

FAQ'S about redeeming your points at Helloworld:

1. What can I use my points for?

Any services sold by us including flights, accommodation, tours, insurance etc.

2. How much is 1 point worth?

1 point = \$0.0075NZD

At time of purchase your points are calculated into \$NZD and this value is deducted off the balance of your holiday.

3. Can you tell me my balance?

Yes

Please email us at AMEXeasternbays@helloworld.co.nz with the following details:

- Card number
- Card expiry
- 4 digit security code
- Name on card
- Postcode where AMEX statement is sent

4. How do I redeem my points?

You don't have to do anything yet.

Once you have accepted a travel proposal we will draw down your points on your behalf directly from American Express. We will require the following information from you at this point:

- Card number
- Card expiry
- 4 digit security code
- Name on card
- Postcode where AMEX statement is sent

Please email us at AMEXeasternbays@helloworld.co.nz for a quotation.

5. What if my trip costs more than my points balance?

Not a problem. Any balance over and above your points can be paid with cash/Eftpos/direct deposit/Visa*/Mastercard*/American Express**

**Payments with Visa and Mastercard will incur a 2% merchant fee*

***Payments with American Express will incur a 3% merchant fee*