

Frequently Asked Questions

1. What will be the changes that are taking place?

All payments made by the customers via 3rd party payment channels will only be credited to your account upon receipt of funds by AEON Credit from 3rd party channels.

2. What are considered as 3rd party payment channels?

Except for Cash payment made at AEON Counters, AEON Cash Deposit Machines (CDM) and Auto Debit enrolled with AEON Credit, all other modes of payment are considered as 3rd party payment channels. For example, payment via cheque or Interbank GIRO are 3rd party payment channels.

3. When will this change be effective?

This change will be effective for any 3rd party payment cleared and received by AEON Credit from 11 February 2015 onwards.

4. Why is AEON revising the payment posting date?

This revision is part of AEON Credit's effort to be aligned with the industry's practice, whereby payments are posted upon receipt of funds by the beneficiary i.e. AEON Credit Services (M) Berhad from the 3rd party channels.

5. What is the difference between Payment Date and Payment Posting Date?

Payment Date is generally referred to as the date a customer makes a payment. Payment Posting Date is referred to as the date AEON Credit receives the payment. If a customer makes a payment via a 3rd party payment channel (example Cheque or IBG), the Payment Date and Payment Posting Date may / will differ according to the 3rd party payment channel's processing turnaround time.

6. What are the impacts to my account with this change?

All payments posted to your account after the due date will be considered as late and may incur penalty, fee or resulting in unfavourable credit standing. Therefore you are advised to arrange your payments early for timely processing.

- 7. I have signed up for Auto Debit service with AEON Credit to deduct my monthly instalment or credit card outstanding from my Bank account on the due date. Will there be any impact?**

No impact as you had signed up for Auto Debit service with AEON Credit.

- 8. Can I request to change my payment due date?**

Currently we are unable to change the payment due date.

- 9. Is this change applicable to all AEON Credit products?**

Yes, this change is applicable to all AEON Credit products.