

## **Transaction Alert Services Via Short Messaging Service (SMS) Frequently Asked Questions (FAQ)**

For further clarification on this new service, following are the Frequently Asked Questions (FAQ) to assist you.

**Q1:** What is this SMS Transaction Alert services?

**A:** This service is to notify Cardholders via Short Messaging Services (SMS) of every transaction charged to their AEON Credit Card which amounts to or exceeds the pre-determined threshold amount. The purpose of this SMS transaction alert is to protect the safety and security of our Cardholders from potential fraud.

**Q2:** When will this service take effect?

**A:** This service takes effect from 1 January 2012 onwards.

**Q3:** What type of transactions will I be receiving the notification for?

**A:** All retail and cash withdrawal transactions including mail order, telephone order and internet transactions without the 3D security code. Kindly note that the SMS transaction alerts will be sent for transactions that have yet to be approved.

**Q4:** Can I change the pre-determined threshold amount for the transaction alert?

**A:** Yes, you can contact our Customer Care at 03-2719 9999 to effect the change of the threshold amount on your transaction.

**Q5:** Can I cancel the transaction alert services?

**A:** Yes, you can cancel this service by completing the Transaction Alert Cancellation Form. You can obtain a copy of the form by contacting our Customer Care at 03-2719 9999. However, kindly be aware that by cancelling the transaction alert services, you may be put at higher risk of any unauthorized or fraudulent transactions made to your credit card.

**Q6:** What about the transactions charged to my Supplementary card? Will they receive the notification?

**A:** Yes, all transactions made by your Supplementary Cardholder(s) will be sent to the Supplementary Cardholder mobile phone number.

**Q7:** Which mobile phone number will the SMS transaction alerts be sent to?

**A:** The SMS transaction alert will be sent to the mobile phone number which is registered in our system. Hence, kindly ensure to update your mobile phone number by informing our Customer Care personnel.

**Q8:** Will the SMS transaction alert be sent to me while I am overseas?

**A:** Yes, provided you have subscribed for international roaming services on your mobile phone with your local telecommunications provider.

For more enquiries, please contact our Customer Care Hotline at 03-2719 9999.