

FAQS

TREND MICRO EQUIFAX CREDIT PROTECT OFFER

AUSTRALIA

1. What is the offer?

If you have purchased any eligible products from the Eligible Product list below from a participating Harvey Norman, JB Hi-Fi or official Trend Micro Online store (www.trendmicro.com.au and shop.trendmicro.com.au) you are eligible to redeem an Equifax Credit Protect (12-month) subscription via promo code (delivered by email).

1. How long do I have to claim the offer?

Claims must be made within 90 days of the purchase date as per your proof of purchase.

2. What products are eligible?

To be eligible for the offer, one of the following products must be purchased within the promotional period from Harvey Norman, JB Hi Fi, or official Trend Micro Online store (www.trendmicro.com.au and shop.trendmicro.com.au)

Eligible products from participating retailers –

Barcode	Full Product Name
9337694083936	Device Security Advanced 6D 1Y Add-on
9337694083929	Device Security Advanced 6D 2Y Add-on
9337694083882	Device Security Advanced 6D 3Y Add-on
9337694083905	Device Sec Advanced 10D 3Y Add-on
9337694083943	ID Protection Advanced 1U 1Y
9337694083912	ID Protection Advanced 1U 2Y
9337694083899	ID Protection Advanced 1U 3Y
9337694077133	Device Security Ultimate 2D 1Y Add-on
9337694077140	Device Security Ultimate 2D 2Y Add-on
4711370730133	Device Security Ultimate 3D 1Y
9337694077157	Device Security Ultimate 6D 1Y Add-on
9337694077164	Device Security Ultimate 6D 2Y Add-on
9337694077171	Device Security Ultimate 6D 3Y Add-on
9337694077188	Device Security Ultimate 10D 3Y Add-on

Eligible products from Official Trend Micro Online store –

Full Product Name
Device Security Advanced 6D 12MTH
Device Security Advanced 6D 24MTH
Device Security Advanced 6D 36MTH
Device Security Advanced 10D 12MTH
Device Security Advanced 10D 24MTH
Device Security Advanced 10D 36MTH
Device Security Ultimate 3D 12MTH
Device Security Ultimate 3D 24MTH
Device Security Ultimate 6D 12MTH
Device Security Ultimate 6D 24MTH
Device Security Ultimate 6D 36MTH
Device Security Ultimate 10D 12MTH
Device Security Ultimate 10D 24MTH
Device Security Ultimate 10D 36MTH
ID Protection Advanced 1U 12MTH

3. How do I claim the offer?

Your claim must be submitted online within 90 days of purchase at creditprotect.trendmicro.com

4. When will I receive my bonus Equifax Credit Protect (12-month) promo code?

If you have successfully installed and activated your Trend Micro product and completed your claim correctly (you should see a confirmation screen after you submit your claim) you will receive your Equifax Credit Protect (12-month) promo code to your email within 10 business days.

5. How do I use the bonus Equifax Credit Protect (12-month) promo code?

Once you have received your Equifax Credit Protect (12-month) promo code, please go to the dedicated URL <https://www.equifax.com.au/trendmicro> and simply click the "Subscribe now" to get started. Follow the directions on the screen to activate your product. Please keep your Equifax Credit Protect (12-month) promo code handy as this will need to be entered on the checkout page at the end of the registration process. The terms and conditions for use of the Equifax Credit Protect (12-month) promo code are bound by Equifax. You can view T&Cs for usage at: <https://www.equifax.com.au/credit-identity-terms>

7. How long do I have to use the Equifax Credit Protect (12-month) promo code?

Claims must be made within 90 days of your purchase date. Once you receive your Equifax Credit Protect (12-month) promo code, you will need to activate it on the Equifax site at <https://www.equifax.com.au/trendmicro> within 90 days or you may forfeit the usage of your code.

8. I have a problem with the Equifax Credit Protect (12-month) promo code, what should I do?

If you are having trouble using your Equifax Credit Protect (12-month) promo code, please contact our Trend Micro support as your first point of contact. If the promo code still does not work, please contact Equifax support via online form at <https://www.equifax.com.au/contact> or call Equifax on 13 8332 (option 2) during business hours.

9. Do I need to install or register my product?

Yes, you will need to activate and install your product to be eligible for the offer.

10. Where do I find my Product Serial Number?

The product serial number is located on the bottom of your tax invoice for retail purchases and located on your order confirmation for online purchases. It will be 20 alphanumeric characters long. The serial number will begin with an X and should look similar to the following example: XEAF-1234-5678-5015-4624.

11. What do I need to do with my receipt/tax invoice?

A copy of your tax invoice will need to be uploaded with your claim for retail purchases. No handwritten tax invoice/receipts permitted. For online purchases you will need to enter your order number.

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 between 9am – 5.30pm AEST Monday – Friday.

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 creditprotect.trendmicro.com

13. Can I apply if I live outside of Australia?

No. The offer is only open to residents of Australia