



smart shopper

Registration form: smart shopper household account



PRIMARY CARDHOLDER

Card no.

First Name/s:

Surname:

SA Identity or Passport Number:

Cardholder
signature:

Date: / /

Link card 2 to primary card

Card no.

SA Identity or Passport Number:

Cardholder
signature:

Must this be a secondary card or a collector card (please tick)?

Secondary ☐ Collector ☐

Date: / /

Link card 3 to primary card

Card no.

SA Identity or Passport Number:

Cardholder
signature:

Must this be a secondary card or a collector card (please tick)?

Secondary ☐ Collector ☐

Date: / /

Link card 4 to primary card

Card no.

SA Identity or Passport Number:

Cardholder
signature:

Must this be a secondary card or a collector card (please tick)?

Secondary ☐ Collector ☐

Date: / /

Link card 5 to primary card

Card no.

SA Identity or Passport Number:

Cardholder
signature:

Must this be a secondary card or a collector card (please tick)?

Secondary ☐ Collector ☐

Date: / /

By providing a signature the customer agrees to the smart shopper household account Terms & Conditions which are shown overleaf, and to the smart shopper Terms & Conditions, which can be viewed at www.pnp.co.za

Once ALL household members have signed the form, please fax the completed form to Customer Care at 0860 40 40 40. Alternatively scan the form and email it to smartshopperstores@pnp.co.za. For any further queries please call Customer Care toll free on 0800 11 22 88.



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smart shopper household account: What you need to know

What is a smart shopper household account? This is a household account of smart shopper cardholders who have linked their cards together as a household. Each time a member of the household shops at Pick n Pay, the smart points are added to the household's point balance. The household can then spend or share the combined balance. This is useful for families or friends who want to collect and spend combined points as a household. The cards do not have to belong to the same person, same family or be registered at the same address.

What is a Primary Card? This is simply the main card in the smart shopper household account. Each household must have one and only one Primary Card. The Primary cardholder is able to earn, switch and share points. Any communication to the household as a whole will be made to the Primary Card in the smart shopper household account.

What is a Secondary Card? A household can have one or more Secondary Cards. Secondary Cards are also permitted to earn, switch and share points.

What is a Collector Card? A household can have one or more Collector Cards. Collector Cards can only be used to earn points.

Who decides whether a card is Primary, Secondary or Collector? This is completely the decision of the household of people creating a smart shopper household account. Please note that both Primary and Secondary cards are able to switch and share points, but Collector cards will not be able to do this.

Can I still earn points on all cards once they are linked? When the cards are linked into a smart shopper household account all the cards in the household continue to earn points when making purchases at Pick n Pay.

What happens to all the points earned by each of the cards before they joined the smart shopper household account? All the existing points earned by each of the cards will be added together to create one points balance for the household.

Can all the cards in a smart shopper household account use the points earned? Only Primary and Secondary Cards can switch points to spend as cash back, or share points with a charity. Collector Cards are not permitted to switch or share points.

Can I be a member of more than one household? No, you can only be a member of one household. All the points you earn become part of that smart shopper household's total points.

Will I still receive offers and promotions after joining a smart shopper household account? After a smart shopper has joined a household, each cardholder will continue to receive personalised offers and promotions.

Why do I have to give my SA ID/Passport Number? The SA ID/Passport number is required to prevent fraudulent activity. The SA ID/Passport number provided for each card joining the household account should have previously been registered against the card. If the card does not have an SA ID/Passport number registered; it will not be included as part of the smart shopper household account.

What do I do if I have not previously provided an SA ID/Passport Number? If you have not previously provided an SA ID/Passport Number you can simply go to the smart shopper kiosk located in Pick n Pay stores, swipe your card and provide your SA ID/Passport Number.

Household Account Terms and Conditions

1. Each individual smart shopper customer wishing to join or form a smart shopper household must personally sign the group merge form.
2. Parents with children under the age of 18 may enroll the child/children in a household account without the child's consent.
3. Every household must have one primary cardholder. There is no limit to the number of secondary and collector members in a household account.
4. When forming a household account, the points of the individual account members will be pooled together.
5. Primary members may delete themselves, as well as any other account members from the household, without the permission of the secondary/collector members. The primary member must however, in consultation with the remaining group members, nominate one of the other members to fulfill the role of the primary cardholder.
6. All group members, primary, secondary and collector, may choose to personally delete themselves from the household.
7. When leaving a household, the group member will not be entitled to any of the accounts points. If they wish to be part of the smart shopper rewards programme as an individual smart shopper customer, they will need to complete a new smart shopper application form and in so doing, apply for a new smart shopper card and account number.
8. A parent/guardian/custodian, being the primary card member, can change the contact details on behalf of a household member who is below the age of 18 years.
9. Any household member can personally change their own contact details.
10. The primary member's contact details act as the household's contact details for purposes of statements and household offers.
11. Both primary and secondary members can switch points to cash onto their card/s. A collector member, however, cannot switch points into cash on their card.