

## Contacting Us

### Have a question?

If you have a question about the promotion, please read through all the **FAQ** from the Promotions website.

### 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 file an **Eticket** ([www.eticket.trendmicro.com.au](http://www.eticket.trendmicro.com.au)) with us. One of our Customer Service Specialist will be able to assist you further.

Alternatively, you can contact the Promotions Line on the following:

**1800 673 108** (Australia) or **0800 401 287** (New Zealand)

**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.

1) To view the claim status, click [here](#)

#### **\*\*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](#).

2) You will need to enter your Email address and eTicket ID (six digits no.) to View Status

#### **\*\*Example below\*\***

Please login:

Email:	<input type="text" value="exampleof@trendmicro.com"/>	Ticket ID:	<input type="text" value="123456"/>	<input type="button" value="View Status"/>
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