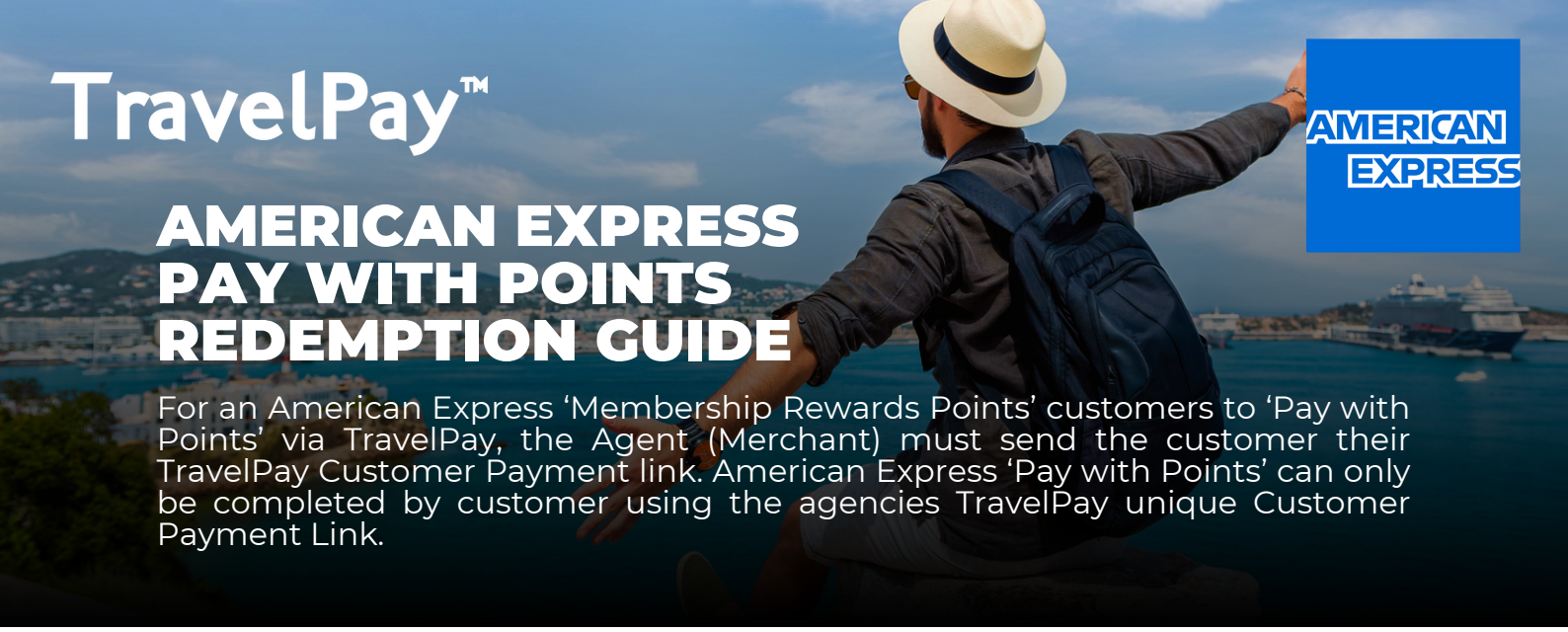


TravelPay™

AMERICAN EXPRESS PAY WITH POINTS REDEMPTION GUIDE

For an American Express 'Membership Rewards Points' customers to 'Pay with Points' via TravelPay, the Agent (Merchant) must send the customer their TravelPay Customer Payment link. American Express 'Pay with Points' can only be completed by customer using the agencies TravelPay unique Customer Payment Link.

1. UNIQUE TRAVELPAY CUSTOMER PAYMENT LINK

All TravelPay Customer Payment links follow this format:
https//pay.travelpay.com.au/AGENTCODE

To obtain your unique TravelPay Customer Payment link, you will need to enter your AGENT CODE. You can find your AGENT CODE by logging into the TravelPay Merchant Portal and navigating to Profile/Merchant Details. Your AGENT CODE is located under Merchant Details.

2. TRAVEL BOOKING SCREEN

Your customer will be required to enter the relevant information. Payment amount is the Travel Amount, as the system automatically calculates the merchant fee. Once all details have been entered correctly, your customer will then need to click the 'Pay with Card' button.

3. AMERICAN EXPRESS CREDIT CARD DETAILS

The customer will then need to enter their American Express Credit Card details (Pay with Points is only available to primary cardholders) and click the 'Validate' button.

4. REVIEW AND PAY SCREEN

The 'Review' screen will appear after validation. This screen offers the customer an opportunity to review their details and see the merchant fee being charged.

The customer must tick the 'I have read, understood and agree with the Terms & Conditions' button, and click the 'Pay Now' button to continue.

5. SAFEKEY CODE SECURITY VERIFICATION

When the 'Pay Now' button is clicked, American Express will send your customer a 'SafeKey code' to either their mobile or email (based on their preference). The customer will need to enter the 'SafeKey code', and then tick the 'View Pay with Points options' option to continue.

Remember the 'Pay with Points' option will only appear if they are the Primary Card Holder, with minimum 1000 points balance.

6. 'PAY WITH POINTS' OPTIONS

Once the Customer ticks 'View the Pay with Points options', they will be given the following options:

- Pay with Points
- Points Plus Pay
- Or just choose to pay on their credit card.

The customer will get the choice of how many points they would like to redeem to complete the payment.

Remember the American Express Membership Rewards redemption rate is 20,000 = $100.

This is a transaction between Customer and American Express. Settlement to your account takes 2 business days. Please note TravelPay has no insight whether the customer redeems points or not.