



A long farewell to Flybuys – FAQ’s

Question	Answer
Why is Flybuys stopping?	Loyalty New Zealand, the company that operates Flybuys, has announced it's closing at the end of 2024, but nothing is changing for now. If you collect Flybuys with us, you can continue to earn them at Trents until 11.59pm on 31 st October – and you can redeem Flybuys right up until 31 st December.
What is the last day I can collect Flybuys points?	If you collect Flybuys with us, you can continue to earn them at Trents until 11.59pm on 31 st October.
Can I redeem Flybuys points after 31st October 2024?	Yes, you can continue to redeem Flybuys points through the Flybuys store Spend points (flybuys.co.nz) right up until 11.59pm on 31 st December 2024. Flybuys points will continue to be redeemable for a huge range of products (including gift cards for fuel and groceries) at the Flybuys store Spend points (flybuys.co.nz) .
When is the last day to redeem my Flybuys points?	The last day for redeeming your Flybuys points is 31 st December 2024. Until then, you can continue to redeem Flybuys points through the Flybuys store Spend points (flybuys.co.nz) .
How can I check my Flybuys balance?	You can check your latest Flybuys balance and transaction history by signing into the Flybuys website Flybuys or app or by contacting Flybuys online Contact us Flybuys contacting Flybuys.
What will happen to my Flybuys points if unredeemed after 31 December 2024?	Loyalty New Zealand, the company that operates Flybuys has confirmed any points that aren't used by 11.59pm on 31 st December will be expired on 01 st January 2025 – so make sure you use all your points before the end of the year.
What will Flybuys do with my personal information?	Loyalty NZ, the company that operates Flybuys, has high levels of Customer Data Governance. As it closes Flybuys, all Customer data will continue to be managed in accordance with the NZ Privacy Act.
Are there any changes to Airpoints™?	Customers will continue to be able to earn Airpoints™ at Trents.
How do I find out more information?	You can find more information on the Flybuys website , call 0800 Flybuys (0800 359 2897), or Contact us Flybuys

Trents Head Office

167 Main North Road, Northcote
Christchurch 8140

0800 555 130 | trents.co.nz

