

「綠綠賞」轉換 AlipayHK 「A. Point」計劃 - 常見問題

"GREEN\$" X AlipayHK "A. Point" Points Conversion Programme - FAQ

積分轉換計劃

Point Conversion Programme

問題 Question	答案 Answer
<p>甚麼是「A. Point」？</p> <p>What is A. Point?</p>	<p>A. Point 是 AlipayHK 的積分獎賞計劃。用戶可透過使用 AlipayHK 進行支付賺取 A. Point，並可於 AlipayHK 平台兌換各種優惠券、折扣券或於合作商戶使用積分抵扣消費金額。</p> <p>A. Point is the loyalty programme of AlipayHK. Users can earn A. Point through payments made via AlipayHK, and redeem various coupons, discounts, or use points to offset purchase amounts at partner merchants on the AlipayHK platform.</p>
<p>「綠綠賞」和 AlipayHK 的合作是甚麼？</p> <p>What is the collaboration between GREEN\$ and AlipayHK?</p>	<p>「綠綠賞」和 AlipayHK 以積分轉換形式推出合作計劃。「綠綠賞」手機應用程式用戶可以每 100 「綠綠賞」積分轉換為 1,000 A. Point。轉換後的 A. Point 可於 AlipayHK 平台使用，包括兌換各種優惠券或於合作商戶抵扣消費，讓「綠綠賞」積分用途更廣泛更多元化。</p> <p>GREEN\$ collaborate with AlipayHK to launch a point conversion programme. GREEN\$ App users can convert GREEN\$ to A. Point at a conversion rate of 100 GREEN\$ = 1,000 A. Point. The converted A. Point can be used on the AlipayHK platform, including redeeming various coupons or offsetting purchases at partner merchants, making GREEN\$ points more diverse and versatile.</p>
<p>如果我想將「綠綠賞」積分轉換成 A. Point 要怎樣做？</p> <p>What do I need to do if I wish to convert GREEN\$ into A. Point?</p>	<p>用戶需先安裝「綠綠賞」及 AlipayHK 手機應用程式，並分別註冊成為「綠綠賞」會員及 AlipayHK 用戶。</p> <p>完成註冊後，用戶須於「綠綠賞」手機應用程式內授權並綁定「綠綠賞」與 AlipayHK 賬戶。成功綁定及授權賬戶後，用戶便可以於「綠綠賞」賬戶內將積分轉換成 A. Point。</p> <p>轉換率為每 100 「綠綠賞」積分轉換為 1,000 A. Point。少於 100 「綠綠賞」積分的賬戶將無法進行轉換。每月最多可將 1,000 「綠綠賞」積分轉換為 A. Point，相等於 10,000 A. Point。轉換率可隨時更改轉換率及細則而不作另行通知。</p> <p>Users are required to install GREEN\$ Mobile App and AlipayHK App, and register as GREEN\$ member and AlipayHK user respectively.</p> <p>After registration, users are required to bind their GREEN\$ account with their AlipayHK account in the GREEN\$ Mobile App. After successful account binding & authorisation, users can convert GREEN\$ points into A. Point.</p>

	<p>The conversion rate is 100 GREEN\$ points to 1,000 A. Point. Accounts with a balance of less than 100 GREEN\$ points cannot proceed with the conversion. A maximum of 1,000 GREEN\$ points can be converted into 10,000 A. Point per month. The conversion rate and details can be updated from time to time without prior notice.</p>
<p>每個「綠綠賞」賬戶可以綁定及授權多少個 AlipayHK 賬戶？</p> <p>How many AlipayHK account can each GREEN\$ account bind and authorize to?</p>	<p>每個「綠綠賞」用戶只能綁定及授權其賬戶到一個 AlipayHK 賬戶上。同樣地，每個 AlipayHK 賬戶也只能綁定到一個「綠綠賞」賬戶。</p> <p>Each GREEN\$ user can only bind and authorize their account to one AlipayHK account. Similarly, each AlipayHK account can only be bound to one GREEN\$ account.</p>
<p>我使用哪個手機系統才能轉換「綠綠賞」積分成 A. Point？</p> <p>On which mobile operating systems can I convert GREEN\$ into A. Point?</p>	<p>用戶可在蘋果 iOS / 安卓 Android 系統下載「綠綠賞」及 AlipayHK 手機應用程式，再透過「綠綠賞」手機應用程式將「綠綠賞」積分轉換成 A. Point。</p> <p>Users can download both GREEN\$ Mobile App and AlipayHK App on iOS/Android systems and convert GREEN\$ Points into A. Point in the GREEN\$ mobile application.</p>
<p>如果我是「綠綠賞」實體會員卡用戶，可以使用「綠綠賞」積分轉換成 A. Point 嗎？</p> <p>Can I convert GREEN\$ Points into A. Point if I am a GREEN\$ physical card member?</p>	<p>「綠綠賞」積分轉換成 A. Point 只供「綠綠賞」手機應用程式用戶在應用程式內進行。「綠綠賞」實體卡用戶如欲將賬戶轉到「綠綠賞」手機應用程式，可根據「綠綠賞」官方指示操作。</p> <p>The point conversion of GREEN\$ to A. Point is only available at GREEN\$ Mobile App. GREEN\$ physical card members who wish to transfer their accounts and accumulated Points to the GREEN\$ Mobile App, please follow the official instructions from GREEN\$.</p>

