



Your member rewards program has an exciting new look



Your member rewards program has an exciting new look. Login today to enjoy your new Member Advantage!

Logging in is easy. Navigate to your Member Advantage login page and click the Forgot Password link. If your email address is recognized by our system, you will receive an email with further instructions and a link to set a new password. Here's a helpful video with step-by-step instructions.

You can also download and activate your membership on the new Member Advantage mobile app for iOS and Android. To assist you, we have developed a short video on how to activate your mobile app.

If you need further assistance, please contact our friendly Customer Care team at customercare@memberadvantage.com.au and we will be delighted to assist you.

Get rewarded, everyday. That's your Member Advantage!

Frequently Asked Questions

I'm having trouble logging in. What can I do?

If you have previously registered or are currently eligible to access Member Advantage, select the Forgot Password link on the login page. You will receive an email with further instructions. If you haven't received the email, please check your spam folder. Once you have received the email, follow the short process to accept the Terms and Conditions and set a new password. If you are still having trouble logging in, please contact us at customer care@memberadvantage.com.au and we will be happy to assist you.

What's changing with the Digital Wallet?

Based on member feedback, we have retired the Digital Wallet with this platform release. If you have unused funds in your Digital Wallet, these will be returned to you via EFT once the transition to the new platform is complete. We will contact you to request bank account details and refund the balance.

What about previously purchased eGift cards?

You can access your previously purchased eGift cards via the email you received upon purchase. If you are unable to access previous purchases, please contact us at customer care@memberadvantage.com.au and we will be happy to assist you.

What payment methods can I use to pay for eGift card purchases on the new platform?

You can securely pay for eGift card purchases from your bank using PayID (please note that you will have a new PayID) or using Credit/ Debit cards.

What about Credit/Debit cards currently stored on the previous platform?

Any Credit/Debit card info you have added to your Digital Wallet is securely tokenised and stored. All card info will be deleted from the Digital Wallet within 7 days of the transition to the new platform.

What's changing with eGift cards?

We have more discounts for you including eGift cards for IGA! In addition, you will be able to add your purchased eGift card to a mobile wallet such as Apple or Google Pay. The purchasing process is simple and easy to use.

What about the mobile app?

You now have access to download the Member Advantage mobile app for both Android and iOS. We have a short video available on how to activate the mobile app and link your membership.

What offers can I access other than eGift cards?

You can access thousands of products and services. We have curated great offers for you to fit all parts of your lifestyle such as technology products, whitegoods, financial services, car buying services and more. You can easily access information on the offers available to you on the platform. Our customer care team is standing by to ensure your queries are addressed and you have a great shopping experience.

Launch offer: Upsized savings at JB HiFi and The Good Guys!



Save 6% on JB HiFi and The Good Guys eGift cards! This offer is available from **24 Feb till 27 Feb** on your new Member Advantage. Mark your calendars and save!

Special offer: Save more with HCF Corporate!



Your health matters. That's why we've partnered with HCF, one of Australia's most trusted private health insurers, to help you get more value from your cover.

When you join HCF, you could enjoy:

- Up to 8 weeks free when you join eligible hospital and extras cover by 20 April. That's 4 weeks free after 90 days and another 4 weeks free after 12 months.
- Plus, claim straight away on selected extras, including general dental, optical, physio and more.

And as a Member Advantage member, you can enjoy an ongoing discount on eligible corporate cover.

To learn more, book a free 1:1 consult with HCF. You'll receive a personalised quote and expert help choosing health cover that's right for you³!

Links:

Get a quote online: <https://corporate.hcf.com.au/memberadvantage>

Book a consultation:

<https://custweb.quezone.com.au/hcf/booking/services/60fa622a2ab79c00017dd96a>

Terms and Conditions:

1. JB HiFi and The Good Guys eGift card offer: Offer valid from 9am on 24 February 2026 till 5pm on 27 February 2026, all times AEST. Daily limits apply. eGift card purchases are final and cannot be refunded. Supplier terms and conditions apply to the redemption of gift cards. See website for details.
2. HCF Corporate offer: For eligible members who join HCF via any channel between 17 February 2026 and 20 April 2026, HCF will apply eight weeks free cover and waive the 2-month waiting periods on extras for eligible members in accordance with these terms (Offer). Offer commences at 00:00 AEDT on Tuesday 17 February 2026 and ends at 23:59 AEST on Monday 20 April 2026 (Offer Period). To be eligible for this Offer, you must be an Australian resident, aged 18 years or over, you must take out combined HCF hospital & extras cover (excluding any Gold level Hospital cover, Overseas Visitors Health Cover and any partially or fully subsidised Corporate Health Cover) (Eligible Policy), you must start your Eligible Policy during the Offer Period, you must not have been insured under an RT Health or HCF health insurance policy in the 2 months prior to taking out the Eligible Policy and you must not have received any promotional discount on any RT Health or HCF health insurance policy within the 12 months prior to receiving the Offer. If you're eligible, HCF will waive the 2-month waiting periods that apply to extras on your Eligible Policy. Waiting periods for extras that are longer than 2 months and all waiting periods for hospital treatment will still apply. To be eligible for the first four weeks free cover, you must pay premiums for and maintain your Eligible Policy for 90 continuous days. After 12 months of premiums paid, you will be entitled to an additional four weeks free cover. HCF may take up to six weeks to process each extension. Offer is not available with any other corporate joining offer. HCF may amend the Offer terms and conditions and/or terminate this Offer at any time without notice (except in relation to members that have taken out an Eligible Policy prior to the amendment or termination).
Ongoing discount does not apply to any Lifetime Health Cover loading, which is a loading added to premiums for people who didn't take out hospital cover after turning 31. Excludes Future Care, Corporate Flex My Extras, Corporate Choose My Extras and Corporate Basic Plus.