

How do I join Poké Twins Rewards? How does it work?

You can join the program at www.poketwins.feedme.vip or sign up directly at our outlets with the assistance of our friendly Poké Artists (staff).

Follow the prompts to create an account with just your name and phone number.

To collect points as a Poké Twins Rewards member, simply inform our friendly Poké Artists (staff) of your registered phone number during payment at the cashier.

- Earn points with every order, including our online self pick-up platform.
- Redeem meals or cash vouchers with your points.
- Vouchers will be automatically available at checkout once redeemed.

How do I start earning Points and Rewards?

You earn points with every transaction simply by paying at any of our outlets, including dine-in, takeaway, and online self pick-up.

You can redeem Poké Twins Rewards using your earned points.

For every purchase, you earn 1-3 points per RM1 spent, depending on your membership tier and bonus hours.

Due to system limitations, fractional amounts may not be captured, resulting in rounding up or down of points earned. For instance, if a member spends RM112.90, the system may only capture RM112 for point calculation. We apologize for any inconvenience and are working to improve our system.

What can I redeem with my earned Points?

Check out Poké Twins Rewards for a list of vouchers you can redeem with your points.

Where can I earn points and redeem vouchers?

You can earn points and redeem vouchers at all Poké Twins branches, applicable for:

- ✓ Dine-in
- ✓ Self pick-up orders
- ✓ In-store takeaway

✗ Not applicable for orders via GrabFood.

How many Rewards can I redeem?

You may redeem as many rewards as you wish. However, you can use only ONE voucher per checkout. At this time, vouchers cannot be stacked.

Do my Points expire?

Yes, your points have a 1-year validity. (e.g., 50 points earned on 6-May-2023 will be valid until 5-May-2024 if not redeemed).

Can the Anniversary date be changed?

Your Anniversary date (12-month period) cannot be changed unless your membership level changes. A new Anniversary date will apply when you move to a new level.

What are my benefits as a Poké Twins Rewards member?

Poké Explorer

- ◆ Earn 1x Points per RM1 spent
- ◆ Welcome Gift – 50 points
- ◆ One-time complimentary Bagel with the purchase of any poke bowl
- ◆ One-time complimentary Black Coffee, White Coffee, or Hot Organic Tea with the purchase of any poke bowl

Poké Lover

- ◆ Earn 1x Points per RM1 spent
- ◆ 5x monthly complimentary Black Coffee, White Coffee, or Hot Organic Tea with the purchase of any poke bowl
- ◆ Complimentary Bagel during birthday week with a minimum spend of RM10

Poké Adventurer

- ◆ Earn 2x Points per RM1 spent
- ◆ 10x monthly complimentary Black Coffee, White Coffee, or Hot Organic Tea with the purchase of any poke bowl
- ◆ Complimentary Bagel during birthday week with a minimum spend of RM10
- ◆ Complimentary Cake or Nori Taco (except Unagi Taco) during birthday week with a minimum spend of RM10

Poké Pioneer

- ◆ Earn 3x Points per RM1 spent
- ◆ 15x monthly complimentary Black Coffee, White Coffee, or Hot Organic Tea with the purchase of any poke bowl
- ◆ Complimentary Bagel during birthday week with a minimum spend of RM10
- ◆ Complimentary Cake during birthday week with a minimum spend of RM10
- ◆ Complimentary Nori Taco (except Unagi Taco) during birthday week with a minimum spend of RM10

For food vouchers, can I select a different base, side, topping, premium, protein, or sauce?

No, changes to the base, side, topping, premium, protein, or sauce are not allowed when using a voucher.

Are SST, service charges, or takeaway fees included in the food voucher?

No, redeemers are still required to pay for SST, service charges, and/or takeaway fees.

Is there a membership fee to join Poké Twins Rewards?

No, joining the membership is completely FREE at any level of the program.

Do I need to use a valid phone number to register for Poké Twins Rewards?

Yes, you will receive a one-time password (OTP) to complete your registration. All membership details and updates will be available on our website.

I redeemed a voucher but didn't have time to use it. Can I re-redeem it?

No, any unused voucher will be permanently forfeited. Once redeemed and added to your account, vouchers must be used within the specified time frame at our outlets.

Can I transfer my Membership or Voucher to someone else?

No, memberships and vouchers are non-transferable and cannot be shared with family, friends, or others.

How do we manage your personal information?

You may refer to our Privacy Policy for more details.

Where do I go for feedback or inquiries?

Our Customer Service Team is happy to assist you at 012-2678620.

THE HEALTHIER YOU EAT, THE MORE YOU EARN



MEMBERSHIP TIER

POKÉ EXPLORER	POKÉ LOVER	POKÉ ADVENTURER	POKÉ PIONEER
FREE SIGNUP	SPEND RM200	SPEND RM5000	SPEND RM10,000
cashback 1x pts	cashback 1x pts	cashback 2x pts	cashback 3x pts

MEMBERSHIP PERKS

x1	x60	x120	x180
	x1	x1	x1
		x1	x1
			x1