



How to join Brother's Customer Loyalty Program

Available for download at



What is Customer Plus?

Customer Plus is Brother Philippines loyalty program which offers members a personalized experience with their purchase. With this program, we aim to provide the satisfaction and convenience a member can enjoy through the use of the mobile app.



The App is available for download at:

Download on the
App Store



GET IT ON
Google Play





ENJOY EFFORTLESS PRINTING AT HOME



Easy to use

Brother Ink Tank Printers are plug and play. You can use them straight out of the box without any driver installation. The simple user interface also makes the printers a breeze to use.



More savings

Make printing more cost-effective with our affordable printers and ultra high-yield ink bottles. Print up to 7,500 pages in black and 5,000 pages in colour at a low cost per printed page.



Wireless printing



Easy to use



Super low cost



How to join?

01

Fill up the Warranty Card

Customers can join the program by filling up the warranty form and inputting their valid email address at the Customer Plus Registration portion upon purchase of a printer at any authorized reseller of Brother Philippines.



Do you want to join Brother's Customer+ Program?

Customer Plus is Brother Philippines' fully integrated customer program which offers members comprehensive training sessions, exclusive advance information on promotions, and special invites to Brother events.

Members also enjoy a dedicated helpdesk hotline and email to answer any questions and troubleshoot problems. This is our way of showing you that Brother is always at your side.

Do you want to join Brother's Customer+ Program? Yes No

Email Address:

If Yes, our customer service representative will contact you about the program through the email you provided above.

For online warranty registration, you may visit <https://bit.ly/2WGCmV2> or scan the QR code.



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Do you want to join Brother's Customer+ Program? Yes No

Email Address:

If Yes, our customer service representative will contact you about the program through the email you provided above.

By signing this acknowledgement:

1. I acknowledge the following terms and conditions for the use of the Extended Warranty Card:

- I acknowledge and confirm that I have read and understood the Privacy Notice and the Warranty Terms and Conditions.
- I voluntarily agree to the Terms and Conditions of the Warranty.
- This is to certify that all the information detailed herein are true and correct.
- I hereby acknowledge and accept the terms stated in the "Customer's Copy" of the Warranty Card.

CUSTOMER'S SIGNATURE OVER PRINTED NAME: _____ DATE: _____

2. I acknowledge the following terms and conditions for the processing of Personal Data by Brother Philippines:

PRIVACY NOTICE

Brother International Philippines Corporation ("Brother Philippines") shall collect, both manually and electronically, the basic contact information of its clients and customers, including their full name, address, email address, contact number, together with the products that they would like to purchase. The sales representative attending to customers shall collect such information through accompanied Warranty Card.

Personal data collected shall be used by Brother Philippines for documentation purposes, for warranty tracking vis-à-vis purchased items, for the inventory of products, for providing services to you or for other reasonable purposes which are related thereto, or for improvement opportunities in its systems and business processes, including but not limited to data analytics and customer processing.

Brother Philippines shall ensure that personal data under its custody are protected against any accidental or unlawful use, access, destruction, alteration and disclosure as well as against any other unlawful processing. Brother Philippines is implementing appropriate security measures in storing its collected personal information, depending on the nature of the information. All information gathered shall not be retained for a period longer than five (5) years. After five (5) years, all hard and soft copies of personal information under the custody of Brother Philippines shall be disposed and destroyed through secure means.

Due to the sensitive and confidential nature of the personal data under the custody of Brother Philippines, only the client and the authorized representative of Brother Philippines shall be allowed to access such personal data, for any purpose, except for those contrary to applicable policy, public order or morals.

All data collected by the sales representatives of Brother Philippines shall maintain the confidentiality and secrecy of all personal data that come to their knowledge, including but not limited to, sales, after-sales, maintenance or contract, or other contractual obligations. Personal data under the custody of Brother Philippines shall be used only pursuant to a lawful purpose, and to authorized recipients of such data.

Please be advised that as Data Subject defined under the Data Privacy Act of 2012 (RA 10173) and its implementing rules and regulations, you have the following rights:

- **Right to be informed.** You may choose to withdraw your consent to the terms of the Extended Warranty Card by contacting the Data Privacy Officer at (02) 812-4800 or at brother.ph@brother.com.ph.
- **Right to object.** You have the right to object to the processing of your personal data, including processing for direct marketing, administrative processing or profiling.
- **Right to access.** You have the right to reasonable access, upon written request, the contents of your personal data that was processed and the manner by which these were processed, the sources from which these were obtained, the recipients

PRODUCT REGISTRATION

Thank you for purchasing this Brother Product

Please take a few minutes to complete the card so you may receive the following:

- **FREE Standard Warranty**
- **Warranty Card and Product Registration Form**
- **Access to Brother's Customer Plus Program**

Brother products carry a standard warranty which will be extended to a longer period if you register your product. The terms and conditions of the warranty coverage will depend on the product.

