vauxhall Rewards Voucher?**

You should receive your voucher via email within 2 weeks of the card closing. If you have not received your voucher by mid-April 2016, please contact us on 0800 072 2242.

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

Your Rewards voucher will be eligible for redemption against an Aftersales purchase or the purchase of a new Vauxhall vehicle.

The following items are considered valid Aftersales purchases:

- Genuine Vauxhall parts and accessories (non-genuine parts and accessories are excluded)
- Servicing, maintenance (including MOTs) and repair of Vauxhall vehicles (using genuine Vauxhall parts)
- Purchase of a new Service Plan with a Vauxhall retailer (not eligible on existing service plan payment)

The Rewards voucher can be used for the total invoice value when completing an aftersales purchase, there is no limit.

Please note that model line maximums apply for new vehicle purchases. This is a cap on the maximum amount redeemable against each Vauxhall model. The table below shows the maximum amount you can redeem by model.

<b>Model</b>	<b>Model Line Maximum</b>
ADAM, Agila, Viva	500 Rewards Points = £500
Corsa, Antara & all Vauxhall Commercial Vehicles	1000 Rewards Points = £1,000
Astra, GTC, Cascada, Meriva, Mokka, Zafira Tourer	1250 Rewards Points = £1,250
Ampera, Insignia	1500 Rewards Points = £1,500

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.

See question 'How do I redeem my voucher?' for information about how to redeem.

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

When making an aftersales purchase or new Vauxhall vehicle purchase, please tell your Vauxhall staff member that you have a Rewards voucher that you want to redeem. It is up to you to tell the staff member this before you make any purchase or sign any finance contract. Print the email with your voucher and give it to your retailer to redeem against your purchase. Proof of ID will be required to ensure your voucher can only be used by yourself.

- **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. There will be no fee for executing this check.

- **Will my voucher expire?**

Yes, your voucher will expire at 23:59 on 31st December 2017.

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

Please contact the Rewards helpline on 0800 072 2242 and we can arrange to resend your voucher.

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

Yes, your voucher may be transferred to a family member or friend. Please call the Rewards helpline on 0800 072 2242 to request a transfer.

- **I had transferred GM Card Points, what happens with these?**

As previously communicated, these points have now expired.

If you had an agreed extension of these points, you will be issued a voucher to the value of these points, valid until the agreed date. This voucher may only be used against the purchase of a new Vauxhall vehicle as per the GM Card programme.

Please note that no further extension of these points is possible as the programme is now completely closed.

- **What will happen to my Vauxhall Service Club membership?**

As a Rewards card holder you were automatically joined to the Vauxhall Service Club, previously known as MasterFit Service Club. We will email your Service Club membership details to ensure that you continue to benefit from the discounts offered. For more information on Vauxhall Service Club, please go to [myvauxhall.co.uk](http://myvauxhall.co.uk)

- **What will happen to my My Vauxhall account?**

Your My Vauxhall account will remain active.

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

You can update your details by contacting the Rewards helpline on 0800 072 2242.

- **How can I top-up my Vauxhall Rewards card and is there a limit?**

From 01 April 2016, you can no longer use your card.

- **Where can I find my PIN?**

From 01 April 2016, you can no longer use your card and so a PIN is not required.

- **Where can I use my Vauxhall Rewards card?**

From 01 April 2016, you can no longer use your card.

- **Can I use my Vauxhall Rewards card at a Vauxhall Retailer?**

From 01 April 2016, you can no longer use your card.

- **Can I use my Vauxhall Rewards card to get cash back, at an ATM or to pay my utility bill?**

From 01 April 2016, you can no longer use your card.

- **Did you charge transaction fees for using my Vauxhall Rewards Card?**

No, we did not charge transaction fees. A full list of our fees can be viewed on the Fees and Limits table included in our Terms and Conditions. See question 'Where can I find the Cardholder terms and conditions?' for more information.

- **Did you charge a monthly administration fee for using my Vauxhall Rewards Card?**

No, we did not charge a monthly administration fee if your card was activated and had been used in the last 6 months. A full list of our fees can be found under our Terms and Conditions, under the Fees Table. See question 'Where can I find the Cardholder terms and conditions?' for more information.

- **Where can I find the Cardholder terms and conditions?**

Cardholder Terms and Conditions can be found by visiting [prepay.vxrewards.co.uk](http://prepay.vxrewards.co.uk) and logging in using your 9 digit Card ID. Select terms & conditions at the bottom of any page.

- **Who do I contact if I have any questions?**

For questions regarding your card account balance and refunds, please contact Cardholder Services on 0344 561 5537 or by email at [info@cardholdersvs.com](mailto:info@cardholdersvs.com). Our call centre is open from Monday to Friday, 9AM to 6PM.

Even though we will not reach out to you after 31 March 2016 in regards to the Vauxhall Rewards Card Scheme closure, you can contact us (see the contact details provided above):

- Until 31 March 2022, to arrange a refund of the balance remaining on your Card to yourselves
- To request, as per your statutory rights, to see a copy of any information that we hold on you. In line with the applicable law, we will destroy any data that we hold on you 5 years after either:
  - We have redeemed the remaining Card balance to you,
  - We have closed your Card Account as the balance on the Card has reached £0.00 due to the ongoing deduction of due Maintenance Fee charges
  - You have forfeited your rights on the balance remaining on the Card (31 March 2022).
- At any time now and in the future, relating to any matter not covered above.

For any other questions, including your Rewards points balance and voucher queries, please contact the Rewards helpline on 0800 072 2242.