

**Q. What is the OshKosh B'gosh Rewards Program about?**

**A.** The OshKosh B'gosh Rewards Program is the premier rewards program in Australia offering OshKosh B'gosh Rewards to its members. The mag-stripe card utilises the latest in bank technology and allows you to earn OshKosh B'gosh Rewards each and every time you use your card at an OshKosh B'gosh store and on the OshKosh B'gosh website [www.oshkosh.com.au](http://www.oshkosh.com.au) – even when redeeming rewards! The Rewards accrued may then be redeemed and spent at any of the participating OshKosh B'gosh stores.

**Q. How does it work?**

**A.** When making a purchase at an OshKosh B'gosh store, you, the cardholder, present your Rewards card to the sales assistant who in turn swipes it through the EFTPOS terminal. Your rewards will be calculated by the terminal and your rewards account will be credited with the OshKosh B'gosh Rewards. Your rewards are available for redemption after 24 hours when making a purchase at a participating OshKosh B'gosh store or on the OshKosh B'gosh website [www.oshkosh.com.au](http://www.oshkosh.com.au), where your accumulated rewards can then be redeemed against a purchase.

**Q. Where can I use my OshKosh B'gosh Rewards card?**

**A.** Your card will work at all OshKosh B'gosh stores (with the exception of David Jones stores) and on the OshKosh B'gosh website [www.oshkosh.com.au](http://www.oshkosh.com.au).

**Q. What Rewards do I get?**

**A.** You earn a 5% OshKosh B'gosh reward whenever you shop at an OshKosh B'gosh store or on the OshKosh B'gosh website [www.oshkosh.com.au](http://www.oshkosh.com.au).

**Q. Where can I get a card?**

**A.** The OshKosh B'gosh Rewards cards are available from all OshKosh B'gosh stores with the exception David Jones and any clearance stores.

**Q. Do I need a different card for each store?**

**A.** No, you do not! You can use your card in all OshKosh B'gosh stores with the exception of David Jones and any clearance stores.

**Q. How do I to become a member of the OshKosh B'gosh Rewards Program?**

**A.** You will be invited to become an OshKosh B'gosh Rewards Program member when you spend \$50 on a purchase at a participating OshKosh B'gosh store or on the OshKosh B'gosh website [www.oshkosh.com.au](http://www.oshkosh.com.au).

**Q. Is there an annual fee?**

**A.** Yes, it will cost you \$2.00 per annum to be a member. However, you do not have to pay us anything. We will charge your account on the anniversary of you becoming a member.



## OshKosh B'gosh Rewards Program Frequently Asked Questions

**Q. I have lost my card – what do I do?**

**A.** You can do one of two things. Email us at [okbrewards@skyegroup.com.au](mailto:okbrewards@skyegroup.com.au) and register your lost card stating what happened together with your full details. We will then send you a replacement card. Or you can fax us a letter stating what happened, giving us your full details and we will send you a replacement card. There will be an administration fee of \$5.00 for the replacement of your card which will be deducted from your Rewards balance.

**Q. Are the OshKosh B'gosh Rewards really like cash?**

**A.** The rewards are given as OshKosh B'gosh Rewards - earned in Dollars - and may be spent at any OshKosh B'gosh store with the exception of David Jones, dollar for dollar. OshKosh B'gosh Rewards have no monetary value and cannot be redeemed for cash and cannot be sold, transferred, assigned or otherwise dealt with except in accordance with the Terms & Conditions of the OshKosh B'gosh Rewards Program.

**Q. Can I use the OshKosh B'gosh Rewards as soon as I earn them?**

**A.** Once the terminal has sent the transaction report to the OshKosh B'gosh Rewards Program, the OshKosh B'gosh Rewards are loaded onto your account and made available. This process takes a period of up to 24 hours.

**Q. Is there a limit to how many OshKosh B'gosh Rewards I can earn?**

**A.** No, there is no limit to what you can earn.

**Q. How do I know how many OshKosh B'gosh Rewards I have earned?**

**A.** You can visit the OshKosh B'gosh Rewards Program on-line, 24/7 to check your account status or check your balance in store by asking the assistant to swipe your card.

**Q. Do I have to spend my OshKosh B'gosh Rewards within a certain time frame i.e. do the OshKosh B'gosh Rewards expire?**

**A.** All good things must come to an end! That even applies to the life of your OshKosh B'gosh Rewards. OshKosh B'gosh Rewards are to be redeemed within 24 months of accrual. So any rewards you have not redeemed for a purchase during that time will be deducted from your account. You can keep an eye on your OshKosh B'gosh Rewards to find out when they are due to expire, simply by logging onto your personal rewards account balance. Remember if you keep your rewards balance active you won't have to be concerned about rewards expiring before you're able to redeem them.

**Q. How do I know my OshKosh B'gosh Rewards are safe?**

**A.** Your rewards are held in trust - so they remain safe. Similar to making a purchase with a credit card, your OshKosh B'gosh Rewards can only be redeemed using your signature, by presenting your card, and signing the merchant's receipt. Therefore it is important to keep your card safe and ensure that it is signed by you.

**Q. Who can I contact for help or more information?**

**A.** You can email us on: [okbrewards@skyegroup.com.au](mailto:okbrewards@skyegroup.com.au)