

## Frequently Asked Questions

### Altitude Rewards Website

**Q. Can I email the Altitude Service Centre with my rewards questions?**

Yes, you can send your questions about Altitude Rewards to the Altitude Service Centre via email. Emails will be replied to within two business days in most cases. You can email the Altitude Service Centre by logging into the Altitude Rewards website, selecting “Your Account”, then “Contact Us”.

**Q. How often will the Altitude points that I have earned be updated on my Altitude Rewards account and be available for redemption?**

Your Altitude Rewards account is generally current as of the previous business day. Once these points are in your account they are ready for redemption.

### Westpac Online Banking

**Q. Can I sign in to the Altitude Rewards website through Westpac Online Banking?**

Yes, you can access your Altitude Rewards online account via a link from the Westpac Online Banking dashboard without having to sign in through the Altitude Rewards website.

**Q. Do I need two separate sign-in IDs and passwords for the Westpac Online Banking website and the Altitude Rewards website?**

No, you can sign in to Westpac Online Banking to access both Westpac Online Banking and Altitude Rewards.

**Q. Can I see my Altitude Rewards points balance on the Westpac Online Banking website?**

Yes, you are able to see your Altitude points balance on the Westpac Online Banking dashboard after you have signed in to your Westpac Online Banking account. It is located on the right hand side of the screen after you sign-in.

### Password Reset or New Account Activation

**Q. Am I able to reset my Altitude Rewards account password on the Altitude Rewards website?** Yes, you are able to generate a temporary Altitude Rewards account password by providing your credit card number, birth date and email address. If the correct information is provided on the Altitude Rewards website, a temporary password will be emailed to the registered email address for your Altitude Rewards online account. Please note that it is best to keep your Altitude Rewards account password different from your Westpac Online Banking.

**Q. What if I have not registered on Westpac Online Banking, can I still activate my Altitude Rewards account on the Altitude Rewards website?**

Yes, you can activate your Altitude Rewards account via the Altitude Rewards website.

### Points Calculator

**Q. Is there a simple way that I can calculate how many Altitude points I can convert to airline Frequent Flyer points?**

Yes. A Frequent Flyer (FF) conversion calculator allows you to enter the number of Altitude points you wish to convert to FF points or the amount of FF points that you require. After submitting this information, the website will inform you:

- How many FF points you can transfer for a specific number of Altitude points, or
- How many Altitude points you will need to transfer for a required number of FF points.

### Redemptions

**Q. How do I redeem my Altitude points?**

- Online – altituderewards.com.au
- Altitude Service Centre - By phoning 1300 887 820 or Platinum on 1300 859 100 between the hours of 8am – 8pm Eastern Standard Time

**Q. How long does it usually take to dispatch my redemption once I have redeemed?**

- eGift Cards - Up to 4 hours
- Physical Gift Cards/vouchers - Up to 5 business days
- Products - Up to 10 business days
- Frequent Flyer transfer - Up to 3 business days
- Cash back/pay with points – Up to 10 business days
- Universal Gift Card – Up to 7 business days

**Q. If I make a redemption via the Altitude Rewards website am I able to track it online?**

Yes, you can view the delivery status of all your Altitude redemptions online or by calling the Altitude Service Centre (1300 887 820, Platinum 1300 859 100)

**Q. How will my product or gift card be delivered?**

- eGift cards are delivered via email to your registered email address.
- Physical gift cards/vouchers are delivered by Australia Post.
- Product orders are delivered by Courier.

**Q. What is ‘Variable Points + Pay?’**

Variable Points + Pay gives you more flexibility over how many points you wish to use for a merchandise redemption enabling you to split the cost of a redemption between your points and a payment from your credit card. Variable Points + Pay can be used on all merchandise redemptions. A minimum threshold of 3,000 Altitude points applies and a minimum of \$5.00 pay component. Altitude points must be redeemed in multiples of 5 points.

**Q. Do I receive a receipt for my redemption?**

A specific receipt is not provided for any redemption other than Altitude Travel bookings, however an order number is provided to you at the time of redemption. This order number allows you to track where your delivery is up to within the fulfilment cycle. The order number can also be quoted to an Altitude Service Centre if there is a problem with the redemption.

**Q. Can I use my Altitude points to pay for the cost of delivery of my redemption?**

Yes. On all redemptions that have a delivery charge you can use your points to pay for the delivery in accordance with the Altitude Terms and Conditions, provided you have enough points.

### Multiple Altitude Accounts

**Q. Can I access my multiple Altitude accounts using only one log in?**

Yes, you can sign in on one account and view the total available point balance and transaction history across all of your Altitude credit cards. From a redemption perspective, you can select which account the Altitude points are to be deducted from and if there are not enough Altitude points in that account the remaining balance will be deducted from another of your eligible Altitude accounts.

**Q. What impact does having more than one Altitude credit card have on email communications?** The email preferences will now apply across all Altitude Rewards accounts. Therefore, you will need to opt-in to receive emails for ‘all’ of your accounts or ‘none’ of your accounts via the Altitude Rewards registered email address.

## Rewards statements & Credit Card Statement

### **Q. Is my Altitude points balance included on my credit card statement?**

Yes, your Altitude credit card statement includes a summary of your Opening and Closing Altitude points balance for the month. Your credit card statement also includes a dedicated Rewards message box, which features special Altitude Rewards Program messages.