

FREQUENTLY ASKED QUESTIONS

When can I start saving?

You can start saving at any time. The quicker you become a member, the quicker you will start saving towards your goal and benefit from all the promotions and specials offered to Loyalty members.

What if I lose my card?

Come to your nearest store as soon as possible to get a replacement card. Remember to bring you ID Book or Passport with you. OBC will use your ID Book and your existing PIN number to issue you with a new card.

Please note: Even if your card is stolen, no one will be able to access your funds without your PIN number. Please don't give anyone your PIN number!

What if I forget my PIN Number?

Come to your nearest store as soon as possible to get a new PIN.

Remember to bring you ID Book or Passport with you.

OBC will use your ID Book and your existing card to issue you with a new PIN.

Remember: You will not be able to use your card or access your funds without the correct PIN.

Can I have more than one card linked to my Loyalty Wallet?

No, for security reasons there will only be one card linked per Loyalty Wallet.

Can I use my Rewards card at any OBC Store?

Yes. You can use your Rewards card at any participating OBC store to top up to save or buy goods.

Can I withdraw cash from my Rewards card?

No, you cannot withdraw cash from your Rewards card. Your Rewards card can only be used to save and purchase goods from OBC stores.

What happens if I die? Can my family withdraw or use my funds?

If you die, your family will need to bring a copy of your ID Book and death certificate to a store. This will be used by administration for assessment. Once the assessment is complete, your family may then be given access to your vouchers.



• REWARDS CLUB •

Scan the QR code or visit
www.tholazonke.co.za



If you have received inadequate information or unsatisfactory service or have complaints about the advice you have received, please contact OBC's Thola Zonke Rewards Club department at:

Customer Care Line 📞 067 590 1183

Email: cashless@vwallet.co.za

For all Terms & Conditions and More information visit www.obcgroup.co.za

OBC GROUP (PTY) LTD

1158 Loulardia Drive | Centurion

Tel: 0861 622 622



Life's circumstances can tempt you to spend which can make managing your money difficult. By joining Thola Zonke Rewards Club, you use your money in a way that your whole family will benefit. Thola Zonke Rewards Club is where you can save and have access to benefits, savings deals and rewards.



WHY JOIN THE OBC THOLA ZONKE REWARDS CLUB?

Becoming a Thola Zonke Rewards member is simple, safe, and savvy.

- Joining is quick and easy—all you need is a valid ID and a South African cell phone number.
- Your Rewards card is exclusive to you and protected by your PIN number.
- Save according to your pocket! Top up your Rewards card with any amount you choose and can afford.
- You can top up and spend at any OBC store across the country.

HOW IT WORKS?

To join the Thola Zonke Rewards Club is FREE.

Bring your ID or Passport to any OBC store and sign up. If you lose your card, the OBC store will charge you R5 for a replacement card.

KEY REWARDS CLUB MEMBER BENEFITS:

Rewards Club Members get access to a number of benefits such as:

- Top up the Rewards card of your family and friends anywhere in the country - for MAHALA
- Be the first to get notifications of mid-month and month-end specials before they're announced.

HOW TO REGISTER?

1. Bring along your ID Book or Passport to join.
2. An OBC staff member will scan your ID Book, capture your details and request your cellphone number.
3. Your recent picture of yourself and your ID Book will be taken to identify you, in case you lose your card.
4. A Rewards card will be allocated to you and linked to your wallet.
5. You will be asked to choose a PIN number that you must remember.

NB: DO NOT SHARE THIS PIN NUMBER WITH ANYBODY, THIS PIN IS CONFIDENTIAL & RESTRICTS ANYONE ELSE FROM ACCESSING YOUR WALLET!

6. Once you have entered the OTP sent to your cell phone you are good to go. You can now start to save and earn Thola Zonke Loyalty benefits.



To access your
• Loyalty Rewards Wallet •
 & check your balance
 go to www.obcgroup.co.za
 or www.tholazonke.co.za

LOYALTY • STOKVEL • & REWARDS

- THOLA ZONKE REWARDS CARD MEMBERSHIP FREE - NO FEES •
- MINIMUM R50 DEPOSIT • MONEY TRANSFERS AVAILABLE •

START SAVING!