

ABOUT JAYA GROCER MEMBERSHIP

Q: What is Jaya Grocer Membership?

- A. Jaya Grocer Membership is powered by Grab, offering the same loyalty programme in enabling you to earn GrabCoins when you shop at Jaya Grocer in-store or via GrabMart.

At the moment, the GrabCoins are not eligible for online purchase via website jayagrocer.com

Q: How and where to sign up/register for Jaya Grocer Membership?

Registration is available by downloading the "Grab App".

Google Playstore for Android users and **App Store** for iOS users [HERE](#)

Upon completion of registration, the applicant shall be issued with a virtual membership e-card with a unique barcode residing in the mobile phone known as Jaya Grocer Membership powered by Grab.

Q: Do I need to pay to register for Jaya Grocer Membership?

- A. The registration is free of charge and will be recognized as the Jaya Grocer Membership Loyalty Program on the Grab App

Q: Do I need to activate my membership?

- A. Your membership is automatically activated when you make your first purchase in any Jaya Grocer stores or via GrabMart on the Grab App.

Q: What are the benefits that I enjoy when I apply for Jaya Grocer membership?

- A. You will earn GrabCoins with purchases made at Jaya Grocer outlets or via GrabMart. Members are rewarded with Jaya Grocer vouchers, special offers and are given invitations for exclusive events.



Q: Can I be a Jaya Grocer member if I'm not a Grab App user?

- A. Jaya Grocer Membership is powered by Grab, offering the same loyalty program in enabling you to earn GrabCoins when you shop at Jaya Grocer in-store or via GrabMart. Hence, you'll be required to register on the Grab App in order to be issued with a virtual Jaya Grocer membership e-card.

Q: Can I opt out or cancel my Jaya Grocer Membership?

- A. We will be sad to see you go! But if you decide to cancel your Jaya Grocer Membership, you may contact our customer support team at customer@jayagrocer.com or at 1300-88-5427. Please allow us up to 7-14 working days to process your cancellation.

Q: Can I transfer my membership and benefits to someone else?

- A. Unfortunately, your Jaya Grocer Membership is non-transferrable. Supplementary card is not available at the moment, the app is unable to support. GrabCoins may only be redeemed as Jaya Grocer e-voucher but cannot be exchanged for cash.

Q: How can I redeem my Jaya Grocer e-voucher?

- A. Redemption of Jaya Grocer e-voucher with your GrabCoins can be done at the cashier's counter. E-voucher amount will be applied and offset from your bill immediately.

Q: If I accidentally uninstall the Grab App, change email/change password, how does it affect my Jaya Grocer Membership?

- A. The Jaya Grocer Membership or Grab App uses the members' registered email address and mobile number as its basic record. The Grab App may be reinstalled using the Members' registered email address/mobile number and all the data residing therein, including the accumulated GrabCoins will remain intact.



EARNING GRABCOINS

Q: How do I earn and spend my GrabCoins points when shopping with Jaya Grocer?

A. For every RM1 spent at Jaya Grocer in-store or on the Grab App, Jaya Grocer Members can earn :

1. 0.75 GrabCoins points when you pay with cash or credit/debit card
2. 1 GrabCoins points when you pay make payment with GrabPay or GX Bank debit card

GrabCoins are accumulated upon presenting your Jaya Grocer Membership e-card residing on your Grab app for scanning by the cashier at the checkout counter. Upon scanning the e-card, GrabCoins are automatically accumulated as points earned.

You may also use your earned GrabCoins to:

1. Save more (off-set Jaya Grocer payments) in-store when you make payment with cash, credit/debit card or GrabPay
2. Redeem Jaya Grocer e-vouchers at the checkout counter

Q: What are the Jaya Grocer transactions that qualify for GrabCoins?

A. Any activities or transactions that are within Jaya Grocer and Grab platform, or part thereof, that does quality for GrabCoins including but not limited to transactions with payments made via:

- Cash, credit/debit card, e-wallet or GrabPay Wallet;
- One Card Pay or Sunway Pals Pay;
- Jaya Grocer Gift Card



Q: How do I check the balance of my GrabCoins?

A. From your Grab app homepage :

1. Tap the gold GrabCoins icon located at the top-right corner of the screen, next to the Search bar.
2. You'll be directed to the GrabCoins homepage, where your balance will appear at the top.

In your GrabCoins activity, you will see your *earned GrabCoins* from completed transactions and redeemed GrabCoins that were used to purchase rewards.

Q: Will my GrabCoins points expire?