積分轉換

Points Conversion

問題 Question	答案 Answer																								
<p>「綠綠賞」積分轉換為 A. Point 的轉換率是多少?</p> <p>What is the conversion rate from GREEN\$ to A. Point?</p>	<p>轉換率為每 100 「綠綠賞」積分可以轉換為 1,000 A. Point.</p> <p><i>注意事項:</i></p> <ul style="list-style-type: none">• 少於 100 「綠綠賞」積分的賬戶無法進行轉換• 每月最多可將 1,000 「綠綠賞」積分轉換為 A. Point, 相等於 10,000 A. Point• 轉換率及細則可隨時更改而不作另行通知 <p>The conversion rate is 100 GREEN\$ points to 1,000 A. Point.</p> <p><i>Important notes:</i></p> <ul style="list-style-type: none">• Accounts with less than 100 GREEN\$ points cannot proceed with the conversion• A maximum of 1,000 GREEN\$ points can be converted in to 10,000 A. Point per month• The conversion rate and details can be updated from time to time without prior notice																								
<p>轉換後的 A. Point 有效期是多久?</p> <p>What is the validity period of A. Point converted from GREEN\$?</p>	<p>由「綠綠賞」轉換的 A. Point 之有效期如下:</p> <table border="1"><thead><tr><th>轉換成 A. Point 日期範圍</th><th>該筆 A. Point 之有效期截止日</th></tr></thead><tbody><tr><td>1 月 1 日至 2 月 28 日</td><td>同年 9 月 30 日</td></tr><tr><td>3 月 1 日至 5 月 31 日</td><td>同年 12 月 31 日</td></tr><tr><td>6 月 1 日至 8 月 31 日</td><td>下一年 3 月 31 日</td></tr><tr><td>9 月 1 日至 11 月 30 日</td><td>下一年 6 月 30 日</td></tr><tr><td>12 月 1 日至 12 月 30 日</td><td>下一年 9 月 30 日</td></tr></tbody></table> <p>The validity period of A. Points converted from GREEN\$ is as follows:</p> <table border="1"><thead><tr><th>Period of GREEN\$ Conversion to A. Point</th><th>Expiry Date of the Converted A. Point</th></tr></thead><tbody><tr><td>1 Jan-28 Feb</td><td>30 Sep of the same year</td></tr><tr><td>1 Mar-31 May</td><td>31 Dec of the same year</td></tr><tr><td>1 Jun-30 Aug</td><td>31 Mar of the next year</td></tr><tr><td>1 Sep-30 Nov</td><td>30 Jun of the next year</td></tr><tr><td>1-31 Dec</td><td>30 Sep of the next year</td></tr></tbody></table>	轉換成 A. Point 日期範圍	該筆 A. Point 之有效期截止日	1 月 1 日至 2 月 28 日	同年 9 月 30 日	3 月 1 日至 5 月 31 日	同年 12 月 31 日	6 月 1 日至 8 月 31 日	下一年 3 月 31 日	9 月 1 日至 11 月 30 日	下一年 6 月 30 日	12 月 1 日至 12 月 30 日	下一年 9 月 30 日	Period of GREEN\$ Conversion to A. Point	Expiry Date of the Converted A. Point	1 Jan-28 Feb	30 Sep of the same year	1 Mar-31 May	31 Dec of the same year	1 Jun-30 Aug	31 Mar of the next year	1 Sep-30 Nov	30 Jun of the next year	1-31 Dec	30 Sep of the next year
轉換成 A. Point 日期範圍	該筆 A. Point 之有效期截止日																								
1 月 1 日至 2 月 28 日	同年 9 月 30 日																								
3 月 1 日至 5 月 31 日	同年 12 月 31 日																								
6 月 1 日至 8 月 31 日	下一年 3 月 31 日																								
9 月 1 日至 11 月 30 日	下一年 6 月 30 日																								
12 月 1 日至 12 月 30 日	下一年 9 月 30 日																								
Period of GREEN\$ Conversion to A. Point	Expiry Date of the Converted A. Point																								
1 Jan-28 Feb	30 Sep of the same year																								
1 Mar-31 May	31 Dec of the same year																								
1 Jun-30 Aug	31 Mar of the next year																								
1 Sep-30 Nov	30 Jun of the next year																								
1-31 Dec	30 Sep of the next year																								
<p>成功由「綠綠賞」積分轉換成 A. Point 後, 積分是否可以退還?</p>	<p>不可以, 「綠綠賞」積分轉換請求一旦確認, 積分均將不可逆轉、取消、退還, 而轉換成功的 A. Point 亦不可逆轉、取消、退還。</p> <p>用戶在確認積分轉換請求前, 必須仔細檢查需轉換的積分量及每個轉換請求的其他細節。</p>																								

