



Frequently Asked Questions (FAQ)

常见问题

Questions 问题	Answers 答案
<p>What is dmcGO Loyalty Rewards and how do I join?</p> <p>什么是 dmcGO 忠诚奖励，我该如何加入？</p>	<p>dmcGO Loyalty Rewards is a loyalty rewards programme for members where you earn points every time you place a bet. No sign-up needed as you're automatically part of it if you're a dmcGO member.</p> <p>dmcGO 忠诚奖励是专为会员设立的奖励计划，每次投注都可以赚取积分。无需注册，只要您是 dmcGO 会员，就会自动加入。</p>
<p>How do I earn points?</p> <p>我如何赚取积分？</p>	<p>For every RM2 eligible bet via dmcGO, you will earn 1 point. The points will be instantly added into your dmcGO account.</p> <p>通过 dmcGO 每累计投注 满 RM2，即可赚取 1 积分。积分将即时 存入您的 dmcGO 户口。</p>

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<p>Can I withdraw the redeemed free credits from my dmcGO account?</p> <p>我可以将兑换的投注额提款或提现吗？</p>	<p>No. The redeemed free credits cannot be withdrawn and can only be used for betting in dmcGO.</p> <p>不可以。兑换的免费投注额不可提取或兑换现金，只能用于 dmcGO 投注。</p>
<p>How long will my points remain valid?</p> <p>我的积分有效期是多久？</p>	<p>The points are valid for 12 months from earned month and shall expire at the end of the corresponding month next year. (Eg: 18/10/2025 – 31/10/2026)</p> <p>积分自获得月份起有效 12 个月，并在次年对应月份底到期。例如：2025/10/18 – 2026/10/31。</p>
<p>Can I transfer or combine my points with another account?</p> <p>我可以将积分转给其他户口或与其他户口积分合并吗？</p>	<p>Points are non-transferable and can't be combined with other accounts. They can only be used by the account holder who earned them.</p> <p>积分不可转让，也不能与其他户口积分合并。积分仅可由赚取该积分的户口用户使用。</p>
<p>What if I forget to redeem my points or make a mistake during redemption?</p> <p>如果我忘记兑换积分或兑换时操作错误怎么办？</p>	<p>If you forget to redeem your points before they expire, they'll be forfeited. Also, once you redeem your points for credits, the transaction can't be undone, so make sure to double-check before confirming.</p> <p>如果积分在到期前未兑换，将自动作废并清零。兑换后交易无法取消或撤回，请务必在确认前仔细检查。</p>
<p>Can I earn points from bets placed over-the-counter at Da Ma Cai outlets?</p> <p>我可以通过大马彩实体投注站投注来赚取积分吗？</p>	<p>No, the dmcGO Loyalty Rewards programme is currently applicable only for bets placed via dmcGO app. Points are not earned for in-person bets at physical outlets.</p> <p>不可以，dmcGO 忠诚奖励计划目前仅适用于通过 dmcGO app 的投注，实体投注站投注无法赚取积分。</p>

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<p>How do I qualify for each tier and what are the benefits?</p> <p>我如何达到各等级？各等级有什么福利？</p>	<p>All members start at the Bronze tier. To move up, continue to place bets and earn the required points shown in your rewards progress bar. Each tier offers different point values and benefits. You can find all the details in the Tier Benefits page in the app.</p> <p>所有会员从铜(Bronze) 等级开始。只需持续投注并赚取奖励进度条中显示所需积分即可升级。每个等级的积分价值和福利不同，详情可在 app 内的等级福利(Tier Benefits)页面查看。</p>
<p>Do I need to requalify for my tier every year?</p> <p>我每年都需要重新达到我的等级吗？</p>	<p>Yes, your tier for next year depends on how much you spend this year. Your status doesn't automatically carry over. You may stay in the same tier, move up, or move down based on your current year's cumulative spending.</p> <p>是的，您明年的等级取决于您今年的总投注金额。您的等级不会自动延续。您的等级将根据今年的总投注金额保持原级、升级或降级。</p>
<p>If I reach the Platinum tier, will my tier status ever expire or change?</p> <p>如果我达到白金（Platinum）等级，该等级会过期或变更吗？</p>	<p>The Platinum tier is the highest tier and will remain valid as long as you meet the spending threshold each year.</p> <p>白金（Platinum）为最高等级，只要每年达到投注金额门槛，该等级将会保持有效。</p>
<p>Is my tier status affected by returns or refunds on my bets or purchases?</p> <p>退款会影响我的等级吗？</p>	<p>Returns or refunds may affect your spending total and, consequently, your tier status. It's important to keep track of your net spending to determine your eligibility for higher tiers.</p> <p>退款可能会影响您的总投注金额，从而影响等级。请务必关注您的净投注金额以确定升级资格。</p>

Questions 问题	Answers 答案
<p>What will happen to my points if I close my dmcGO account?</p> <p>如果我关闭 dmcGO 户口，我的积分将会怎样？</p>	<p>If you close your account, you'll lose all your points. Therefore, be sure to redeem your points for free credits and use them as the free credits cannot be exchanged for cash or withdrawn.</p> <p>如果您关闭户口，您的所有积分将失效。请务必在关闭前将积分兑换成免费投注额并使用，因为积分无法提取兑换现金或。</p>
<p>Who can I contact if I have a question or issue relating to my points or the Loyalty Rewards Programme?</p> <p>如果我对积分或忠诚奖励计划有疑问或问题，该联系谁？</p>	<p>You can contact dmcGO Helpdesk at 03-2333 2000 or email to helpdesk@dmcGO.com.my.</p> <p>您可以联系 dmcGO 客服中心：电话 03-2333 2000 或邮箱 helpdesk@dmcGO.com.my。</p>

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