



## Engagemore FAQs

### 1. What is EngageMore?

EngageMore is a gamified feature on the AccessMore app that rewards you with points when you carry out everyday transactions like transfers, airtime purchases, bill payments, referrals, and more. These points can be used to redeem exciting rewards.

### 2. Where can I find EngageMore on the app?

Select the Games icon to access EngageMore.

### 3. Do I need to register to use EngageMore?

Yes. Once you access the EngageMore section for the first time, you'll be prompted to register.

### 4. How do I earn points?

You earn points by completing transactions like airtime top-ups, bill payments, interbank transfers, referrals etc. Additionally, you get an instant 5,000 points upon registration.

### 5. How many points do I earn per transaction?

It varies according to transaction type and transaction value

### 6. When do I get my points?

Points are credited automatically once a qualifying transaction is completed successfully.

### 7. What can I use my points for?

You can redeem your points for:

- Branded items under the reward store
- Raffle draws (e.g., iPhone 16)
- Predict & Win games
- Charity donations

### 8. How do I redeem a reward?

Go to any of the reward tabs (e.g., Reward Store, Raffle, Predict & Win, Charity Donation), select an item or activity, and click **Redeem**. The required points will be deducted from your balance.

### 9. Can I track my redemption status?

Yes. For physical items, you can track your delivery through statuses like:

**Order Processing → In Transit → Ready for Pickup.**



**10. How does the raffle draw work?**

You use points to enter raffle draws. Winners are announced after each draw period and selected randomly.

**11. What is Predict & Win?**

This allows you to predict the outcome of football matches. Correct predictions can win you additional points.

**12. Can I donate my points to charity?**

Yes, under the **Charity** tab, you can select an initiative and donate your points to support a good cause.

**13. Can I transfer my points to someone else?**

No, points are non-transferable and can only be used by the account holder.

**15. Who do I contact if I have issues?**

Please contact the **EngageMore Admin Desk** via **EngageMoreAdminDesk@accessplconmicrosoft.com**.