FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
"CHOP CHOP" DIGITAL STAMP CARD SERVICE ON NEX.LIFE REWARDS APP

1. **What is Chop Chop?**
   Chop chop is a service made for people like you and I who love a good reward……and our planet!
   It will help you store your loyalty stamp card(s) on your phone. We made it ourselves so we can
   save the trees from being cut down and turn into those paper loyalty cards.

2. **I'm foreigner currently reside in / travel to Malaysia. Can I use Chop Chop?**
   Sure! But do bear in mind that Chop chop services are only available in Malaysia.

3. **I'm changing my phone, will I lose the stamps I've collected in my old phone?**
   No worries, it will still be there. Just download the app again and login accordingly.

4. **Do I need to pay to use this app?**
   Of course not, we love free apps ourselves! However, your provider may charge you for the
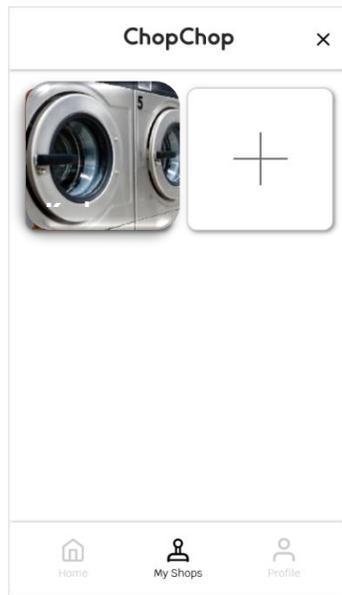   standard data usage.

5. **How do I add shop into My Card?**
   There are two (2) ways:
   a. Click on the floating QR code icon, and allow the shop to scan on it. The shop will be
      added in your 'My Card' tab automatically

   b. Or you can manually Go to 'My Shop' tab and click on the add card icon to add your
      favorite shop.

6. **How do I get a stamp on my chop chop app?**
There are 2 ways to get stamp.
   a. Click on the floating QR code icon and get the shop to scan it.
   b. Just give your mobile number to the shop and they will give it accordingly

   If you see the stamp icon turned from grey to coloured, hooray then!

7. **How many stamp cards can I have for each shop?**
We think two (2) for each shop is probably more than enough. So that you can continue getting stamps on your second card, without redeeming the reward from the 1st card.

8. **Oops, I have problem with my app, what do I do?**
Take a deep breath and lodge a report with us. We are quite sure it is not the end of the world, yet. Here is how:
   a. Launch the nex.life app.
   b. Click on the profile button on the bottom right of the screen.
   c. Select 'support' from the menu.
   d. Type in your problem and click 'send'.

ChopChop ×

My QR Code

Name
Mohammad Khairil
Email
khairil@webe.com.my

Setting >
Support >
FAQ >

9. **How do I know if the problem that I have lodged a report has been looked into?**
Well, we only have your email address, so remember to check your mail! Oh and for that, do make sure you gave us a valid email address.

10. **How do I redeem the rewards after I have fully collected stamps in my card?**
You did it, congratulations! To redeem, just march yourself to the shop counter, launch your nex.life rewards app, click on your floating QR icon, and ask the shop to scan on it or give the shop your mobile number and get that reward that you so deserve!

11. **Will my stamp(s) get expired?**
It really depends on each shop campaign policy. You may refer to each shop's T&Cs, we advise you to read carefully.

12. **If I do not redeem my reward, will it be expired?**
We can't say, because it depends on each shop campaign policy. You may refer to each shop's T&Cs, don't forget to read carefully!

13. **Can I delete my card?**
You may do so by going to my shop to delete the unwanted cards.

14. **If I accidently deleted my app, will I lose my previous stamps?**
No, because we are kind like that. Just download the app again and login accordingly.

15. **Will I lose my previously collected stamps if I accidently deleted my card?**
U'oh, how is that even possible? Looks like you have to start all over again. And be extra careful this time, ok?

16. **Can I transfer my stamps to another user?**

Nope, we think you should really just keep it to yourself. Please ask your friend to download his/her own app and start collecting the stamps immediately!

17. **Alaa, I can't find my favourite shop in the app, what do I do?**
Send us the name of the shop through support function. We will work hard on getting them listed.

18. **How do I change my profile info?**
You may do so by going to Profile, click on the edit icon and follow the on-screen instructions.

19. **I can't find any answers to my question(s) from here. So now what?**
Oops! Really? We thought we got it all covered. Please drop us an email at helpme@nexlife.com.my and we will get back to you soon.