

AUDACIOUS REWARDS FAQs

AUDACIOUS REWARDS FAQs - GENERAL

What is the Audacious Rewards programme all about?

Audacious Rewards by African Bank is a loyalty programme that rewards you for simply doing your everyday banking!

You earn Audacious Rewards points just by doing your regular transactions with African Bank and can redeem those points for airtime, data, grocery, travel, entertainment offers and much more at the [Audacious Rewards store](#)

How do I join Audacious Rewards?

To join Audacious Rewards you must activate your membership on the African Bank App or online banking:

- Log in to the App or Online Banking
- Click on the “My Rewards” tile
- Click on the “Get Started” button
- Your Audacious Rewards benefits will now be active and you can earn and spend your Audacious Rewards points.

What is Audacious Rewards Day?

On the 20th of every month, for 24 hours only (from 00:00 to 23:59), Audacious Rewards doubles the earn rate on your MyWORLD Debit card and African Credit Card when spending online or in stores.

African Bank customers already earn 0.3% on their Debit Card and 1% on their Credit Card spend respectively, for shopping online or in stores. On Audacious Rewards day you will automatically get 0.6% and 2% on Debit Card and Credit Card spend respectively.

How do I earn points?

- You must be an Audacious Rewards member with at least one active earn goal to earn points.
- You will simply earn points by doing your everyday banking, such as swiping your card, making electronic payments or buying airtime and electricity with our App or online banking.
- Refer to the full Earn Table for all your earn goals
<https://www.africanbank.co.za/en/home/audacious-rewards/>

GOAL	RULE	OCCURANCE	POINTS ALLOCATED
MyWORLD Kick-start	Open a MyWORLD account and swipe your African Bank debit card 5 times within 30 days to earn 8000 bonus points by the 30 th day. These bonus points are paid in addition to your debit card usage points.	Once-off	8000 points
Credit Card Kick Start	Open a credit card and swipe your credit card 5 times within 30 days to earn 8000 bonus points by the 30 th day. These bonus points are paid in addition to your credit card usage points.	Once-off	8000 points
MyWORLD Account Salary Switch	Switch your salary to your MyWORLD account. You will earn the points upon your first salary deposit.	Once-off	8000 points
Debit Order Switch	Switch or add a debit order to your MyWORLD account. You will earn Points once the qualifying debit order is successfully paid.	Once-off	1000 points
MyWORLD Debit Card Usage	Every time you buy with your Debit Card (swipe, tap or online purchase). You will earn 3 points per R10 spent on your Debit Card.	Instantly	0.3% spent on Debit Card
Credit Card Usage	Buy with your Credit Card (swipe, tap or online purchase). You will earn 10 points per R10 spent on Credit Card.	Instantly	1% spent on Credit Card
Audacious Rewards Day	Use your card for purchases on 20th of each month and you will double points on your card Spend.	Instant , Reset Monthly	Earn 2% and 0.6% back in points on your Credit Card and Debit Card purchases, respectively
Power Pocket Debit Card Usage	Buy with your Power Pocket Debit Card (swipe, tap or online purchase). You will earn 3 points per R10 spent per Power Pocket Card. Total earn per month is capped at 3000 points per Power Pocket Card.	Instantly. Reset Monthly	0.3% spent on Power Pocket Card
VAS (Value Added Service) Transaction	Perform 3 value added services (VAS) transactions using our app or online banking to earn 50 points. VAS include data , airtime and gambling vouchers.	Instantly. Reset Monthly	50 points
MoneySend Transaction	Earn points 100 points back every time you do a MoneySend Transaction using our app or online banking.	Instantly. Reset Monthly	100 points
Instant Payment Transaction	Earn 100 points back every time you make an Instant Payment using our app or online banking.	Instantly. Reset Monthly	100 points
Get your Credit Report	Request your Credit Report on the African Bank app or online banking and you will earn 1000 points.	Instant ,Annually	1000 points
Improve Your Credit Score	You will need to download our banking app and get your credit score report. We will monitor your score for an increase of at least 15 points over the next 12 months. Points will be automatically credited after this period.	Annually on active goal	2000 points
Points back on your new loan	Apply for a new loan, switch your salary to your MyWORLD account and load a loan repayment debit order on your MyWORLD account. To continue earning 1.3% back on your monthly installment be sure to keep your repayments up to date.	Instantly. Reset Monthly	1.3% of the loan installment amount



How much are my Audacious Rewards points worth?

100 Audacious Rewards points are worth R1.00

When will my Audacious Rewards points expire?

Audacious Rewards points expire 3 years from the date the points were issued.

Do I have to spend a minimum amount in order to earn Audacious Rewards points?

