



## M-KEM ACCESS CARD HOLDERS

### DEAR M-KEM ACCESS CARD HOLDER

Thank you for choosing to shop at M-KEM 24 Hour Pharmacy. We trust that you have had a good experience with us and that you have benefited from the Gold Standard of service we aim to offer all of our customers.

We are continually striving to innovate and this generally requires technological upgrades. When investigating our options in this regard, we realised that a system overhaul would have longer-term benefits for both M-KEM and you, our valued customer. One of these innovations is the upgrade of the M-KEM Access Card Loyalty Program and the way that it has been operating.

### WHAT ARE THESE CHANGES?

- **M-KEM Access Card points will expire on Sunday, 30 June 2024.**  
We encourage you to use your accumulated M-KEM Access Card points before this time to reap the benefits so make sure to visit us soon.
- **What happens then?**  
From **Monday, 1 July 2024**, we will be partnering with **Clicks ClubCard** allowing you to earn **2% cashback** points on most of your M-KEM purchases.\* These points cannot be redeemed at M-KEM 24 Hour Pharmacy but can be redeemed at any Clicks store country wide.

### WHAT DOES THIS MEAN?

If you already have a Clicks ClubCard, you are more than welcome to bring both your M-KEM Access Card and Clicks ClubCard on your first M-KEM visit **from 1 July 2024**. We will use your M-KEM Access card to help find your patient profile in our dispensary's system and then link your Clicks ClubCard to your existing profile. We will then dispose of your M-KEM Access card. Going forward you will only have to use your Clicks ClubCard when shopping at M-KEM, earning you 2% cashback points which can be redeemed at any Clicks store country wide.\*

**If you aren't a Clicks ClubCard member yet, you have two options:**

1. **You can continue to use only your M-KEM Access Card at M-KEM 24 Hour Pharmacy simply as an identifier - without earning any additional loyalty benefits against your purchases; OR**
2. **You can become a Clicks ClubCard member.**

If you prefer a plastic card, you can visit your nearest Clicks store and follow the in-store process of having your personal details captured at the till to receive your ClubCard.

For even more convenience, you can get a virtual ClubCard by using your cell phone to join via WhatsApp. Simply save the Clicks number **072-255-5522** in your contacts and send "Hi" to start the process. In the responding message, you will be offered several options; choose "1. JOIN ClubCard". Follow the easy prompts thereafter and you will receive your virtual ClubCard in WhatsApp. Remember to star or pin this image so your Clicks ClubCard remains available to you. If you have problems doing this, we are happy to help you at your next M-KEM visit.

You can also get your virtual ClubCard by downloading the Clicks app from Google Play or the Apple Store. Search for "Clicks", and as soon as the Clicks app pops up, click "install". Once you've opened the app, you will be presented with the home screen; click on "Register" and follow the easy prompts to get your digital ClubCard.

We look forward to seeing you at M-KEM 24 Hour Pharmacy again soon and thank you for your business!

*\*For M-Kem pharmacy purchases, legislation only allows you to earn on the dispensing fee portion and not on the price of the medicine itself.*

*\*Clicks ClubCard points CANNOT be redeemed at M-KEM 24 Hour Pharmacy but CAN be redeemed at any Clicks store country wide.*