BROTHER PHILIPPINES

02

Wait for our Email

The customer will be receiving a welcome letter via email and should be able to download the customer plus application and complete the verification process of the registration.

Brother Philippines will be sending the welcome letter based on the email address inputted in their warranty card.



The email will contain the following details:

- Printer Model
- Serial Number
- Customer Name
- Date Purchased
- Warranty Expiration
- Links to download the Mobile App



03

Enjoy!

The customer can enjoy the benefits of being a member of the customer plus program which are but not limited to: Exclusive promotions, product trainings, event invites and monthly raffle.



Member benefits

News



Be up to date with the happenings of Brother Philippines! Don't miss out on some of the great events and product launches you can be a part of!

Members of the program get to enjoy exclusive promotions frequently! Let us spoil you the best way we can offer!



Promotions

Rewards

coming soon



Members are rewarded for each product purchase! Every product is equivalent to a certain point in which, when accumulated, you can redeem from partner merchants!

Members can enjoy exclusive access to Brother events such as product trainings and product launches. Get to know how to maximize your ptiner!



Exclusivity

Already have a Brother printer?



Register via Website!

Customers with existing Brother printers may register as a member through our Customer Loyalty website using the email address indicated in the warranty card upon purchase of the printer.



<https://customerplus.brother.com.ph/>

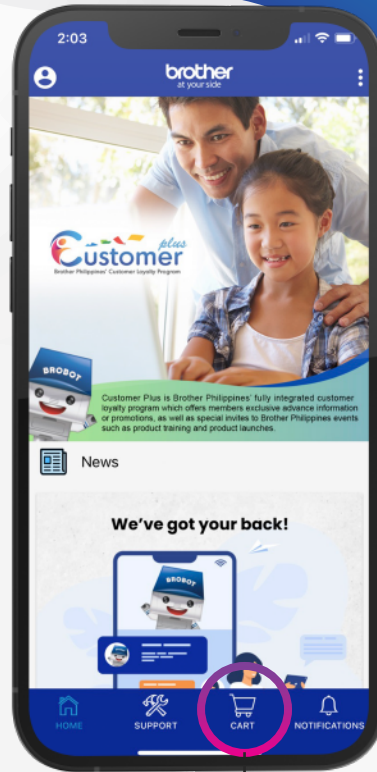
Order from the Mobile App!



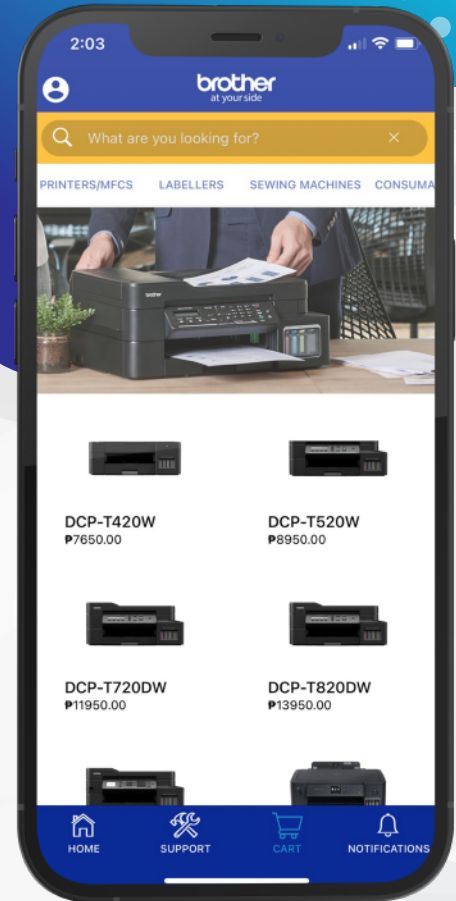
Open the app!

Open the mobile app and click the cart icon, then proceed to choose the product you want to purchase.

