

SAA Voyager and TOTAL South Africa: Frequently asked Questions and Answers

1. Do I need to be an SAA Voyager member to earn me Miles at TOTAL South Africa Service Stations?

Yes you do.

2. How to I become a SAA Voyager Member?

Call the SAA Voyager Service Centre on 0861 606 606 or visit www.flysaa.com . SAA Voyager Terms and Conditions apply. Members who benefit from earning Miles when fuelling will also be subject to TOTAL South Africa Terms and Conditions (www.total.co.za).

3. Does it cost me to become an SAA Voyager Member?

Membership to the programme is **free**, register online at www.flysaa.com.

4. What are SAA Voyager Programme Terms and Conditions?

These are available on www.flysaa.com and apply to all SAA Voyager Members who join the programme. It is important to remember the programme belongs to SAA Voyager and TOTAL South Africa is a partner of the programme and therefore has no influence on the SAA Voyager terms and conditions with their members. SAA Voyager members simply benefit by earning Miles at TOTAL South Africa when fuelling.

5. Does TOTAL South Africa have any Terms and Conditions related to this programme?

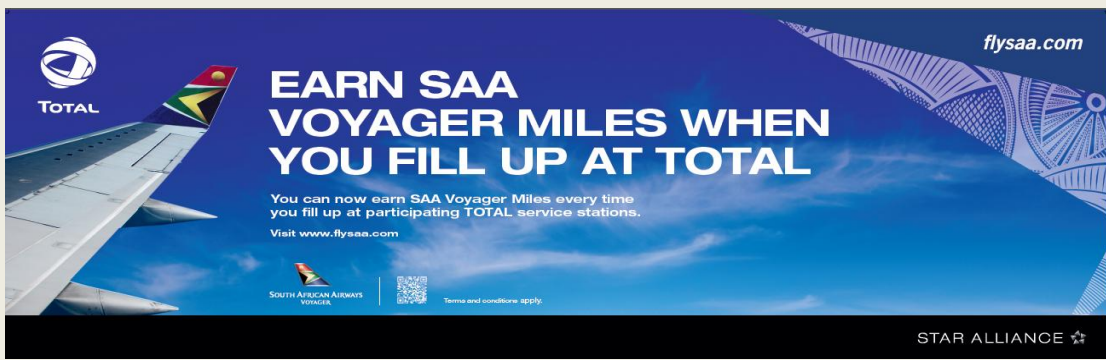
Yes, these are available on www.total.co.za

6. What are the benefits of being an SAA Voyager Member?

SAA Voyager offers five tiers for membership. These are Blue, Silver, Gold, Platinum and Lifetime Platinum - with each tier providing members with exclusive benefits. Go to https://www.flysaa.com/za/en/voyager/AboutVoyager/flysaa_VoyagerProgrammeGuide.html for more details.

7. Is this a TOTAL South Africa loyalty programme?

No, the programme belongs to SAA Voyager and TOTAL is one of the partners of this prestigious programme.



8. How many Miles do I earn at when I fill up at a TOTAL South Africa Retail Service Station?

You earn 1 SAA Voyager Mile for every 1 Litre of fuel (any grade) you purchase.

9. As a SAA Voyager member what products earn me Miles at TOTAL South Africa Service Stations?

The programme is limited to any grade of fuel as long as you fill up your tank at a TOTAL service station. TOTAL convenience store products and other services are excluded.

10. Can I redeem / spend my SAA Voyager Miles at TOTAL South Africa Service Stations?

No, you can only earn SAA Voyager Miles with fuel purchases. You can however redeem / spend your Miles at selected SAA Voyager partners, please refer to www.flysaa.com for more details.