There is no minimum amount you have to spend to earn points on your MyWORLD Debit Card or Credit Card spend.

Please note however that each earn goal has clear and specific criteria to earn points. Please refer to your active goals in the app or the latest Earn Table attached to this FAQ.

Does earning on one goal prevent me from earning on any others?

You can have multiple active goals at same time and earn on them as well, unless otherwise specified.

Please refer to your active goals in the app or the latest Earn Table attached to this FAQ.

Where can I view my Audacious Rewards points balance?

You can access your Audacious Rewards points balance in the Audacious Rewards Hub in our App or through our Online Banking at <https://ib.africanbank.co.za/>.

The Audacious Rewards Hub let's you view your points balance, it's rand value, your active & completed goals, your points transaction history and it gives you access to our online store.

Can I exchange my Audacious Rewards points for cash?

Yes. You are able to convert your Audacious Rewards points to cash by doing the following:

- Log into African Bank App/ Online Banking
- Select "Redeem Points" to visit the Audacious Rewards store.
- Once logged into the store; select from the burger menu "Convert Points to Cash"



- On the “Convert Points to Cash” page; select from the available options, the amount you wish to convert into cash
- You will see an on-screen confirmation of your conversion and receive a notification of the cash deposited into your account once the transaction has been processed.

Note: Your funds will reflect in your MyWORLD account within 2 business days

Can I undo a “Points to Cash” conversion?

No. Once you have converted Audacious Rewards points into cash, the order cannot be cancelled or reversed.

What can I do in case I don’t find answers to my questions in these FAQs?

For more details, you can refer to the Audacious Rewards Terms and Conditions that can be found on <https://www.africanbank.co.za/en/home/legal-documents/>. If your questions are still unanswered, please call our Customer Contact Centre on 0861 111 011 or [Contact Us](#).

AUDACIOUS REWARDS FAQs – ONLINE STORE

How do I access the Audacious Rewards store?

To access the Audacious Rewards store, log in or register on our App or Online Banking.

Another way to access the store is by visiting www.audaciousrewards.co.za. Please note you will **need to log in** to make purchases on the store. You will be directed to our online banking login page to log in.

I forgot my login details for the Audacious Rewards online store. How can I reset my login details?

- Please note that you will use the same login details that you use for the African Bank App and Online Banking to access the Audacious Rewards store. If you have not already registered for Online Banking, please click on the “Register” button on our website.
- Click on “Reset” if you have forgotten your login details
- Select the credentials you would like to reset and follow the easy instructions.
- If you need to reset all your login details, please visit your nearest African Bank Branch to have your details reset.



How do I spend my Audacious Rewards points on the Audacious Rewards store?

As you browse through the Audacious Rewards online store:

- You can view your preferred rewards with or without the intention of buying them. If you like the reward, add that reward to your Cart.
- Once added to your Cart, click on the Checkout button.
- If required, you can adjust your order by editing its quantities or deleting unwanted items.
- You can also top-up your purchase with cash if you have insufficient points for a particular offer.
- After finalising the payment details, click the Pay button to complete your purchase

How do I top-up with cash to make a purchase?

- During checkout, you can use points and your African Bank Debit or Credit Card to complete your purchase.
- Please note: when purchasing e-vouchers, airtime or data on the rewards store, you can only pay using your Audacious Rewards points and cannot supplement the shortfall of the purchase your with bank card.
- When purchasing merchandise on the rewards store, there will always be a minimum amount required to be paid in points, you can top up the difference with cash from your African Bank card.
- Please note you will be prompted to enter your card details and authorise the transaction for top ups.

In what currencies can I pay for Audacious Rewards offers?

All **Points & Cash** orders are processed exclusively in South African Rands (ZAR) and your African Bank Debit or Credit Card will be charged accordingly.

What happens after I have placed an order on the Audacious Rewards store?

- You will receive an order confirmation by email to the email address you have registered with African Bank call our customer care centre or visit our branch to confirm your registered email address.
- You can review the contents of your order and make sure your delivery address is complete and correct. In case of any discrepancies, please inform the merchant who is delivering your reward immediately.
- You can follow up on the status of your order under **My Transactions**. For all questions related to the delivery of your rewards order, please [contact us](#). Or call 0861 111 011
- Please Note: check your inbox and, optionally, the spam/junk folder.



How can I check the status of my orders made on the Audacious Rewards store?

You can check the status of your orders under My Transactions in your store profile.

Once logged into the Audacious Rewards store, click My Account and then My Transactions

Are there any additional costs or fees for overseas orders?

The price displayed on the Audacious Rewards store is inclusive of shipping charges/any other charges for deliveries.