01



click "cart"

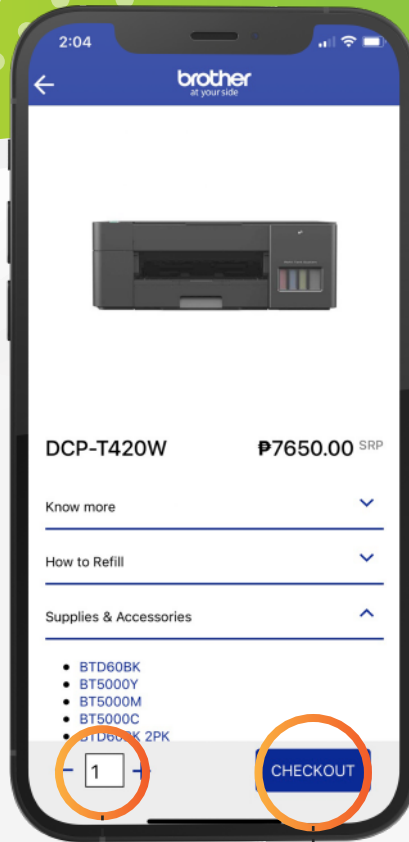




Select!

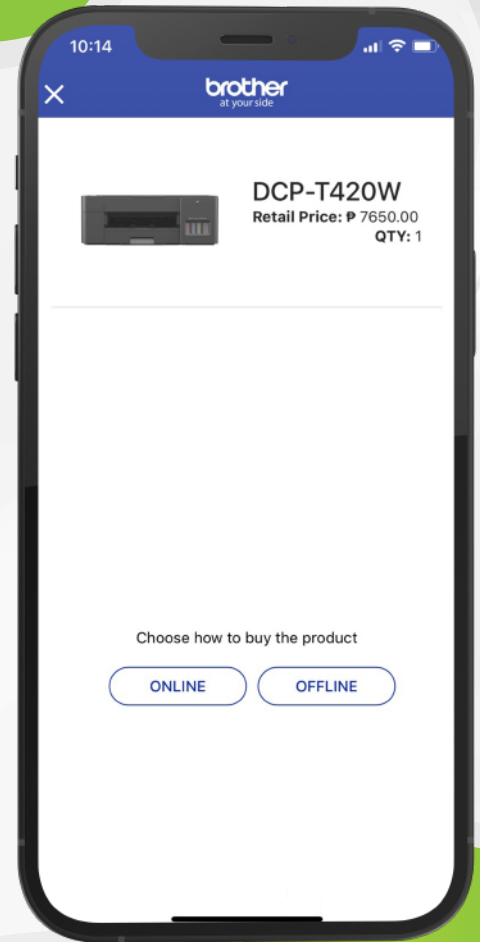
Click the desired Brother product you want to purchase, indicate the quantity, and then proceed to checkout

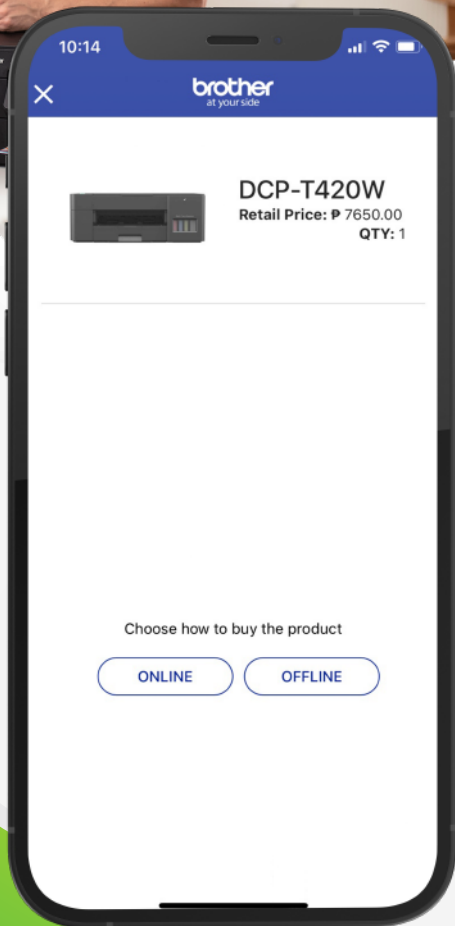
02



indicate "quantity"

click "checkout"





Online Purchase

Members can purchase Brother Products through the online stores of our Authorized Distributors.

Offline Purchase

Members can see which store is closest to their location that has a stock of their desired Brother product they wish to purchase.

Members can also purchase Brother products within the mobile app and have it delivered to their desired address.



