

## Vauxhall Rewards Pre-Pay Debit Card FAQs

The Vauxhall Rewards Pre-Pay Debit Card scheme closed on 31st March 2016.

### • What if I still have funds on my Vauxhall Rewards Debit Card?

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 notification 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 800 6435

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 o 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. 2 However, please keep a record of the 9 digit Card ID prior to destruction as we may need this to assist with any future queries.

### • How do I redeem Rewards points remaining on my Vauxhall Rewards Pre-Pay Debit Card?

If you had any Rewards points remaining on your card, you will have been emailed a voucher to the value of your final points balance following the closure of the card. This voucher is valid until 31st December 2017.

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

Your Rewards voucher is 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 & VIVA	500 Rewards Points = £500
Corsa, Crossland X & all Vauxhall Commercial Vehicles	1,000 Rewards Points = £1,000
Astra, GTC, Cascada, Meriva, Mokka X & Zafira Tourer	1,250 Rewards Points = £1,250
Insignia (inc. New Insignia)	1,500 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.

• **How do I redeem my Vauxhall Rewards 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.

• **Will my voucher expire?**

Yes, your voucher will expire at 23:59 on 31st December 2017. For a new vehicle purchase, the expiry date is applicable to vehicle order date.

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

Please contact the Rewards team at [rewards@vauxhall.co.uk](mailto:rewards@vauxhall.co.uk) and we can arrange to resend your voucher.

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

You can update your details by contacting the Rewards team at [rewards@vauxhall.co.uk](mailto:rewards@vauxhall.co.uk).

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

Yes, your voucher may be transferred to a family member or friend. Please contact the Rewards team at [rewards@vauxhall.co.uk](mailto:rewards@vauxhall.co.uk) to request a transfer.

- **Who can I contact if I have any other questions?**

For questions regarding your card account balance and refunds, please contact Cardholder Services on 0344 800 6435 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 team at [rewards@vauxhall.co.uk](mailto:rewards@vauxhall.co.uk) Monday to Friday, 8.30am to 5.00pm.