

## iPrestige FAQs from 1 November 2018

### Enrolment

#### 1. How can I enrol as an iPrestige member?

The enrolment was closed on 1 September 2018.

### Online Account

#### 1. How can I login to my online account?

You cannot access your online account as the member portal was closed on 31 October 2018.

#### 2. The member portal closed on 31 October 2018. Where do my personal data go and how will you use it?

Your personal data and membership status will be maintained in our encrypted data management system to entitle you to benefits in your future stays with Sino Hotels, and other privileges such as birthday offers, best dining discounts etc. until further notice.

### Membership

#### 1. What is my membership status?

Your current membership status has been automatically updated and maintained based on your Qualified Spending as of 31 October 2018.

#### 2. What is the validity of my membership level?

It remains unchanged until further notice, i.e. there is no upgrade, downgrade or renewal after 1 November 2018.

#### 3. If I lost my membership card, what can I do?

We will no longer issue or re-issue any physical card after 1 January 2019. If you wish to acquire a physical card, please send request to [enquiry@iprestigerewards.com](mailto:enquiry@iprestigerewards.com) on or before 31 December 2018.

#### 4. If I forget my membership number, what can I do?

You have to provide us with your email address and we will still be able to retrieve your membership number from our records.

## **Member Benefits**

### **1. Can I still enjoy the member benefits as usual with my membership level?**

Yes, you can continue to enjoy benefits with your last membership level retained from 31 October 2018. Benefits include:

- Best Dining Discount Guaranteed
- Birthday Treat
- Seasonal Hotel Stay and Dining Offers
- Complimentary Services and Recognition (e.g. Early Check-in / Late Check-out / Personalised Room Preference and many more...)

### **2. How can I enjoy the member benefits if I lost my membership card?**

You can still acquire a physical card by sending request to [enquiry@iprestigerewards.com](mailto:enquiry@iprestigerewards.com) on or before 31 December 2018.

## **Qualified Spending**

### **1. Can I still earn Qualified Spending?**

No, your stay or dining in any participating Sino Hotels cannot earn any Qualified Spending after 31 October 2018.

## **New Programme**

### **1. Will I be automatically enrolled to your new programme in the future?**

Members will be notified of any new developments and invitations to new enrolments in due course.

### **2. Will my current status be matched in the new programme?**

We will advise you of the details in due course.