A. From 17 November 2025: Your current balance as of 17 November 2025, and GrabCoins earned until 31 December 2025, will expire on 31 July 2026.

From 1 January 2026: GrabCoins expire 6 months from the month you earn them. For example:

- GrabCoins earned in January 2026 expire on 31 July 2026.
- GrabCoins earned in February 2026 expire on 31 August 2026.

We're unable to restore expired GrabCoins, so we recommend regularly checking your account and using them before they lapse. Learn more about how to redeem GrabCoins [here](#)

Q: How do I check my GrabCoins' expiry date?

A. From your Grab app homepage, tap the gold GrabCoins icon at the top right corner of the screen, beside the Search bar.

You'll be directed to the GrabCoins homepage, with your balance and expiry date appearing at the top.



Q: Can I earn/redeem GrabCoins at any Jaya Grocer stores?

- A. You are entitled to earn and redeem your GrabCoins at any of Jaya Grocer participating outlets, inclusive of its affiliated brands Hank's, The Baker's Son, Hock Choon Supermarket, and Central Mart Saujana Utama.

Q: As a Jaya Grocer Member, am I entitled to earn GrabCoins in addition with other promotions simultaneously?

- A. Jaya Grocer Membership is not stackable with other discounts / promotions / vouchers within the same receipt or transaction;
- e.g. not eligible to enjoy double GrabCoins with GrabPay payment or GX card payment, while earning GrabCoins concurrently as a Jaya Grocer Member
 - e.g. :
 1. Jaya Grocer Membership + GX card/GrabPay = 1 GrabCoins for every RM1 spent
 2. Jaya Grocer Membership + credit/debit card/e-wallet or any payment method transaction = 0.75 GrabCoins for every RM1 spent

Q: Can I use my AIA Vitality members benefit concurrently with Jaya Grocer Membership to earn GrabCoins ?

- A. AIA Vitality member is eligible to enjoy the discount on participating fruits and vegetables items simultaneously with Jaya Grocer Membership as both membership e-cards will be scanned in one transaction during checkout at any of Jaya Grocer outlets, excluding the self-checkout counters.



REDEEMING GRABCOINS

Q: How do I use my GrabCoins to redeem a Jaya Grocer e-voucher?

- A. It's simple to redeem! Use your GrabCoins to redeem a voucher by following these steps:
1. Show your Jaya Grocer Membership e-card to the cashier
 2. Cashier scans your Jaya Grocer Membership e-card's barcode
 3. Redeem an e-voucher with your GrabCoins at the cashier's counter. Savings will be applied to your bill immediately

Q: Can I redeem my GrabCoins if I missed scanning my card when I make my payment?

- A. The only collection for GrabCoins is via the cashier at the checkout counter when payment is made at Jaya Grocer in-store or via online via GrabMart. If this is not done, GrabCoins will not be collected.

REPORT A GRABCOINS ISSUE

Q: I have a missing or incorrect GrabCoins

- A. GrabCoins are awarded depending on the following:
- GrabCoins are only awarded for transactions with payment made via cash, credit/debit card, e-wallet, GrabPay Wallet or GrabPayLater

Check your GrabCoins history through the Grab app to verify the points earned. In case of discrepancy, you may contact Jaya Grocer Customer Service team at 1-300-88-5427 or via email at customer@jayagrocer.com



Q: I cannot redeem GrabCoins at the Jaya Grocer stores

A. If your rewards aren't working this could be the following reasons:

- You are disconnected from the internet at the point of using the reward
- The reward is location-specific and you are not at one of the designated locations or stores
- The reward is product-specific and you have ineligible products in your cart
- The reward has expired
- The reward has reached its maximum usage limit
- You have not fulfilled ALL the terms and conditions of the reward

Let us know if you are still unable to use your reward after checking the above, you may contact our Jaya Grocer Customer Service team at 1-300-88-5427 or via email at customer@jayagrocer.com

EARN & REDEEM WITH GRAB UNLIMITED

Q: I've subscribed to GrabUnlimited, am I eligible to earn points?

A. Refer to GrabCoins website for more details on GrabUnlimited [here](#)

Have more questions? Worry not! Contact our Jaya Grocer's Customer Service team available to you at 1-300-88-5427 or via email at customer@jayagrocer.com or click on the [Grab Help Centre](#).

Disclaimer Please note that your personal data will be shared with Jaya Grocer for purposes of your membership. Kindly refer to our [Privacy Notice](#) for more information on how Jaya Grocer processes your personal data.

