

Do I need to have a lending product to benefit from the Investec Rewards programme?

No, the Investec Rewards programme is designed to reward you at every stage of your life, whether you are in a lending or savings stage.

Do inter account transfers contribute to the monthly deposit calculation?

No, transfers between your accounts are excluded from the monthly deposit calculation.

Lending products: Does the average monthly capital balance include funds in advance?

No, the average monthly capital balance is calculated as the sum of the daily closing balances (including interest and excluding funds in advance) in your prior lending statement period divided by the number of days in that lending statement period. For your balance to qualify, your loan instalment needs to be paid by a successful debit order from your account within your Rewards statement period.

If I have a joint lending deal, which Private Bank Account receives the partnership score contribution and earns the Rewards points?

The account from which the debit order is paid receives the partnership score contribution and earns the Rewards points.

If I service a lending deal from my Private Bank Account on someone else's behalf (ie not in my name), will this lending deal contribute to my partnership score and will I earn the Rewards points?

Yes, the contribution to the partnership score and Rewards points are allocated to the account from which the debit order is paid.

When is my partnership level calculated?

Your partnership level is calculated per account on your Rewards statement date (which coincides with your account statement date). The earn rate applicable to your partnership level is applied to your qualifying transactions and balances in the following Rewards statement period.

Do I still earn additional Rewards points at selected Rewards partners (eg Pandora)?

Yes, regardless of your partnership level you still earn additional Rewards points at selected partners. For a full list of partners [click here](#).

How will reversals of qualifying transactions, debit orders or deposits affect the monthly deposit calculation, partnership score calculation and Rewards points earned?

Qualifying transactions, debit orders or deposits which are reversed will not contribute to the monthly deposit calculation. Debit orders reversed on Borrow and Insurance products will not contribute towards the partnership score calculation. Rewards points will be reversed for reversed card purchases and relevant debit orders.

Can I still transfer Rewards points to another account?

Yes, you can transfer Rewards points between accounts linked on your profile through Investec Online and the App. If you want to transfer Rewards points to an account that is not linked to your profile, you can contact our 24/7 global Client Support Centre on 0860 110 161 or +27 (0)11 286 9663.

When will Investec Rewards add Investec Wealth & Investment and My Investments as redemption partners?

Investec Wealth & Investment and My Investments will be added as redemption partners in the next phase of the programme. In the meantime, you can redeem your Rewards points for cash deposited directly into their account and use this to invest with Investec Wealth & Investment and My Investments.

Is Investec Rewards going to add new Rewards partners to the programme?

We are looking to add new Rewards partners, starting with Investec Wealth & Investment and My Investments as redemption partners. With Investec Private Selection, we are testing a few partnerships which may form part of Investec Rewards in the future.

Note: You can effectively redeem to any merchant or charity, by first redeeming your Rewards points for cash, deposited directly into your account and then using these funds towards your purchase. You will earn Rewards points on this purchase.

Example: You want to redeem your Rewards points to purchase a TV through Takealot. Although Takealot is currently not a redemption partner, you can convert your Rewards points for cash deposited directly into your account and use these funds to purchase the TV (effectively earning Rewards points on your redemption too).

Why can't I see my Rewards transactions prior to 19 March 2022?

This is the date we moved to the new Investec Rewards programme. If you want to see your Rewards transactions prior to 19 March 2022, you can refer to your card statement for a summary, or you can request a transactional history from our 24/7 global Client Support Centre on 0860 110 161 or +27 (0)11 286 9663.

When will my first Rewards statement be available for download?

Your first Rewards statement will be available for download after your first Rewards statement run, which coincides with your account statement date in the enhanced programme.

Will my current Rewards balance carry over to the enhanced programme?

Yes, your current Rewards points will carry over and no points will expire.

Definition

"account" means an Investec Private Bank Account or Private Business Account (including Trusts).

