

Customer's Q & A

Cessation of MyCanon Rewards Loyalty Program

Why has the MyCanon Rewards Loyalty Program ceased?

We have discontinued our partnership with our existing reward program service provider and will be looking forward to develop new ways to delight our valued customers even more in near future.

What is the official cessation date of MyCanon Rewards loyalty program?

The program will cease on 30th April 2011.

What will happen to my existing points?

We will tabulate your earned points and will credit your company account with rewards such as products/services. The gift will be delivered to your company. Details of the products/services will be notified to customer shortly. There will be a 3 month process period.

Are we allowed to exchange our points for cash?

Customers will be informed on the total points they have earned, and receive the gift based on these points. Points are not allowed to be converted to cash or to offset any purchase or outstanding payment with Canon.

We redeem items from the program for our annual function, who should I look for after the program has ceased?

You may enquire with your Canon account manager.

Would the cessation of MyCanon Rewards affect the validity of my voucher I am currently keeping?

No. It is based on the merchant's expiry date. Please check the voucher's terms & conditions.

Thank you for your support all these years!