

FRIENDS OF DFP – FREQUENTLY ASKED QUESTIONS

1. How do I become Friends of DFP member?

Spend a minimum of;

- One (1) concert ticket/season to be entitled as Green member.
- RM500/season on concert ticket to be entitled as Gold member.
- RM2,000/season on concert ticket to be entitled as Platinum member.

* Applicable for online, walk-in at the Box Office and phone purchases.

* Membership is automated once you purchase the concert tickets. Kindly contact us via email at contactus@dfp.com.my if you wish to withdraw as Friends of DFP member.

2. What are my privileges as Friends of DFP member?

▪ Green

- 15% off other Single Ticket Purchases
- Priority Booking
- Complimentary Seat Upgrade (T&C applies - first come first serve basis)
- Enjoy discounts at our Co-Promotional Partners

▪ Gold

- 20% off Premium and A-Reserve Ticket Purchases
- 15% off other Single Ticket Purchases
- 10% off all Merchandise
- Priority Booking
- Complimentary Seat Upgrade (T&C applies - first come first serve basis)
- Birthday Reward
- Enjoy discounts at our Co-Promotional Partners

▪ Platinum

- 25% off Premium and A-Reserve Ticket Purchases
- 15% off other Single Ticket Purchases
- 15% off all Merchandise
- Priority Booking
- Complimentary Seat Upgrade (T&C applies - first come first serve basis)
- Birthday Reward
- Enjoy discounts at our Co-Promotional Partners
- Complimentary reprint tickets (up to 3 times/year only)

FODFP FAQ

3. How can I earn my points?

To earn points, you need to purchase any DFP/MPO concert tickets. Points scheme is RM2= 1 point.

4. What can I use my points for?

You can redeem your points for a cashback for your next purchases (concert tickets):-

Points Earning Redemption Amount

- 1) 500 points RM10
- 2) 1,000 points RM20
- 3) 1,500 points RM30
- 4) 2,000 points RM40
- 5) 2,500 points RM50
- 6) 3,000 points RM60

5. How can I redeem my points? And how can I utilise the points?

You can redeem and utilise your accumulative points in 2 platforms:-

1. At the Box Office counter.
2. Online at www.tickets.mpo.com.my (redeem points upon check-out)

Expired points cannot be accepted nor extended.

6. Will my points expire?

Yes, points accumulated will expire in 2 years time for every membership. Expired points cannot be extended or reinstated.

7. Can I carry forward my unused points?

No. Points will be automatically 0 in member's account after 2 years time.

8. How can I check my points balance?

You can check your points balance via:-

1. Email us at contactus@dfp.com.my
2. Box Office counter. Our team will assist to check the points balance in your membership account.

9. Will my membership expire?

Yes, Friends of DFP member need to renew membership yearly to maintain your membership status and tiering. Friends of DFP member will be downgraded to one tier below if no renewal happen for that particular season.

FODFP FAQ

10. How points conversion works and how to request?

Points obtained will be of the same value of your tickets purchased.

Example:-

Value Ticket Purchase (s) Points Conversion

RM 100 5000 points

Request for points conversion via contactus@dfp.com.my

11. How do I update my personal info and birthday?

Update your personal info & birthday via this email contactus@dfp.com.my to enjoy your membership privileges.

12. Am I entitled for Birthday Reward?

Only Gold and Platinum members are entitled for the Birthday Reward. Please ask our friendly Box Office staff or visit our website for the latest Birthday Reward offer and redemption. Entitled members will get an email notification for the Birthday Reward. Please ensure your email and birthdate are correct in our database.

13. I am a new member; how can I get more info about Friends of DFP membership?

Please visit our website or reach us at contactus@dfp.com.my for more info and other inquiries.