



## **Members Frequently Asked Questions**

### **Wests Rewards App**

#### **How do I download and sign into the Wests Rewards app?**

- 1) Simply head to the App Store on iPhone or Google Play Store on Android and look up 'Wests Rewards'.
- 2) Once downloaded, click 'Vouchers + Points'. To sign in you will need to be a current financial Wests member.
- 3) Enter your Wests member number (Locate this number at the front of your physical card or in your digital membership card. Select 'CONTINUE'. A verification code will then be sent via text to your mobile. Enter this code in the field and click 'CONTINUE'.
- 4) After that, you can access all the information about your Vouchers and Points.

#### **Where can I find my membership number?**

Locate this number at the front of your physical card or in your digital membership card.

If you are unable to find your Wests membership number, please go to the Help desk in the next visit to your favourite club or give them a call on 4935 1200. Alternatively, email [info@westsnewcastle.com.au](mailto:info@westsnewcastle.com.au).

#### **What can I access through the Wests Rewards App?**

At the moment you can only access your points balance and rewards vouchers. Renewal of membership, updating details and downloading your membership card will be available in future updates of the app. Until then, you can access this through the Wests Member Hub at [members.mywests.com.au](http://members.mywests.com.au).

#### **Can my daily meal and treat vouchers be redeemed through the Wests Rewards App?**

You cannot redeem your daily meal and treat vouchers through the Member Hub. To redeem, you must swipe your card at the member kiosk which will then print out a voucher to be used on a treat or a meal at Wests.

#### **I can't sign into the Wests Rewards App.**

Your membership on file may have outdated personal details. If you are having trouble signing into the app, call the Help Desk on 4935 1200 so a Wests team member can check that your contact details are correct in the Wests membership system. Please contact our Help Desk

between the hours of 10am – 9pm 7 days a week on 4935 1200 or email [info@westsnewcastle.com.au](mailto:info@westsnewcastle.com.au) and we will respond within 1-2 business days.

### **I can't see my Wests membership card on the Wests Rewards App**

The membership card is not currently available in the Wests Rewards App. You can get your digital membership card by downloading it [here](#). You will receive an SMS to download it to your Apple or Android Wallet.

The Wests membership card will be available on next release of the Wests Rewards App coming soon.

### **How do I update my app notification preferences?**

To update your notification preferences, go to your general settings located on your mobile device.

- 1) Go to Settings
- 2) Click on Notifications
- 3) Select the Wests Rewards app
- 4) Ensure the grey slider turns green to receive notifications

### **How do I update my app location preferences for IOS?**

To update your location preferences, go to your general settings located on your mobile device.

- 1) Go to Settings
- 2) Click on Privacy
- 3) Click on Location Services
- 4) Select Wests Rewards app
- 5) Ensure 'always' is selected to receive notifications.

### **How do I update my app location preferences for Android?**

To update your location preferences, go to your general settings located on your mobile device.

- 1) On your phone's home screen, find the app icon.
- 2) Touch and hold the app icon.
- 3) Tap App info.
- 4) Tap Permissions and then Location.
- 5) Choose 'all the time' to receive notifications.

### **Where can I find the privacy policy?**

You can view our privacy policy here – <https://mywests.com.au/wests-group/privacy-policy>

