



GALAXY REWARDS

Frequently Asked Questions

HOW DOES IT WORK?

The Galaxy Card is a reloadable prepaid eftpos card that allows you to transfer your Star Reward points to a dollar value to spend at over 60,000 retailers Australia wide*. The club will cease to issue store voucher cards that are currently used for bingo and general promotions and replacing these vouchers with Star Reward points which you can transfer to your Galaxy card when it suits you.

For example:

You win \$30.00 (3000 points) at bingo. You will receive a receipt for your win and the 3000 points will be automatically transferred to your current membership card. At the end of bingo, you can then go to the Galaxy kiosk and transfer the 3000 points to \$30.00 on your Galaxy Card. Within 3 business days, the funds are on your Galaxy Card for you to spend wherever eftpos is accepted*. You can, get your haircut, pay for lotto tickets, use at the doctor and pharmacy, go shopping, pay for petrol, and pay bills. It's totally up to you.

HOW DO I GET A GALAXY CARD?

You must sign up for a Galaxy Card, they are not automatically issued to members.

As the Galaxy Card is a prepaid eftpos card and NOT a credit card, all current club members will successfully attain a Galaxy Card upon application. You will not be asked for any financial details, only your membership number, name, address and signature are required.

You can sign up at the Club when the program is launched in late March and you will receive your Galaxy Card at the time you sign up.

WHAT ARE THE FEES?

Galaxy Rewards is a member's only program, and as a member of the Club it is free to join.

There is a \$0.65 transaction fee. Therefore if you have \$20.00 on your Galaxy card you are only able to spend \$19.35 otherwise the transaction will decline.

There is also a \$0.25c fee for any declined transactions, a \$0.25 PIN (Personal Identification Number) fee if you forget your PIN and wish to change it, or a \$0.67 fee if you ever want to transfer your own funds from your own bank account onto the card. There is also a fee of \$5.00 for a lost, stolen or damaged card.



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DO I HAVE TO TRANSFER ALL OF MY POINTS?

No. The minimum amount that you need to transfer is 1000 points (\$10.00)

CAN I GET CASH OUT OF AN ATM?

No

IS IT SAFE?

Yes it is. The money on your Galaxy Card is PIN protected. Cards hold a 3 year expiry date so all you need to do is visit the Club before the 3 year expiry date and the Club will transfer your funds onto a new card for another 3 years.

HOW DO I CHECK MY GALAXY CARD BALANCE AND TRANSACTION HISTORY?

You can check your balance at the Galaxy kiosk or online at www.riverstonememorial.com.au.

You can also visit reception for your balance and transaction history.

For full terms and conditions please read the PDS available at www.riverstonememorial.com.au

Terms and conditions and fees apply to the use of your card. Minimum and maximum transfer amounts may apply. Refer to the PDS. Gobsmacked 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 www.riverstonememorial.com.au. You should consider the PDS in deciding whether or not to acquire or keep the card. Riverstone-Schofields Memorial Club is responsible for the Galaxy Rewards program and promotions and the conversion of reward points to monetary value. Refer to the Riverstone-Schofields Memorial Club reward promotions and program terms and conditions.