11. How do I earn Miles?

You can earn Miles at all participating retail TOTAL Service Stations and there are three ways SAA Voyager members earn Miles:

1. On the forecourt

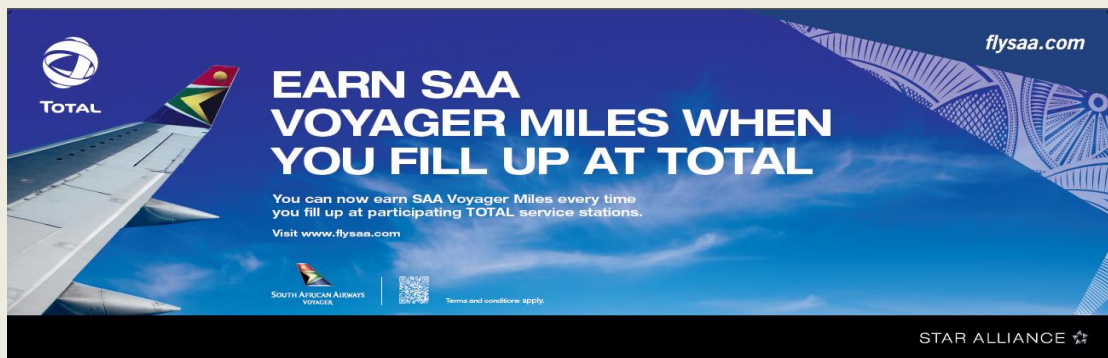
- *At selected service stations you can claim your Miles on selected pin pads on the forecourt.*
 - *Swipe your SAA Voyager card*
 - *Enter your SAA Voyager pin (1 chance to enter pin)*
 - *Check message on till slip*
 - *If there is no message then submit manually (see below)*

2. In-Store (Fuel claims only)

- *At selected service stations you can only claim your Miles in-store at selected pin pads.*
 - *Swipe your SAA Voyager card*
 - *Enter your SAA Voyager pin (1 chance to enter pin)*
 - *Check message on till slip*
 - *If there is no message then submit manually*

3. Manual Claims

- *If for any reason your till slip printed with a decline message or no message at all, you need to follow a manual claim process*
 - *Go to SAA Voyager web*
 - *Go to claim TOTAL Miles*
 - *Complete online form and submit via www.flysaa.com*



- Then email copy or photo of till slip to customerservice@totalcustomercare.co.za

12. What do I do if I haven't earned my Miles?

When swiping your bank card together with your SAA Voyager membership card you will earn miles instantly on your SAA Voyager account. When submitting your claim manually, you will receive an email notification from TOTAL South Africa stating whether your claim has been approved or declined.

Thereafter SAA Voyager has 10 to 15 days to process the Miles you earned on your account. Failure to abide to the stipulated procedure in the terms and conditions will unfortunately result in Miles not earned. If all is in order you simply call the SAA Voyager Service Centre on 0861 606 606 who will assist you with any queries.

13. What happens if I don't have an SAA Voyager Card?

Enquire directly with SAA Voyager Service Centre on 0861 606 606. SAA Voyager members who do not have a card and have submitted manual claims more than 3 times will automatically qualify for an SAA Voyager card. Call the SAA Voyager Service Centre on 0861 606 606 who will assist you with any queries.

14. Will I still earn Miles if my bank card declines?

Unfortunately you will not earn Miles unless you pay with another method of payment and follow one of the procedures outlined in point 11 of this document.

15. Will filling up at TOTAL South Africa service stations exclusively get me a ticket to Mauritius?

Earning miles when filling up a TOTAL South Africa Service Station will help you top up on the Miles you earn from all the SAA Voyager's participating partners helping you reach your dream destination a little quicker. Refer to www.flysaa.com to find out who the participating partners are and how you can earn miles from each participating partner.

16. Can I use someone else's SAA Voyager card?

No, members can only earn Voyager Miles in their personal capacity and not on behalf of another member or business.

17. Do I need to be an SAA Voyager member to earn me Miles at TOTAL South Africa Service Stations?

Yes you do. Become a SAA Voyager member by registering on www.flysaa.com or by calling the SAA Voyager Service Centre on 0861 606 606.