

AA Smartfuel / Onecard

Q. I heard I can now earn AA Smartfuel discounts at Countdown?

A. Yes. From 10 October 2016 you can earn AA Smartfuel discounts at Countdown. The Onecard programme has been refreshed to give Countdown customers the opportunity to earn either Onecard Points to receive Onecard Rewards Vouchers OR to have their reward as AA Smartfuel discounts which can be accumulated with their other AA Smartfuel discounts. Countdown customers must choose either the Onecard Rewards Vouchers OR AA Smartfuel discounts. You cannot receive both on a single transaction.

Q. When can I start using the new AA Smartfuel/Onecard or new AA Membership card?

A. You can start using your new linked or registered cards at Countdown from the 10th of October 2016 to earn AA Smartfuel discounts.

Q. How do I get a new AA Smartfuel / Onecard?

A. Pick one up from any participating Caltex store. They are also available from Countdown stores or AA Centres.

Q. How do I get a new AA Membership Card?

A. If you are an existing Member of the AA, your new AA Membership card will be posted to you in the week beginning 3 October 2016 by the NZ Automobile Association. If you have not received your new AA Membership card you should contact AA Membership on **0800 500 444**. If you wish to join up to the AA as a new Member you can go to the AA website www.aa.co.nz.

Q. How do I know if I already have a new card?

A. The new co-branded AA Smartfuel card / Onecard is a free card available at AA Smartfuel partner stores such as Caltex (Countdown and AA Centres). It is identifiable by having the green Onecard branding on the left hand side of the card and the orange AA Smartfuel branding on the right hand side of the card



The new AA Smartfuel card is one piece of plastic that does two things:

- It's an AA Smartfuel card - which customers use at participating Caltex sites to get fuel discounts
- Now it's also a Countdown Onecard - which customers can use at Countdown to get Club Prices and also earn Onecard points toward Onecard Rewards Vouchers or to earn AA Smartfuel discounts.

The new AA Membership card is identifiable by the presence of an additional green Onecard logo on the bottom left hand side of the card. These cards are issued by the NZ Automobile Association when you purchase an AA Membership. As part of the Membership you are automatically enrolled into the AA Smartfuel programme and now can be used for the Countdown Onecard programme.



The new AA Membership card is one piece of plastic that does three things;

- It's an AA Membership card - the one customers use to call AA Roadservice
- It's an AA Smartfuel card - which customers use at participating Caltex sites to get fuel discounts
- Now it's also a Countdown Onecard - which customers can use at Countdown to get Club Prices and also earn Onecard points toward Onecard Rewards Vouchers or to earn AA Smartfuel discounts.

Q I am already an AA Smartfuel customer, what does this new card mean for me?

A You will need to **replace** your existing AA Smartfuel card with one of the new co-branded cards by picking one up from a Caltex store (or from Countdown or AA Centre). You need to link it to your existing **AA Smartfuel** account by following the instructions on the card back supplied with your new card which has three easy ways to register: through the **AA Smartfuel App**, by going online at AAsmartfuel.co.nz, or by calling AA Smartfuel on **0800 842 877**. One card that replaces two pieces of plastic has to be good news!

Q I haven't got a new AA Smartfuel / Onecard or AA Membership card. Will my AA Smartfuel card still accumulate and redeem at Caltex?

A. Yes your existing card will still accumulate and redeem AA Smartfuel discounts at Caltex but you will not be able to use this card to accumulate any discounts at Countdown stores (so we suggest you get a new card from Caltex or BP so you can boost your discounts)

Q. Has Caltex's fuel offer for AA Smartfuel changed?

A. No. Caltex still has their great Everyday 6 cent per litre offer on purchases of \$40 or more of petrol or diesel (up to 50 litres) in a single transaction

Q. Is there any change to how I earn or redeem my AA Smartfuel discounts at Caltex?

A. No change at all regardless of which AA Smartfuel card you are using

Q. Does this mean that I can now earn Onecard Points at Caltex?

A. No. The new Onecard programme (from 10 October 2016) means that you can now earn AA Smartfuel discounts at Countdown which can be redeemed at participating AA Smartfuel redemption partner sites i.e. Caltex (& BP). It does not mean that you can earn Onecard Points at Caltex or any other AA Smartfuel partner site.

Q. How do AA Smartfuel discounts work at Countdown?

A. Spend a total of \$100 at Countdown over a one week period (Monday to Sunday) on qualifying goods and you will earn a discount of \$0.03 cpl; spend a total of \$200 at Countdown over a one week period and you will earn a discount of \$0.06 cpl. A \$0.06 cpl discount is the maximum that you can earn in a one week period at Countdown. *[This offer belongs to Countdown and may change at any time so best you check on the AA Smartfuel or Countdown websites]*

You can earn additional fuel discounts at the rest of the AA Smartfuel partner village.

Q. I went to use my new AA Smartfuel card / AA Membership card at Caltex after shopping at Countdown but I didn't have any discounts on the card to redeem and I should have.

A. It is possible that during the card registration process, you may have not selected their choice of reward as an AA Smartfuel discount. Countdown customers must choose either Onecard Rewards Vouchers OR AA Smartfuel discounts. You cannot receive both on a single transaction.

