

BOCHK Gift Point Rewards
Merchant Partner Loyalty Points – K Dollar
FAQ

1. How do I access K Dollar page to link membership account or redeem in BoC Pay+?

- i. In “Gift Point Hub” on main page, select “K Dollar” under “Redeem Mileage and Merchant Partner Loyalty Points” to link your account and redeem Gift Points.

2. How do I start redeeming Gift Points for K Dollar?

- To redeem Gift Points for K Dollar, you must be an existing K Dollar Program member and have successfully linked your member account in BoC Pay+.
- For more details about registering as a K Dollar Program member, please visit the K Dollar Program website at k-dollar.com.

3. How do I link my K Dollar Program membership account?

- i. In “Gift Point Hub” on main page, select “K Dollar” under “Redeem Mileage and Merchant Partner Loyalty Points”
- ii. Enter your 11-digit K Dollar Program Membership Number to your membership account. To ensure successful linkage, your mobile number registered with BOCHK and K Dollar Program membership account must be the same.
- iii. Confirm information and accept the relevant terms and conditions.
- iv. Complete identity authentication.
- v. After successful linkage, we will send you a notification by both SMS and email.

Friendly Reminder: After successful linkage, you can redeem Gift Points for K Dollar immediately. You do not have to link your member account again for subsequent redemptions. If you unlink your K Dollar Program membership account, you must link it again to redeem K Dollar.

4. How do I redeem K Dollar?

- i. In “Gift Point Hub” on main page, select “K Dollar” under “Redeem Mileage and Merchant Partner Loyalty Points”
- ii. Enter the amount of K Dollar to redeem, and select “the preferred account for Gift Point deduction”.
- iii. Confirm information and accept the relevant terms and conditions.
- iv. Complete identity authentication.
- v. After successful redemption, redeemed K Dollar will be credited to your K Dollar Program membership account and can be used as cash immediately.
- vi. We will send you a notification by SMS and email once the redemption is completed. If the redemption cannot be completed, we will send you a notification by both SMS and email.

5. What is the redemption rate for Gift Point to K Dollar and minimum amount per redemption?

- You can redeem 1 K Dollar for every 250 Gift Points. The minimum amount of each redemption is 1 K Dollar.

6. Gift Point will be deducted from which account?

- When redeem K Dollar, Gift Point will be firstly deducted from the “preferred account for Gift Point deduction” you selected. If Gift Points in the account are insufficient, the remaining Gift Points will be automatically deducted from your other BOC Credit Card accounts and eligible bank account which has Gift Points that will expire sooner.

7. Is there a handling fee for Gift Points redemption?

- There is no handling fee when redeeming Gift Point for K Dollar.

8. How do I unlink my K Dollar Program membership account?

- i. In “Gift Point Hub” on main page, select “K Dollar” under “Redeem Mileage and Merchant Partner Loyalty Points”.
- ii. Select “Unlink Membership” at the top-right corner.
- iii. Select “Confirm” to proceed.

Friendly Reminder: If you unlinked your K Dollar Program membership account, you must link again successfully to redeem K Dollar.

9. How do I check my redemption record?

- On BoC Pay+ main page and select “Gift Point Hub” > “Gift Point Details” > “Redemption Record” to check redemption records.

10. How do I use K Dollar?

- You can use K Dollar via K11 HK App. For more details, please visit the K Dollar Program website k-dollar.com. For any query, please send email to enquiry@k-dollar.com.

11. Why can't I link my K Dollar Program membership account?

Here are some possible reason why you cannot link your K Dollar Program membership account:

- You entered an incorrect K Dollar Program membership number
- You do not have a K Dollar Program membership account
- Your mobile number registered with BOCHK and K Dollar Program do not match
- The K Dollar Program membership account you entered has been already registered by another user
- You entered an incorrect Payment Passcode or cannot proceed with biometric authentication

For any query on K Dollar Program Program or membership account, please send email to enquiry@k-dollar.com.