

# FAQS

## Trend Micro Promotion - Bonus \$20 JB Hi-Fi eGift Card with activation of Maximum Security 45-day retail subscription AUSTRALIA

### 1. When does the promotion start and finish?

The promotional period is from 01/07/2021 – 31/12/2022. Claims must be made within 30 days of activation date.

### 2. How much will I get back and what products are eligible?

To be eligible for this promotion, the following product must be acquired within the promotional period from JB Hi-Fi Australia retail stores or online stores.

Barcode	Full Product Name	Offer
4710425 959611	Trend Micro Maximum Security 45-day subscription	\$20 JB Hi-Fi eGift card

### 3. How do I claim the \$20 JB Hi-Fi eGift card?

Your claim must be submitted online within 30 days of activation at: [www.trendmicro.com/jbgift](http://www.trendmicro.com/jbgift)

### 4. How will I receive my \$20 JB Hi-Fi eGift card?

It will be sent to the email address provided by the Claimant during the claim process.

### 5. Do I need to activate my product?

Yes, you will need to activate, turn on auto renewal and install and your 45-day Maximum Security retail subscription before claiming the eGift card

### 6. Where do I find my Product Serial Number?

The product serial number is located on the bottom of the JB Hi-Fi receipt. It will be 20 alphanumeric characters long. The serial number will begin with an X and should look similar to the following example: XEAF-1234-5678-5015-4624.

### 7. When will I receive my \$20 JB Hi-Fi eGift card?

60 working days from approved claim

### 8. Who can I call if I need to speak to a person regarding my claim?

Please read through all the FAQs on this page before contacting us. If they do not answer your questions, please call 1800 673 108. The call centre is open 9am – 5.30pm AEST Monday – Friday.

If you have lodged a claim you are able to view the status of your claim by entering your email address and ticket ID (which is issued to you after you submit a claim) via the 'View Status' form at the bottom of [www.trendmicro.com/jbgift](http://www.trendmicro.com/jbgift)

### 9. Can I apply if I live outside of Australia?

No. The offer is only open to residents of Australia

### 10. If I return the product under any returns policy, must I also return the eGift card?

Yes. Please call 1800 673 108