

# FAQS

## TREND MICRO ONLINE CASHBACK PROMOTION

### ANZ MAY 2019

#### 1. When does the promotion start and finish?

The promotional period is for purchases made from 02/05/2019 – 08/05/2019.  
Claims must be made within 30 days of purchase date.

#### 2. How much will I get back and what products are eligible?

Current cashback offer only applies to listed **Upgrade and Renewal products** below.  
To be eligible for cash back, one of the following products must be purchased within the promotional period from either the Trend Micro Australia or Trend Micro New Zealand online store;

Eligible Product - Name	Devices	Cashback Amount
Internet Security for PC 12 & 24 month	2,3	\$20
Antivirus for Mac 12 & 24 month	2,3	\$20
Maximum Security 12 & 24 month	1,2,3,4	\$20
Maximum Security for Mac 12 & 24 month	2	\$20
Maximum Security 12 & 24 month	5, 6,10	\$50
Maximum Security for Mac 12 & 24 month	6	\$50
Premium Security 12 & 24 month	5, 6 & 10	\$50
Premium Security + Silver IT Helpdesk 12 & 24 month	5, 6 & 10	\$50
Premium Security + IT Helpdesk 12 & 24 month (formerly Premium Security + Gold IT Helpdesk 12 & 24 months)	5, 6 & 10	\$50

#### 3. How to I apply for my cashback?

A cashback claim must be submitted online at [www.onlinepromo.trendmicro.com.au](http://www.onlinepromo.trendmicro.com.au)

#### 4. How will I receive my cashback?

Cashback is issued via EFT (Electronic Funds Transfer) and paid into a nominated bank account only.

#### 5. Do I need to install or register my product?

Yes, you will need to install and register your product before claiming for the cashback.

#### 6. Where do I find my Trend Micro product serial?

The product serial is located on your order confirmation. It will appear on the barcode and will be 20 alphanumeric characters long. The product serial will begin with an X and should look similar to the following example: XEAF-1234-5678-5015-4624.

#### 7. Where do I find my Cashback Serial Number?

The cashback coupon serial number is on the order confirmation screen and order confirmation email. The Cashback serial number is in the following format: K20 or L50.

#### 8. What is the Bank ID?

All bank account numbers in New Zealand used the following pattern: AA BBBB CCCCCC DDD

The first six digits (AA BBBB) denote the Bank ID. The next seven digits (CCCCCC) show the account number, the remaining digits show the account suffix (usually 2 or 3 numbers). So for example, if your account number was 12-3456-1234567-00, you would enter the following:

Bank ID: 12-3456

Account number: 123456700

#### 9. Do I need to upload a receipt for my claim?

Yes, for your claim to be validated you must fill in the Order Number on the claim form which counts as your receipt.

#### 10. When will I hear from you once I submitted my Cashback request?

We thrive to answer you within 5 to 7 working days once your Cashback form has been completed and submitted with all the necessary information. When the claim has been submitted successfully, you will receive a system email notification to your nominated email address with a ticket number for future communication with our Customer Service Team.

#### 11. When will I receive my cashback?

28 working days from a claim being successfully received and validated

#### 12. Who can I call if I need to speak to a person regarding my claim?

Please read through all the FAQs on this page before contacting us. If they do not answer your questions, please call 1800 673 108 (Australia) or 0800 401 287 (New Zealand).

The call centre is open 9am – 5.30pm AEST Monday – Friday. For those calling from NZ, this means the call centre is open from 11am – 7.30pm Monday – Friday local time.

If you have lodged a claim you are able to view the status of your claim by entering your email address and ticket ID (which is issued to you after you submit a claim) via the 'View Status' form at the bottom of [www.onlinepromo.trendmicro.com.au](http://www.onlinepromo.trendmicro.com.au)

**12. Can I apply if I live outside of Australia or New Zealand?**

No. The offer is only open to residents of Australia or New Zealand.

**13. If I return the product under any returns policy, must I also return the cashback?**

Yes. Please call 1800 673 108 (Australia) or 0800 401 287 (New Zealand).