



## **DStv Thanks: Showmax Add to Bill Discount Rewards**

**Packages: DStv Premium, Compact +, Compact, Family and Access**

**Country: KENYA**

**Date: Effective 3 September 2020**

### **Frequently Asked Questions**

#### **About the DStv THANKS programme:**

**1. What is DStv Thanks?**

DStv Thanks is a rewards programme aimed at rewarding and thanking DStv customers for their continuous loyalty and support for the brand.

**2. Why did MultiChoice Africa launch the “DStv Thanks” programme?**

MultiChoice constantly looks for ways to improve and to create more value for our customers - the rewards programme is one of the ways the company seeks to reward and show appreciation to DStv customers for their continuous loyalty and support for our business.

#### **About the latest benefits: Discount Rewards:**

**3. What are the NEW rewards on offer for customers under DStv Thanks?**

All ACTIVE DStv Access, Family, Compact, Compact+, Premium customers who pay their subscriptions ON time – or before their due date - will now also be eligible for discounts on different product categories, such as flights, electronics, fast food, cinema tickets, groceries.

It's important to note that the rewards vary per market and per package – and will be available to each country as follows:

<b>BENEFIT FOR Premium customers</b>	<b>BENEFIT FOR Compact Plus, Compact, Family, Access customers</b>
- Include Showmax Add to Bill to your DStv Premium package at no extra cost	Include Showmax Add to Bill to your DStv Compact Plus, Compact, Family, Access package and only pay half the standard Showmax monthly subscription price of KSh380.

**4. I'm on DStv Grande/Fácil package – why can't a get full discount rewards?**

Customers on Grande/Fácil packages do not qualify for a Showmax Add to Bill Reward.

**5. What do I need to do to be eligible for the Showmax Add to Bill discount rewards?**

You simply need to stay connected to DStv and keep paying on time to be eligible for the discount.

**6. Why are our rewards different to (country)/Why don't we have XXXX rewards in our country?**

Benefit Partners differ per country, based on what's available in-country and which brands and/or organisations have partnered with Multichoice to offer rewards to our customers. Based on your valued feedback we are constantly seeking opportunities to evolve our program to add value to all our customers, there will be exciting benefits coming your way soon. Keep an eye on our website for more information.

**7. Will I automatically enjoy Showmax as an add on to my DStv subscription?**

No, you will have to activate Showmax on your DStv account in order to access Showmax through the DStv platform(s). Please refer to the Showmax Add to Bill FAQs for more information.

Ends.