



THE SQUARE

PROGRAMME REFRESH FAQs

Q. Why is TMF Group changing how The Square works?

A. Our goal in making these updates to the programme is to bring you more opportunities and more value, more often. We have restructured the programme to more accurately reflect the types of opportunities and benefits offered in The Square.

Q. Currently, I am a Silver member, but I don't have the right badges for Silver status in the new structure. Will my level status be negatively impacted or rolled back by these changes in The Square?

A. No. Members will not lose their current level status.

Q. Will there be any impact on my lifetime points balance?

A. No. Your current lifetime points will remain the same.

Q. I have already completed some of the actions required for the new badges. Will I be credited for those actions retroactively?

A. Yes. You will be credited for previous actions that count toward badges in the new structure. This is a manual process. You may notice some activity on your profile as we work through awarding these credits. If you believe you completed an action that you have not been credited for, please message the programme administrator.

Q. I had a reward on my Wish List, but that reward is no longer showing up in my level. Can I still redeem for it?

A. No. Only rewards available in your level are eligible for redemption.



👉 **Q. Do my points or status ever expire in The Square?**

A. No, they do not.

👉 **Q. How long do I have to attain the badges required for the next level?**

A. At this time, The Square does not impose any time limits for reaching the next level of status.

👉 **Q. I am currently a Silver member. Is it possible for actions to be credited towards badges in Gold and Platinum, or only towards Gold as that is the next level up?**

A. Depending on the action, there are some circumstances where you may be earning credits towards badges in multiple levels at the same time.

👉 **Q. I'm a Bronze member but would like to redeem points for a reward that I noticed is available at the Gold level. Can I do that?**

A. No. Only rewards available in your level are eligible for redemption.

👉 **Q. When will I receive the benefits for my level?**

A. Benefits will be offered at various points throughout the year. We will notify members when specific benefits are available for redemption or ready to send out.