

# FAQ -Carrefour Qatar App - New Version

## 1-How to upgrade to the new version of the Carrefour Qatar app?

The update is automatic. Next time you open your Carrefour Qatar app, you will notice that the new version shows up on your screen.

## 2-My old Carrefour app still appears on my screen; how can I get the new version?

If the app hasn't been updated automatically, kindly look for the Carrefour app in the Apple store or Google Play and click on Update.

## 3-What are the main features of the new app?

- E-receipts:** Get a digital copy of your receipts right after you make a transaction at check-out and access it anytime
- MyCLUB:** One-click access to your MyClub card
- Offers:** Check the latest offers and weekly leaflet
- Website:** Visit the Carrefour website from the app
- Locations:** Find your nearest Carrefour store

## 4-I don't remember my password. What should I do to login to MyClub?

Simply click on reset password and you will receive a verification code through an SMS or email, which will allow you create a new password.

## 5-Will my points and vouchers remain the same when I upgrade to the new app?

Yes, your points, vouchers and coupons will not change and will be transferred from the old app to the new one.

## 6-What if I don't see the same number of points on my screen?

You may be offline at the moment. Please check again after a while; if your points still don't appear on the screen, visit your nearest Carrefour Customer service or contact us at **8007323**.

## 7-How to download the Carrefour Qatar app and register for MyClub?

You can download the Carrefour Qatar application through the Apple store <https://goo.gl/ezzwwd> or Google Play <https://goo.gl/iyaQ5a> Simply search for Carrefour Qatar or scan the QR code and follow the registration steps. Once you have downloaded the application, please complete your profile to register and create your digital MyClub card.

## 8-How to redeem points?

It's fast and easy! Reach 500 points and get a QAR 50 voucher, which you can use during your next purchase.

## 9-What are the benefits of becoming a MyClub member?

Loyal customers are highly rewarded at Carrefour. By becoming a member, you will be able to save more when you shop at any Carrefour store. In addition, you will receive unique advantages and offers, including personalized coupons, giving you additional points on specific products and brands.

## 10-Who can I contact for additional information?

Kindly visit our Customer Service at any Carrefour store. Our staff will happily assist you with any questions you may have. You can also reach us on the following number: **8007323**.

