

HOW TO REGISTER FOR THE MERCANTILE PRIVATE BANK LOYALTY APP

Mercantile Bank

Private Bank
The Private Bank for entrepreneurs



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Registration

Download the Mercantile Private Bank Loyalty App by clicking on your device type below

Click register and enter your required personal information.

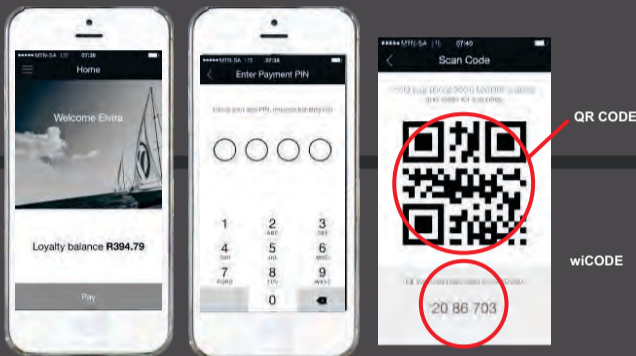
Your pin is **not** your credit card pin.

To complete the registration process you need to activate the activation email that will be sent to you.

Login

Use your ID number and PIN that you selected during registration. You will be able to view your balance.

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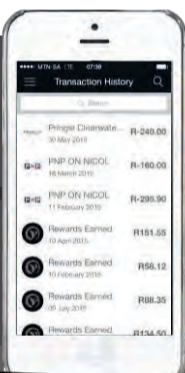
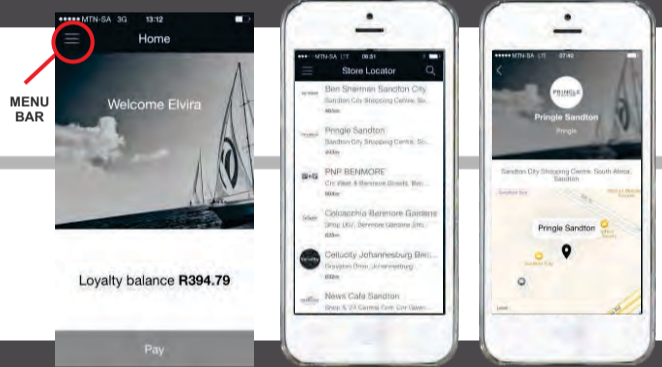
Redeem/Pay

When you select to pay using your loyalty rewards, you will be required to enter your pin. Once the pin is entered you will be presented with a wiCode and a QR code. You can either scan the QR Code or have the wiCode manually inserted into the Merchant POS to transact. Once the transaction is processed, you will be presented with the transaction status. The wiCode and QR code are valid for 1 transaction only.

Store Locator

Search for stores where the loyalty value can be redeemed. The list will continue to grow as and when additional merchants are taken on. The stores will be sorted by GPS closest to you

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Transaction History

You have the ability to view your transaction history.

Important to Note:

- For security reasons your pin that you select should not be your credit card pin
- The personal information you insert during registration will be verified against our records and must be the same as the information you gave your Relationship Manager who opened your account.
 - Two app store versions are available an Android and an IOS version. For those that do not have an Android or IOS device you can register by using a USSD.
 - To access the USSD Dial *120*8250# if you have not yet registered you will be directed through the registration process- if you have registered – you will be directed to the login page.
- Your loyalty rewards will be updated once a month and your purchases will update live. Both these transaction types can be viewed under your transaction history.
- Please note the registration process will not be completed until you action the activation email that will be sent to your email address. You will earn loyalty rewards for all your Entrepreneur credit card swipes except for cash withdrawals or cash back transactions.
- When wanting to make a part payment towards a purchase using your loyalty rewards please ensure that you first pay the difference via another conventional tender type reducing the Merchant POS balance to the balance of the loyalty reward amount you would like to use towards this purchase and to settle the balance.
- If you have any problems during the registration process please contact your Relationship Manager for assistance.

Our Current Participating Merchants

