PSSPF INFINITY REWARDS CARD
Frequently Asked Questions

GETTING STARTED

What is the PSSPF Infinity Rewards Card?
The PSSPF Infinity Rewards Card is a cashback rewards programme introduced by the Private Security Sector Provident Fund and Salt Employee Benefits in partnership with Infinity Rewards. It allows PSSPF members to earn cashback on purchases at participating stores nationwide.

Is this programme available to all PSSPF members?
The programme is available to **ALL ACTIVE** PSSPF members under Salt Employee Benefits administration.

Is there a cost to join the programme?
No. The Infinity Rewards Card is completely free. There is no joining fee, no monthly fee and no hidden costs.

Where do I collect my card?
You can collect your card from any PSSPF walk-in centres located in Johannesburg, Durban, Port Elizabeth, Cape Town and Bloemfontein. Cards are also available at participating union offices and selected employer premises. You can also download a virtual card directly from the member portal. Cards are also available from the Salt EB mobile vans that visit communities across the country.

REGISTRATION AND ACTIVATION

How do I activate my physical card?
Log into the PSSPF Member Portal at https://pssf.benefitcounsellor.com/login, click on the Infinity Rewards button, select "No, I am new to Infinity Rewards", select "Physical Card", enter the 9-digit card number on the back of your card and click "Proceed." You will receive a One-Time PIN to complete your activation.

How do I access and activate the virtual card?
Log into the PSSPF Member Portal at https://pssf.benefitcounsellor.com/login, click on the Infinity Rewards button, select "No, I am new to Infinity Rewards", select "Virtual Card", click "Proceed." You will receive a One-Time PIN to complete your activation.

How long does activation take?
Your card is activated immediately once you have entered your OTP and completed the registration process.

What if I have not yet registered on the member portal?
You will need to register on the member portal first before you can link your Infinity Rewards card. Please visit your nearest walk-in centre or contact our call centre for assistance.

USING THE CARD

Where can I use my Infinity Rewards card?
You can use your card at any participating store including fuel garages, supermarkets, butcheries, hardware stores, liquor stores, restaurants, carwashes and many more. To find the stores nearest to you, open the Infinity Rewards app and click on "Show Nearest Stores."

How do I earn cashback?
Simply swipe or scan your Infinity Rewards card atthe till of any participating store when you make a purchase. Cashback is earned instantly on every qualifying transaction.

How much cashback will I earn?
The cashback percentage varies per participating store and product.

What if the cashier does not know the card?
As this is a new initiative in the retirementfund industry, some cashiers may not yet be familiar with the card. Simply inform the cashier that your card is part ofthe Infinity Rewards programme and they will be able to assist you.

TRACKING AND MANAGING YOUR CASHBACK

How do I check my cashback balance?
Log into the Infinity Rewards app at any time to view your accumulated cashback balance.

How do I download the Infinity Rewards app?
Search for "Infinity Rewards" on the App Store if you have an iPhone or Google Play if you have an Android device. Download the app, enter your contact number and verify your number with the OTP you receive.

Can I load additional funds onto my card?
Yes. You can load funds onto your card via EFT from any South African bank through the Infinity Rewards website at www.infinityrewards.co.za

Can I use my cashback balance to pay for purchases?
Yes. Your accumulated cashback balance can be used to pay for purchases at participating stores.

GENERAL

What happens to my card if I change employers?
As long as you remain an active PSSPF member, your Infinity Rewards card remains active. Please contact us if your membership status changes.

What happens to my card if I leave the PSSPF?
Your Infinity Rewards card is linked to your PSSPF membership. If you are no longer a member ofthe Fund, please contact us for guidance on your card status.

My card is lost or damaged. What do I do?
Please contact our call centre or visit your nearest walk-in centre to request a replacement card.

Who do I contact if I have a problem with my card?

Call Centre:
086 117 7775

WhatsApp:
087 240 7006