

Toyota Thiqah - FAQ and Answers

Question: What are the benefits of Toyota Thiqah Card?

Answer You earn points on your Toyota Thiqah card every time you service your vehicle or buy their parts from Saud Bahwan Automotive LLC (SBA) anywhere in Oman (except for parts purchase from Buraimi). Earned points can be redeemed only at Toyota Service for regular service or repairs or to buy value added products.

Question: Why should I become a member of this program NOW? I am not in a hurry, also I am very busy.

Answer During your visit, just fill in the KYC form. Enrolment is fast and easy too. Also during introductory period, you get additional 10 points for enrollment!!! i.e. Get Rial Omani One - Just for enrolling NOW. (1 point earned=100 Baiza saved)

Question: Is this applicable for Lexus, Kia and Ford vehicles also?

Answer Currently it is applicable for Toyota and Daihatsu vehicles only

Question: Is this Program available to all Toyota customers ?

Answer All cash paying individual customers are entitled for this program. This program does not apply for fleet & business owned vehicles.

Question: Is this point system available only in Muscat?

Answer All Old and new Toyota & Daihatsu customers are eligible to earn points from any Saud Bahwan Automotive LLC - Toyota Service and Parts outlets in Oman

Question: I am interested in your Loyalty program. How do I get the card?

Answer It is very simple. Approach any Toyota Service or parts outlet and fill in KYC form (Know Your Customer) available with our offices. Submit KYC Form complete with all the details and your signature for checking at the counter. Immediately upon form acceptance, we issue a Welcome kit consisting of your personal Toyota Thiqah card. For validation of contact information like your PO Box, PC code, Mobile number, email id etc we may send a direct mailer, SMS, email or a call from by our telemarketing team.

Question: Why are you asking for personal information like my date of birth, salary, profession, email address etc in KYC form?

Answer KYC – Know Your Customer, as the name suggests, this information is part of our customer profile updation process. We are registering this information only once. From time to time, during the loyalty program , we will have promotions / offers / discounts etc which may be specific to events like birthday, anniversary, or special schemes for a salary / income slab, offer for certain professions like teachers , doctors etc. Complete information ensures you are included for all of them and we reach you in time for all such promotions. Simultaneously, we would like to assure you that full confidentiality is maintained about all the data we capture and maintain. Also we don't share this information with any third party other than other members of Saud Bahwan group of companies and its associates, unless SBA has your permission or SBA is under a legal obligation or duty to do so.

Question: What is there in the Kit? What is there in Terms & Conditions?

Answer Kit consists of Toyota Thiqah Loyalty card with printed Card No, a Welcome letter, Terms & conditions – All in an envelope. Terms & conditions (42 points grouped under four sections A,B,C & D) gives further details on the Thiqah program.

Question: I own two cars, can you credit points earned on both vehicles in my name?

Answer Best part of Toyota Thiqah card – Loyalty program is, Customer can club multiple vehicles, provided owned by single person, into one single card no. Thus you accumulate points for any of these registered vehicles to just one card –

One account. Your points balance grows faster with this facility and also you can purchase higher value services quicker.
Please note – Mulkiya of all vehicles, you desire to register, must show same name to establish single ownership.

Question: Can I get extra card for my vehicle?

Answer Standard practice is to provide one Thiqah Card for one or multiple vehicles registered with us and under single ownership. However, in case you need additional card to be kept with each vehicle, for your convenience we can issue an additional card (with same number), at a small administration fees of RO 5.000 from our Service HO – Wattaya, Muscat. We will process and hand-over additional card within one week time.

Question: My family own two cars, will Toyota issue me one card or two cards?

Answer When there are one or more vehicles present in a family and members own separate vehicles, e.g. husband has a Prado and wife owns a Camry (as reflected by two different names in their vehicle registration card "Mulkiya"), our program recognizes both of them as two different customers. Hence we will issue two separate Thiqah cards, with different card numbers – One for husband & other for wife. But you cannot club points of two different customers / cards.

Question: Can I transfer the points to other card / account or encash my points?

Answer Sorry, transfer of points or cash redemption is not allowed under this program.

Question: I also have other vehicles which are not yet enrolled, Will I get points for them?

Answer No, only enrolled vehicles & customers get the points. So please rush to enroll all your Toyota vehicles under Thiqah Loyalty program and start earning points on all of them. You also gain because each enrolled vehicle entitles you to 10

enrollment points. But vehicle needs to be enrolled before purchasing service or parts.

Question: Can I redeem the points on same day they are earned by a service visit?

Answer No, Points are usually credited to your account latest by the end of next calendar month, so you can redeem them on next service visit after they are credited.

Question: When can I get the points for parts purchased at parts counter?

Answer For parts points are usually credited to your account latest by the end of next calendar month. Hence all the parts points will be available for redemption within after they are credited to your account.

Question: What will happen to Al Tauffir coupons available with me

Answer Kindly redeem all Al Tauffir coupons available with you. As you know they are valid for only one year.

Question: If I lose my card, will all the points be forfeited?

Answer In the unfortunate event of you losing the card, it can be reissued from our Service Head office- Wattaya, Muscat at a nominal administration charge of RO 5.000 for duplicate card. (With same old card no)
You will not lose points as all the information is logged on our central computer system. And complete points history will be reflected on your duplicate card statement also.

Question: Should I bring Loyalty card on every visit?

Answer Yes, if you want to redeem the points or for parts purchase across the counter, you need to present the card

Question: How many points I can redeem at a time?

Answer You can redeem a minimum of 10 points available in your account subject to maintaining a minimum balance of 10 points, post redemption.

Question: How will you credit the points to my account / card?

Answer It is an automatic process. Computer system is programmed to credit your card no with relevant points for each service or parts visit (100 Baiza spent = 1 point earned)
E.g. - On an average, you get 10 points for each cash purchase of Service with value R.O. 10.000 and value thereof. Please note that service credit points also depend on the age of your vehicle. Points shall be cancelled, if subsequently after purchase the relevant or corresponding transaction is cancelled in any manner due to any reason what so ever. For further details please refer to terms and conditions document provided with the Toyota Thiqah Card (part D – Loyalty Program Point System Rules)

Question: Can I redeem my credit points at any Toyota – Saud Bahwan Automotive facility?

Answer Yes, Points can be redeemed at any of our Toyota – Saud Bahwan Automotive LLC Service workshops, anywhere in Oman.

Question: How long are these earned points valid?

Answer Points earned in any one year are valid up to the end of next Calendar year. E.g. Points earned by services done on 10/2/10; 7/6/10 & 15/12/10 will be valid till 31/12/2011, but after 31/12/2011 the earned points will automatically expire and not be available for redemption. Any point owned by the member which

has not been redeemed at the end of such period shall be forfeited and no compensation shall be owned to that member. So ensure to use your points during validly period.

Question: Is there any expiry / renewal fee next year? What is the validity of the card?

Answer There is no renewal fee required after enrolment. Card does not expire for a customer till he continues to own a particular enrolled vehicle.