



# FAQs

## HOW DOES IT WORK?

The Ascent Plus Card is a reloadable prepaid eftpos card that allows members to transfer their Ascent Points to a dollar value to spend at over 325,000 retailers Australia wide, subject to merchant discretion.

### **For example:**

A member has earned 2000 reward points. They can then go to the Ascent Plus kiosk and transfer the 2000 points to \$20.00 on their Ascent Plus Card.

Within 3 business days, the funds are on the Ascent Plus Card to spend wherever eftpos is accepted. They can get a haircut, go shopping, pay for petrol, pay bills, and much much more. It's totally up to the member where to spend their funds.

### **HOW DO MEMBERS GET A CARD?**

Members must see a staff member to sign up for the Ascent Plus Card, they are not automatically issued to members.

As the card is a prepaid eftpos card and NOT a credit card, all current Club members will successfully attain a card upon application. They will not be asked for any financial details, only their membership number, name, address, email, mobile and signature are required.

### **CAN MEMBERS STILL SPEND THEIR POINTS IN THE CLUB?**

Yes they can. Members don't have to transfer all of their Ascent Points to the Ascent Plus Card. They can transfer some, all or none of their points.

### **HOW LONG DOES IT TAKE FOR A MEMBER TO BE ISSUED AN ASCENT PLUS CARD?**

A member will receive a card instantly. The Ascent Plus Cards will be kept in a safe and available at anytime the Club is open.

### **HOW LONG DOES IT TAKE TO TRANSFER POINTS TO THE ASCENT PLUS CARD?**

It takes up to 2 to 3 business days. Instant crediting is being trialled and will be available in the near future.

### **WHAT ARE THE FEES ASSOCIATED WITH THIS CARD?**

Ascent Plus is a member only benefit and as a member of Belmont 16s it is free to register and receive a card. A \$0.65 bank fee applies per eftpos transaction so members will most likely use their Ascent Plus Cards for larger purchases of \$10 or more.

A \$0.25 fee for any declined transactions & PIN changes. A declined transaction fee is charged at the same time you attempt to use your Ascent Plus Card to purchase goods and services or perform a transaction but the transaction is declined or invalid. A PIN change fee is charged if you forget the PIN and wish to change it.

A \$0.65 fee if you ever want to transfer your own funds from your own bank account onto the card.

There is also a replacement fee of \$5.00 for a lost, stolen or damaged card.

### **DO MEMBERS HAVE TO TRANSFER ALL OF THEIR POINTS?**

No. The minimum amount that is needed to transfer is 2000 points (\$20.00)

### **CAN CARDHOLDERS GET CASH OUT OF AN ATM?**

No.

### **IS IT SAFE?**

Yes it is. Use of the card is PIN-protected. Members must ensure they keep their PIN safe and not disclose it to anyone else.

### **WHAT HAPPENS ON CARD EXPIRY?**

Cards are valid for up to 5 years. The expiry date is specified on the card. All members need to do is visit the Club before the expiry date and the Club will transfer funds onto a new card, which will be valid for up to another 5 years.

### **HOW DO MEMBERS CHECK CARD BALANCE & TRANSACTION HISTORY?**

Members can check the balance at the Ascent Plus kiosk or online at 16s.com.au. They can also visit the front desk for their balance and transaction history.

### **HOW MUCH DOES 1 ASCENT POINT EQUAL ON THE CARD?**

- 1 Ascent Point = 1 cent
- 100 Ascent Points = \$1
- 1000 Ascent Points = \$10

### **HOW MUCH CAN MEMBERS HAVE ON THE CARD AT ANY ONE TIME?**

Up to \$5,000 AUD balance at any one time. Any amount that is attempted to be loaded or transferred to the card that takes the balance over this \$5,000 limit will be rejected in full.

**Terms and conditions and fees apply to the use of your card. Minimum and maximum transfer amounts may apply. Refer to the PDS.**

Gobsmaeked Loyalty Pty Ltd ABN 60 098 218 216 (AFSL 444609) is the issuer of the card. The PDS is available and can be obtained online at 16s.com.au. You should consider the PDS in deciding whether or not to acquire or keep the card. Belmont 16ft Sailing Club is responsible for the Ascent Plus program and promotions and the conversion of bonus points to monetary value. Refer to the Belmont 16ft Sailing Club reward promotions and program terms and conditions.