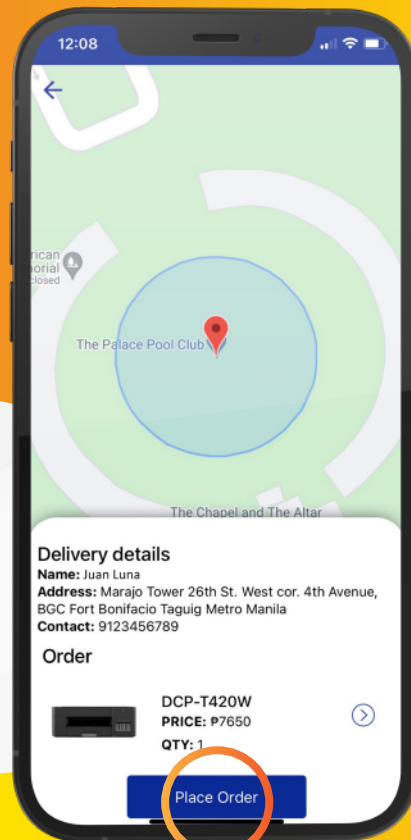
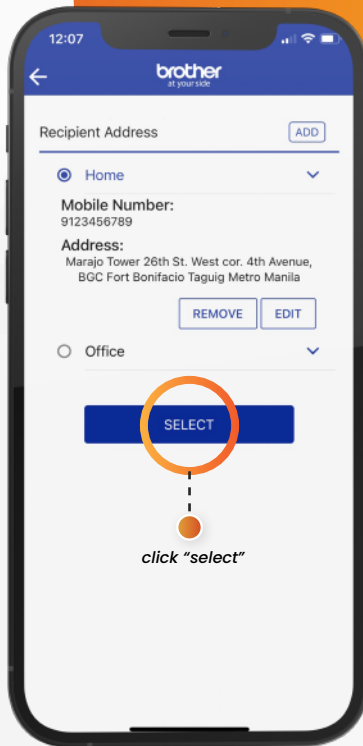


Offline Purchase

Members can add different addresses in which they wish to have the Brother product delivered.

Once selected, they can already proceed on the purchase.

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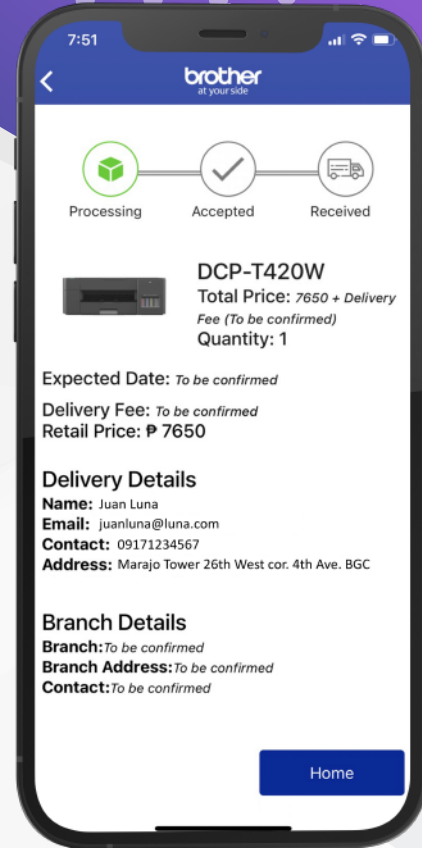
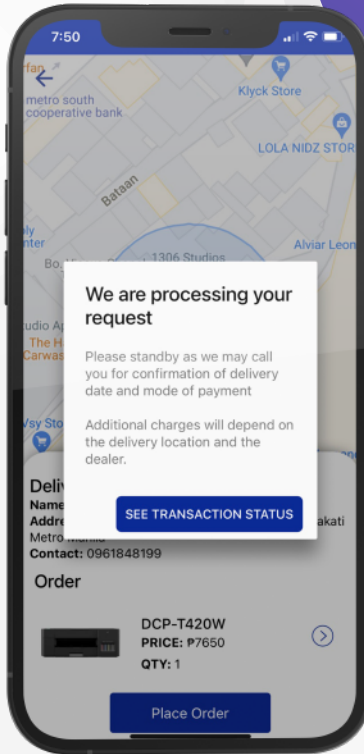




Transaction Status

Members can expect a call from the store to discuss additional delivery details. Once okay, the members can check the transaction status in the profile section of the mobile app.

04



brother
at your side



Brother
Earth

Working with you for a better environment
www.brotherearth.com



BROTHER
CREATIVECENTER

One-stop centre for free downloadable templates



Brother strongly recommends the use of genuine Brother consumable products only. Benefits include better quality print, greater yields per consumable, protection of your machine from damages and achievement of optimum performance. As a precaution, please note that your machine warranty may not cover any damages arising from the use of non-genuine consumables.

www.brother.com