



## MERCHANT FAQs RHB #JOMSAPOT PLATFORM

### 1. What is the purpose of the #JomSapot platform?

RHB hopes to help Malaysia Businesses to rebuild their business through this campaign, by providing a platform to promote the Malaysia businesses and at the same time encourage customers to support these businesses via marketing communications.

### 2. How does this platform work?

RHB will develop a website to display all participating merchants, their information and any offers provided to RHB customers.

RHB will in turn promote this campaign to its retail customers (via EDM and SMS) and the public (via print ads, digital advertisements and social media).

### 3. Will the advertisements be for the overall platform or will there be specific advertisements for each merchant?

Most advertisements will be for the platform as a whole though there will be communications where selected merchants will be highlighted.

### 4. Are there any costs involved for the merchants?

There is no participation/marketing cost incurred at the merchants' side as it will be funded by RHB. Merchants will only fund the offers provided to RHB customers (if any) and any existing operational charges e.g. delivery fees.

### 5. What information will be displayed in the website?

We will display the following information:

- Merchant name
- Merchant logo
- Merchant Facebook URL
- Contact number and/or whatsapp number
- Outlet address
- Images of your products/brand
- Offer(s) for RHB customers and the terms and conditions (if any); or
- Merchant description (if no offer is provided)



**6. Can I link to my website instead of Facebook?**

No, the link field is fixed for Facebook. However, you may include your website link in the description section.

**7. How do customers purchase from merchants?**

Customers will purchase directly from the merchants, either online or at the outlet.

**8. Is it mandatory to provide offers to RHB customers?**

No. Merchants are encouraged to provide offers to RHB customers as a way to attract more interest. However, RHB does not obligate merchants to provide offers to RHB customers and they will still be able to participate without any offers.

**9. Are there limitations or requirements to the promotions we can offer?**

No, there are no limitations or requirements to the promotions merchant can offer. It is up to the merchant to decide the duration, i.e. start date and end date of your offer. However, please ensure that the terms are fair to customers.

**10. What is the requirement to join this platform?**

Businesses will have to hold and maintain at least one RHB Business Current Account/-i throughout the period of participation.

**11. Is there an agreement to sign between Merchant & RHB before joining this platform?**

No. As RHB is only providing a platform to promote businesses, there will be no agreement for this platform. Instead, the platform terms and conditions will be made available on the registration page and if agreeable, merchants may register and follow the step-by-step guide to upload their information in the website.

**12. I am interested to participate in the campaign. How do I join?**

You may email our Marketing team to register your interest. If you meet the criteria mention in #10, you will be sent an email to register.

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### **13. How does payment via DuitNow QR work?**

Merchants will have to sign up for DuitNow QR via RHB Reflex Mobile App. . When retail customers scan your RHB DuitNow QR code, the payments will be sent over to your RHB Business Current Account/i. You may refer to the details in this page: <https://www.rhbgroup.com/duitnowqr/index.html>.