

McCafé Devote App FAQ

McCafé Devotee App

Q1: What is the McCafé Devotee App?

We are introducing our Devotee Card programme on a digital platform to better serve you! The McCafé Devotee app is a handy digital version of the Devotee Card. It gives you rewards that you love with added convenience. Once downloaded, you will always have it with you on your mobile phone.

Q2: How do I download the app?

The app can be downloaded via Apple's App Store or Google Play Store, depending on your device.

Q3: How does McCafé Devotee App works?

Simply download the McCafé Devotee App, register, and you will be ready to start earning stamps through the app.

Q4: If I do not have a smart phone, can I still participate in the McCafé Devotee App?

The app can only be downloaded via Apple's App Store or Google Play Store.

Q5: How does McDonald's protect my privacy after I register for the McCafé Devotee App?

You may wish to visit this page for more information:

<https://www.mcdonalds.com.sg/downloads/mccafedevotee/terms#privacy-policy>

Q6: Why have you changed your Loyalty scheme? The old reward system was simple to understand and I could get rewards just with the card.

With this McCafé Devotee App, we are able to offer a program that is exciting and convenient for our customers. At the same time, it recognizes and rewards loyalty. As you continue to stay with the McCafé Devotee program, we look forward to providing you with new and exciting offers and surprises that are more relevant to you. We also look forward to giving you a better overall experience and service quality.

Account

Q7. I do not have an email address /do not wish to register my email. Am I still able to use the app?

The app will require a valid email address for registration. You will be able to start earning stamps only upon successful registration.

Q8: Can I transfer a McCafé Devotee app membership to someone else?

The membership is tied to your email address. Hence, the account is not transferrable.

Q9: What if I have multiple devices? Must I create a new account for every device?

As accounts on the app are not device specific, you may install the app on multiple devices and login using the same email address and password of your account. The contents of your account will remain the same.

However, kindly note that your account can only be logged in on one device at any time. This means that in order for you to log into your account on another device, you will have to first log out of your account on your current device.

Q10: Can I sign up using different accounts on the same device?

As long as you are able to provide another email address that is different from the one you used previously to create an account for the app, you will be able to have two different accounts in the app.

Q11: If I delete the app and re-install it, can I still retrieve my stamps/coupons?

The stamps/coupons in your wallet are saved into your account and will be restored when you log in to the app. However, please note that coupons will expire 30 days from the time it is issued.

Earning Stamps/Coupons

Q12: How do I earn a stamp?

You will earn a stamp with every purchase of a McCafé drink (except Fluffy and Chill drinks) via all McCafé, selected McDonalds Restaurants, Self-Ordering Kiosks and Drive-Thrus.

Q13: How do I earn a coupon?

You will automatically earn a coupon upon earning 5 stamps in your account.

Q14: How do I earn a stamp if I forgot my phone/my phone's battery is dead?

You are still entitled to earn your stamp by bringing back your transaction receipt to any McCafé store within 3 days of your purchase.

Q15: Can I earn a stamp if I purchase McCafé items from McDonald's front counter/Self-Ordering Kiosks/Drive-thru?

Yes, you are entitled to earn your stamp upon purchasing selected McCafé beverages. Simply bring your transaction receipt to any McCafé store within 3 days of your purchase in order to earn your stamp.

Q16: The cup of the Cappuccino/Latte from the McDonald's main counter has a McCafé print on it. Does it mean I can earn a stamp too if I purchase any of these beverages?

Main count's beverages such as Cappuccino, Latte, Iced Latte, Iced Black Coffee, Ribena Chill, Mango Chill, Mocha and Caramel Frappe are not part of McCafé's menu offerings. Hence, these beverages do not entitle customers to earn a McCafé stamp.

Q17: How long does it take for the stamp earned to be reflected in my account?

Depending on the connectivity of the network and phone, the process should take less than 10 minutes.

Q18: How long does it take for my stamp earned to reflect in my account if I bring my receipt back to the McCafé store?

Your stamp will be reflected in your account within 3 working days.

Q19: Can I earn stamps via McDelivery?

No, stamps will only be issued via our McCafé counter for purchases of McCafé Beverages via McCafé, selected McDonald's restaurants, Self-Ordering Kiosks and Drive-Thrus.

Q20: Will my stamps expire?

No, your stamps will not expire.

Q21: Will my coupons expire?

Yes, your coupons will expire after 30 days from the time it is issued.

Q22: What happens if my coupon expires?

Your expired coupon will be automatically removed from your wallet after seven days of the coupon expiration date.

Q23. Can I still earn stamps if I do not have an internet connection?

Yes, you are still able to earn stamps without an internet connection if you have a screenshot of your unique QR code. The stamp you earned will be reflected in your app as soon as you are connected back to internet again.

Redemption of Coupons**Q24. How do I redeem my coupon?**

To redeem your coupon, simply flash and scan your unique QR code at the McCafé counter, then tap on 'Wallet' and flash and scan your coupon's QR code.

If you are redeeming your coupon immediately after making a McCafé purchase, you may flash your and scan your coupon's QR code directly.

Q25. What drinks can I redeem with my coupon?

You may choose from any drinks of any size that are available at McCafé at the time of redemption.

Q26. Am I able to redeem my reward in conjunction with other promotions?

Redemption of rewards via our McCafé app may not be used with other ongoing promotions.

Q27. Can my friend redeem my coupon on my behalf? Can I redeem my coupon if I do not have an internet connection?

Yes, redemption of your coupon in the above scenarios is possible if you/your friend have a screenshot of your unique QR Code and your coupon's QR code. However, please note that each coupon is valid for one-time redemption only.

Q28. What happens if my coupon has been redeemed?

Your coupon will be automatically removed after 7 days.

Q29: What do I contact if I encounter an issue with the App?

Do contact us via the 'feedback' tab within the mobile application. Alternatively, you may write in to us at customercare@sg.mcd.com.