

CONTACTING US

Have a question?

If you have a question about the promotion, please read through all the promotion FAQs. To view the FAQs, please click [here](#) and select FAQs from the menu options.

Need help lodging your claim?

If you are unable to find an answer to your question in the FAQs, or you require assistance to lodge your claim, please go to [Eticket Helpdesk](http://www.eticket.trendmicro.com.au) (www.eticket.trendmicro.com.au) and file your enquiry with us. One of our friendly Customer Service Representatives will be able to assist you further.

Please note that we are answering to your query regarding the cashback promotions via the Eticket portal instead of the phone line system. We apologised for any inconvenience caused in advanced.

Want to check the status of your claim?

When you have successfully raised a cashback claim, you will receive an email containing a six digit eticket ID. You will also be given access to your claim via a hyper link in the email. Please see the example below:

Subject: [#123456] Support Ticket Opened

--Please do not reply to this email as this is a system generated message--

Dear Valued Customers,

An E-Ticket no. has been created and your claim will be reviewed by one of the Customer Service Representatives within 5 working days with the proof of sales invoice attached and full bank details for cash back claim purposes.

The Approved Cash Back Claim Amount will be generated within 28 working days from the date of approval advised by the Customer Service Representative.

Please note that any incomplete information that had occurred during the submission of the details, will delay the respond time of the claim being processed.

Please note that your E-Ticket no. is 123456.

NOTE: If you wish to view this ticket progress online or reply with additional information regarding this ticket, please click [here](#).

****EXAMPLE ONLY****

The link will direct you to a log in page for your ticket. You will need your email address and claim ticket reference (eticket ID) to log in and view your claim progress:

Email:	<input type="text"/>	Ticket ID:	<input type="text"/>	<input type="button" value="View Status"/>
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****EXAMPLE ONLY****

Click "View status" to log in.