You can check and change your reward via the AA Smartfuel mobile app, online at AAsmartfuel.co.nz or online at Countdown.co.nz. Alternatively you can call the Onecard Customer Care Centre on 0800 40 40 40 or AA Smartfuel on **0800 842 877**.

Q. Will I still be able to redeem my Fuel Discount Vouchers from Countdown at Caltex?

A. Yes but you cannot redeem a fuel discount voucher with an AA Smartfuel discount in the same transaction. You have to choose one or the other.

Q. Do I have to get one of the new AA Smartfuel cards?

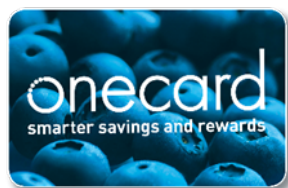
A. Yes and No.

Yes - if you want to be able to earn AA Smartfuel discounts at Countdown, you need a new card (issued from 10 October 2016).

No - If you don't want to earn AA Smartfuel discounts at Countdown but still want to earn AA Smartfuel discounts at other retail partners, then you can keep using your existing card. However, we'd really love you to swap to the new card, register it and add it to your existing AA Smartfuel account.

If you lose your existing AA Smartfuel card or it stops working, you will need to grab a new AA Smartfuel card and add it to your existing AA Smartfuel account.

If you have an old blue Onecard which was issued before 10 October 2016 and has no cobranding on it you can still use it to earn Onecard Points to receive Onecard Rewards Vouchers. You won't be able to earn AA Smartfuel discounts at Countdown.



Q. How do I know how many AA Smartfuel discounts I have earned at Countdown?

A. You can log in to your account at AASmartfuel.co.nz to view your discounts from Countdown and any other AA Smartfuel retailers you have visited. Once you are logged in you will be able to view the dollars you have spent toward a fuel discount (cents per litre). You will be able to see how you are tracking towards a discount. You can also check this via the free AA Smartfuel app (available for iOS and Android). Alternatively call AA Smartfuel free – **0800 842 877**

Q. From time to time Countdown does those big fuel discounts, i.e. spend \$200 and get a 40c discount on fuel. Will I still be able to get these?

A. Yes and a boosted yes! It all depends on your circumstances and the reward you have chosen. Let me explain more: All customers are able to get fuel discounts from these special offers if they spend the required amount of money at Countdown, i.e. with the example above.

- i) Not a Onecard cardholder? You will receive a paper fuel discount voucher to be redeemed at AA Smartfuel fuel redemption partners (Caltex and BP). This cannot be used in conjunction with any AA Smartfuel discounts.
- ii) You've chosen Onecard Reward Vouchers as your reward at Countdown
You'll earn Onecard Points from your \$200 shop and you will also receive a 40c paper fuel discount voucher to be redeemed at the AA Smartfuel fuel redemption partners (Caltex and BP). This cannot be added to any other discounts.
- iii) You've chosen AA Smartfuel discounts as your reward at Countdown: You won't receive a paper discount voucher. The 40c AA Smartfuel discount will automatically be added to any other AA Smartfuel discounts on your card.

Q. I want to change from earning Onecard Rewards Vouchers to AA Smartfuel discounts when shopping at Countdown

A. You can check and change their reward via the AA Smartfuel mobile app, online at AASmartfuel.co.nz or online at countdown.co.nz. Alternatively you can call the Onecard Customer Care Centre on 0800 40 40 40 or AA Smartfuel on 0800 842 877.

Q. How do I know how many AA Smartfuel discounts I have earned?

A. You can log in to your account at AASmartfuel.co.nz to view your discounts from Countdown and any other AA Smartfuel retailers you have visited. You can also check this via the free AA Smartfuel app (available for iOS and Android). Alternatively call AA Smartfuel free – **0800 842 877**

Q. I can't login to the AA Smartfuel system?

A. If you're having trouble logging into the AA Smartfuel website, perhaps some of your details are not registered correctly with them. You can login using your email address, AA Smartfuel card number, or username. If you can't remember your password, click the "Forgot your password" link on the login page to get a new one sent to you. If you are still having trouble logging in, please contact AA Smartfuel on **0800 842 877**.

Q. I don't know anything about Countdown's Onecard programme:

A. This is a great time to learn about the great ways Countdown's Onecard programme can help you find new ways to save, particularly as they have partnered with the AA Smartfuel programme. We suggest you try Countdown's website, www.countdown.co.nz, their **Onecard Customer Care team on 0800 40 40 40** or email **Onecard@countdown.co.nz**

Q. What are the expiry periods for AA Smartfuel discounts and Fuel Discount Vouchers?

A: AA Smartfuel discounts expire at the end of the following month in which they were accumulated. Fuel Discount Vouchers have an expiry period of 1 month from the date they were issued.

Q: Where can customers go to for more information on AA Smartfuel or Countdown?

A: For Countdown, customers can visit www.countdown.co.nz or alternatively call the Onecard Customer Care team at **(0800) 40 40 40**. For AA Smartfuel, more information is available at www.AAsmartfuel.co.nz or they can call the AA Smartfuel Customer Support team at **(0800) 842 877**.

Q: Can I use my AA Smartfuel card at Z now that Caltex has been purchased by Z Energy?

A: No. Caltex is the fuel redemption partner for the AA Smartfuel programme. You can also redeem your Countdown fuel discount vouchers, SuperValue fuel discount vouchers and Fresh Choice fuel discount vouchers at Caltex.