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General information

What is the Bonus app?

The Bonus app is the updated application for mobile phones of the Alpha Bank Bonus Program, which offers easy access to all offers for redeeming and earning Bonus points, personalized updates according to the interests and needs of the Customers, information about the Program's partners and details about the Customers' Bonus points.

Is there a charge for using the app?

No, use of the app is free of charge.

What are the requirements for using the new app?

- You must have a device that:
 - runs Android operating system 5.1 or later and has built-in Near-Field Communication (NFC) circuit
 - runs iOS version 10.0 or later.

I have an iOS device. Can I use the app?

Yes, the app can be readily used.

I am registered with the Alpha Bank Web/Mobile Banking service. Can I use my login codes to access the new Bonus app?

Yes, you can access the **new Bonus app** using either your **Alpha Web/Mobile Banking** login credentials or your Bonus card number and random digits from its PIN, which you will be requested to enter during the log in process.

Why should I use the new Bonus app?

Because it is the fastest and easiest way to see the Bonus Program's offers and partner merchants, to receive personalized updates about the Program and to see your Bonus points at any moment, as well as a history of the points you have earned over a period of up to 12 months.

What are the capabilities of the new Bonus app?

Suggestions about offers for earning and redeeming points, personalized content and list of offers, search for offers and Program partners, Bonus points balance, transaction history, Bonus points analysis, creation of a "favorites" list and definition of Dream Offers.

What is a Dream Offer?

A Dream Offer is a Bonus points redemption offer you are interested in, but for which you do not yet have available the points required. By adding any offer to your “favorites”, you can track your goal and see your progress in earning Bonus points.

What are the Hot Offers?

Hot Offers are short-term offers that present opportunities for even greater benefits and are displayed with priority.

What benefits do I have as a user of the Bonus app?

As a user of the new Bonus app, you are given the opportunity to directly track your points, to create personalized content and list of offers, as well as maps for searching for nearby stores and offers, access to Bonus app exclusive offers, Bonus points analysis and transaction history.

Bonus app login

What are the requirements for activating the service?

- You must have a device that:
 - runs Android operating system 5.1 or later and has built-in Near-Field Communication (NFC) circuit
 - runs iOS version 10.0 or later.
- You must also have at least one activated Bonus card.

How do I log in to the new app?

You can access the **new Bonus app** using either your Bonus card number and two random digits from its PIN, which you will be requested to enter during the log in process, or your **Alpha Web/Mobile Banking** login credentials.

Can I download the new Bonus app on more than one device?

Yes, there is no limit to the number of devices on which the new Bonus app is used, as long as you log in using one of the aforementioned ways.

How can I log out of the app?

To log out of the app, go to the User profile and press “Log out”. If you wish to re-login, you will have to enter your personal details again from scratch. This feature completely deletes the user's profile.

Transaction history

What can I see in the transaction history?

You can see all transactions for which you have earned Bonus points, whether these concern purchases or any other product of the Bank, such as Term Deposits with Bonus, as well as all your redemption transactions.

What is the maximum number of transactions I can see?

You can see all transactions in which you earned and redeemed Bonus Points over a period of up to 12 months prior to the current date.

Why some transactions are not immediately shown in the history?

Transactions at merchants that do not participate in the Bonus program are shown in the transaction history within 48 hours of the execution of the transaction, with an entry date that is the date on which the transaction took place. The points earned from transactions at Bonus program partner merchants are shown immediately, at the time the transaction is made at the merchant's POS terminal.

Profile and Bonus points analysis

What can I see in my profile?

You can see at a glance the total available balance of your points, as well as whether any points are due to expire in the immediate future.

What is the Bonus points analysis?

The Bonus points analysis allows you to see a summary of where you have earned and redeemed Bonus points expiring by category, by merchant and by transaction product. You can also see whether you have any points in the immediate future. In this way, your transaction profile is always at your disposal.

How can I transfer Bonus points?

The transfer of points from one cardholder to another is possible via the new Bonus app in an easy and fast way. All you need to know is the number of the card to which you want the transfer to be made. By pressing the confirmation button, the transfer of points takes place immediately.

What is the referral code?

The referral code is a unique code which corresponds to your profile and which you can send via the app to your friends, so that they download the new Bonus app. By using the code, you receive 1,000 points for every successful referral. If the code is not entered by your friend, then the referral is not considered successful and you will not receive the 1,000 points.

New How can I manage Push Notifications?

In your user profile, you can now manage the Push Notifications that you want to receive at any time in an easy and quick way, by enabling or disabling the corresponding option.

New Vodafone Bonus points redemption offer in MB

With this Bonus app exclusive offer, you can redeem Bonus points online and get MB from Vodafone. The offer is valid for all Vodafone contract or prepaid mobile subscribers and you can use it as many times as you wish, with no limit as to the number of redemptions that you can make, as the MB will accumulate with each redemption.

The MBs are available for consumption within 30 calendar days, regardless of whether you are a contract or prepaid mobile subscriber. You will also be able to make a gift of MB to whomever you wish, as long as the mobile phone number you enter belongs to a Vodafone subscriber.

The activation SMS for the package is received by the number that will receive the MB and not by the Customer redeeming the points for them.

If a package is repurchased before the previous one expires, the expiration date of the MB will also be renewed for the remaining balance, if any, from the previous package.

Once you receive the offer, you will be notified by SMS from Vodafone about the successful activation of the package, as well as when you have consumed 80% of it and when the package has been used up.

Bonus Coupons

New What are the Bonus e-Coupons?

They are a new way to redeem points exclusively through the Bonus app. You can easily redeem your Bonus points and get one or more Bonus e-Coupons. Each Bonus e-Coupon corresponds to a specific offer of the affiliated merchant who issues them. It may be used in store or online. Each Bonus e-coupon may only be used once and in a single transaction.

New Do the Bonus e-Coupons expire?

The Bonus e-Coupons have an expiry date and may only be used by the date indicated on them. After that date, they get cancelled/deleted. If you don't use your e-Coupons or if they expire, the Bonus points you used to get the Bonus e-Coupons are not credited back. If the e-Coupons are used for a transaction that was later cancelled, neither the Bonus e-Coupons nor the respective Bonus points are credited back.

New Why should I choose to redeem in Bonus e-Coupons?

You can get Bonus e-Coupons easily and instantly, by redeeming your points through the Bonus app, in exclusive offers for Bonus app holders. In addition, you may gift your Bonus e-Coupons to anyone you wish, simply by giving them the code and respective offer.