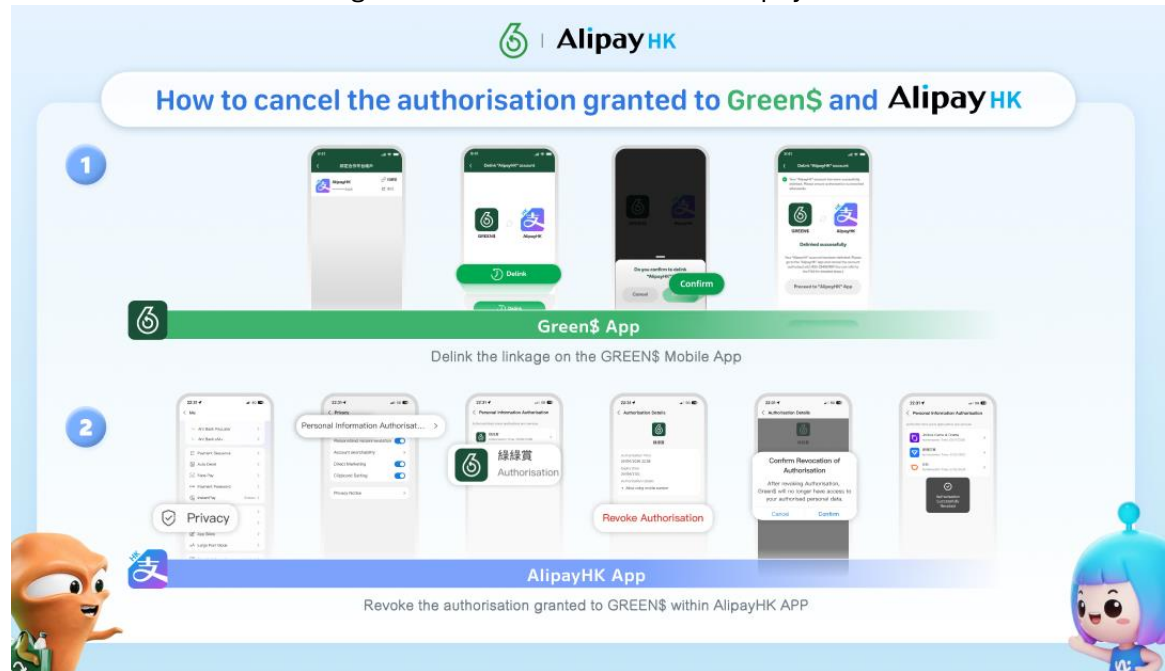
<p>After "GREEN\$" Points successfully converted in "A. Point", can the points be returned?</p>	<p>No. Once a GREEN\$ point conversion request is confirmed, GREEN\$ points are irreversible, non-cancellable, non-refundable, non-exchangeable, and the converted A. Point are also irreversible, non-cancellable, non-refundable. Users must carefully check the points conversion amount and other details before confirming the conversion request.</p>
<p>我能否將 A. Point 轉換成「綠綠賞」積分?</p> <p>Can I convert A. Point into GREEN\$ Points?</p>	<p>不可以。「綠綠賞」和 AlipayHK 的合作只支持將「綠綠賞」積分轉換成 A. Point.</p> <p>No. The collaboration between GREEN\$ and AlipayHK supports only the point conversion from GREEN\$ to A. Point.</p>
<p>轉換成功後, A. Point 何時會存入我的 AlipayHK 賬戶?</p> <p>When will A. Point be credited to my AlipayHK account after successful conversion?</p>	<p>「綠綠賞」積分轉換請求確認後, 「綠綠賞」積分會即時從「綠綠賞」賬戶中扣除, 成功轉換的 A. Point 同時自動存入已綁定的 AlipayHK 賬戶, 並在 AlipayHK 流動應用程式中顯示。</p> <p>Upon confirmation of the GREEN\$ points conversion request, GREEN\$ points will be instantly deducted from the GREEN\$ account, and the successfully converted A. Point will be automatically credited to the linked AlipayHK account simultaneously and shown in the AlipayHK App.</p>

