

How are you? Would you like to get bonus points?

WHAT ARE BONUS POINTS?

We credit you with bonus points as a reward every time you use our service. These bonus points give you a discount during the next visits. We use the mobile phone number instead of plastic cards. To take part in our reward program, please tell me your phone number.

In the future to avoid saying the phone number, you can install the mobile app on your smartphone, and use this app to show the special code to the salesperson. In the app, you will also be able to see the history of operations and the addresses of our locations, where you can spend your bonus points and get the new ones.

- Why is the phone number needed?** The mobile phone number is used in place of plastic cards.
- Are bonus points credited to the phone number?** Bonus points are credited to your account, and the phone number lets us identify your account.
- What are bonus points?** They are the way to get the discounts for the future payments.
- How do I use bonus points in future?**
When you come next time, you can use your bonus points and get the corresponding discount.
- Where can I spend and get bonus points?** You can spend and get bonus points at our points of service, the list of which you can check in the inCust mobile app.

myincust.com

1

YES

Please show the code from your mobile app, or tell me your phone number. The phone number is used instead of plastic cards.

2

You have **XXX bonus points** on your account. Would you like to spend them?

YES

How many bonus points would you like to spend?

When identifying with the phone number:
[enter the number of bonus points, that the customer would like to spend, and wait for the SMS message with the confirmation code]

Please, tell me the code, which you have received in the SMS message.

NO

[Finalize the payment]

If the SMS are to be sent after the payment:
You will receive the SMS message with information about your new bonus points balance.

- What is the inCust mobile app?** This is the smartphone app, which lets you show the special code instead of saying the phone number. Also the app includes the list of locations, where our loyalty program is available. You can see how much bonus points you have on the account and the history of your payments or purchases in the app as well. Download the inCust app from Play Market or Apple Store, or from MYINCUST.COM web site.
- Other questions:** the terms of service can be found on myincust.com or in the mobile app.

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