Due to the variety of rewards, the shipping policy and terms may differ from reward to reward. Please check the specific policies under "Merchant Details" for the respective partner and the "Rules & Restrictions" for each specific reward.

Can I cancel my order?

- You may only cancel an order if the status is "Pending". You can check the status of your order in the "Transaction History" tab.
- To request your rewards order cancellation, please [contact us](#). Once your rewards cancellation request is placed, it will be assessed and you will be notified if the request is accepted or rejected.
- Once your order cancellation is successful, the order is marked as "refunded"/"canceled" under your profile's "Transaction History" and your points will be refunded immediately. If points & cash were used, the cash will be refunded within 5 business days.

Can I return my order?

- You may return physical merchandise if the specific merchant return policy for your order allows it. Please review the merchant return policy on the product detail page for your specific order on the Audacious Rewards website:
 - If the order is returned within the specified return period, undamaged, and in its original packaging, then the returned order will be fully refunded.
 - If the returned order shows acceptable signs of use, a partial refund, will be provided.
 - In cases where there is no issue with the delivered product and you still want to return it, you may have to cover the return cost, if so stipulated in the merchant policy.
- For digitally delivered offers, returns are not accepted. Please refer to product detail page on Audacious Rewards store for merchandise policy specific to your order.



Why do the prices of merchandise offers vary on the Audacious Rewards store?

Merchandise prices are calculated daily and depend on the currency exchange rates provided by www.xe.com. Additionally final prices can vary due to the selected delivery destination and relevant taxes.

How long will my rewards vouchers be valid for?

The validity period of your redeemed vouchers varies from merchant to merchant, however, the industry standard is 3 years from date of issue.

You can check the expiry period of a specific voucher under your profile's "Transaction History" in the Audacious Rewards store.

What happens if I lose or delete a downloaded an e-voucher?

You can always find your purchased vouchers in your transaction history on the Audacious Rewards store:

- Log into your profile on www.audaciousrewards.co.za.
- Check the "Transaction History" tab with your order details.

If your voucher is lost, stolen, destroyed, or expired call our customer contact centre on 0861 111 011 or [contact us](#) for further assistance.

Where do I find the terms and conditions for Audacious Rewards orders?

- You can find the terms and conditions for African Bank's Audacious Rewards on <https://www.africanbank.co.za/en/home/legal-documents/>.
- The Audacious Rewards Privacy Policy can be found on <https://www.audaciousrewards.co.za/privacyPolicy>
- For Partner-specific terms, please refer to the specific product page's "Merchant Details".

AUDACIOUS REWARDS FAQs – CREDIT GOALS

How do I get my credit score?

You can access your credit report from our App or Online Banking:

- Simply log into our App or Online Banking.
- Click on the Credit report button located on the top right-hand corner of the landing screen/page
- You will get to view your full credit report and credit score

How do I earn 1,3% back in Audacious Rewards points on my loan?

To qualify for points back on a loan:

- 1) Apply for a qualifying loan product. Check the Terms and Conditions at <https://www.africanbank.co.za/en/home/legal-documents/> to see which loans are eligible
- 2) Switch your Salary to your MyWORLD account
- 3) Successfully pay your loan by debit order from your MyWORLD account
- 4) You will earn 1.3% back in Audacious Rewards points for each installment collected via debit order

Note: To keep earning Audacious Rewards points, your loan must remain current with no arrears. Make sure there are sufficient funds in your account on each repayment date.

What is the 1.3% earning in Audacious Rewards points based on?

The 1.3% back in Audacious Rewards points is based on your loan installment amount and is defined in your loan agreement. This amount will be automatically debited from your MyWORLD account on your specified repayment date and you will earn 1.3% back in points only on successful debit orders throughout the term of your loan.

What happens if I miss a debit order installment on my qualifying loan?

If you miss a debit order on an installment for your qualifying loan, your loan will be in arrears and you will not earn the 1.3% back in Audacious Rewards points. However, you will resume earning points back on subsequent repayments where the installment is successfully debited from your MyWORLD account. Make sure there are sufficient funds in your account so you don't miss out on your points.

If I catch up on my arrears loan installments, will I earn points again?

Yes. If you catch up by paying the missed installment, your loan will no longer be in arrears and you will resume earning Audacious Rewards points on your debit order installment.

You may catch up your loan via an ad hoc payment or we will debit the missed payment on your next repayment date. Note however, that ad hoc, lump sum or catch-up debit order payments made toward missed installments will not earn rewards retroactively. You will only earn points back on successfully debited installments for a loan that is not in arrears.



Do I still earn points back if I use the Choose Your Break or Payment Holiday offer?

Yes. You will still earn your 1,3% back on your installment amount in Audacious Rewards points when you resume repayments.