問題 Question	答案 Answer
<p>如果我的手機號碼有變更，應該怎樣做？</p> <p>What should I do if my mobile phone number changes?</p>	<p>如手機號碼有所變更，用戶須立即向「綠綠賞」更新，而變更後之手機號碼必須與於 AlipayHK 已登記的手機號碼一致，並且用戶須重新綁定及授權賬戶，方可進行積分轉換。</p> <p>If a user's mobile phone number changes, the user must immediately update it with GREEN\$. The updated mobile phone number must match the mobile phone number registered with AlipayHK, and the user must bind and authorize the accounts to conduct points conversion.</p>
<p>如何取消或更改「綠綠賞」與 AlipayHK 的賬戶綁定？</p>	<p>如「綠綠賞」或 AlipayHK 用戶要求更改/取消賬戶綁定，必須依以下順序完成兩個步驟：</p> <ol style="list-style-type: none"> 1. 先在「綠綠賞」手機應用程式上移除現有綁定 2. 然後前往 AlipayHK 流動應用程式上取消「綠綠賞」之授權  <p>注意：若用戶未按此順序完成上述兩個步驟，「綠綠賞」與 AlipayHK 均不對由此產生之任何損失或損害承擔責任。</p>

How can I cancel or change the Account Binding between GREEN\$ and AlipayHK ?

If a GREEN\$ or AlipayHK user requests to change/cancel the Account Binding, the user must complete both steps in the following sequence:

1. Delink the linkage on the GREEN\$ Mobile App
2. Revert the authorisation granted to GREEN\$ within the AlipayHK APP



Note: If the user fails to complete both steps in this sequence, neither GREEN\$ nor AlipayHK will be liable for any losses or damages arising therefrom.

使用 A. Point
Using A. Point

問題 Question	答案 Answer
<p>轉換後的 A. Point 可以如何使用?</p> <p>How can I use the converted A. Point?</p>	<p>用戶可於 AlipayHK 流動應用程式內使用 A. Point 兌換各種優惠券、折扣券或於合作商戶抵扣消費金額，並或兌換須受 A. Point 條款及細則及其他相關活動的條款及細則約束。</p> <p>Users can use A. Point to redeem various coupons, discounts, or offset purchase amounts at partner merchants in AlipayHK App, subject to A. Point Terms and Conditions and the relevant promotion terms and conditions.</p>
<p>如果使用 A. Point 時遇到的問題可以怎樣做?</p> <p>What can I do if I encounter issues when using A. Point?</p>	<p>如有任何有關使用 A. Point 的問題，可與 AlipayHK 客戶服務查詢渠道如下：</p> <ol style="list-style-type: none">1. 熱綫電話：<ol style="list-style-type: none">i. 香港或內地以外地區：+852 2245 3201ii. 內地：4001032826。2. 在綫 Live Chat：AlipayHK 流動應用程式首頁右下角「我的」>「客戶常見問題」>「綫上服務」 <p>*客戶服務時間：星期一至星期日，上午 9:00 至晚上 9:00。</p> <p>For any inquiries regarding the use of A. Point, please contact AlipayHK customer service through the following channels:</p> <ol style="list-style-type: none">1. Hotline:<ol style="list-style-type: none">i. Hong Kong or Overseas (other than Mainland China): +852 2245 3201ii. Mainland China: 40010328262. Online Live Chat: AlipayHK App homepage, bottom right corner "Me" > "User FAQ" > "Online Service" <p>*Customer service hours: Monday to Sunday, 9am to 9pm.</p>