

### **1. What are the benefits of Long Beach Premier Card?**

It's a rewarding loyalty program which offers you more stretch for your dollar (up to 16% rebates!) that are 100% redeemable, exclusive benefits as well as access to promotional offers.

### **2. How do I apply for the Long Beach Premier Card?**

Simply request for an application form at any of our outlets, you will receive a temporary card upon submission. Your Premier Card will then be processed and mailed to you within 2 – 4 weeks.

### **3. Can I use my temporary card for redemption?**

No redemptions are allowed for temporary card holders, however rebates can still be credited until the receipt of the Premier Card.

### **4. How long is my Long Beach Premier card valid for?**

The Long Beach Premier Card is valid for 12 months from the sign-up date. Your Long Beach Dollars (LB\$) will be valid for 12 months.

### **5. How much is my Long Beach Dollars (LB\$) worth?**

LB\$1 = SGD\$1

### **6. How do I accumulate my Long Beach Dollars (LB\$)?**

Members must identify oneself and inform our staff before payment. Do note that no rebates will be credited without the presentation of a valid Long Beach Premier card. To qualify for rebates, payment via debit/credit card has to be made by the member. The name on the debit/credit card must be the same as the Premier Member card's name.

### **7. How do I redeem my Long Beach Dollars (LB\$)?**

Simply inform our staff before payment that you would like to redeem your LB\$ to offset your total FOOD bill. A valid Premier card must be presented. Redemptions is not valid for takeaways.

### **8. Can I redeem my Long Beach Dollars (LBS) on Public Holidays?**

No redemption of LBS is allowed on the Eve of and during Public Holidays (such as Chinese New Year period, Mother and Father's day, New Year's Eve and other special occasions).

### **9. What if I lost my card?**

An administration fee of \$10 may be paid or LB\$10 can be deducted from your account for a replacement card. Simply inform our staff at any of our outlets or email us at [premier@longbeachseafood.com.sg](mailto:premier@longbeachseafood.com.sg) to request for a replacement card.

### **10. What if I forgot to bring my card?**

For security reasons, we do not allow redemption unless the physical card is presented. However, rebates may still be accumulated, simply email us a copy of the following to [premier@longbeachseafood.com.sg](mailto:premier@longbeachseafood.com.sg) within 3 working days.

- a) Bill
- b) Charge Slip (must be the same member's premier card name)
- c) Premier card

### **11. My card is expiring soon, how do I obtain a free renewal?**

- Free renewal with a min. spends of \$1,000.00 within 1 year for Premier 10% members.
- Free renewal with a min. spends of \$5,000.00 within 1 year for Premier 12% members.
- Free renewal with a min. spends of \$10,000.00 within 1 year for Premier Plus members.
- Free renewal with a min. spends of \$15,000.00 within 1 year for Prestige members.

### **12. What if I don't meet the minimum spending?**

For Premier 10% members, your card will auto-expire. You may choose to pay a fee of \$10 to renew your card.

For other tiers members, your card will be converted to a tier lower.