



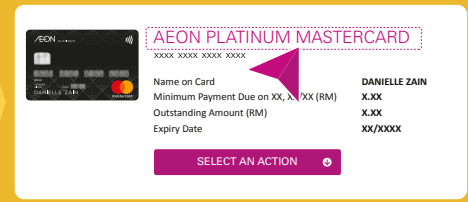
GUIDE TO SETTING CONTACTLESS FUNCTION VIA AEON CREDIT ONLINE ACCOUNT

OPT-IN/OPT-OUT FOR YOUR CONTACTLESS FUNCTION

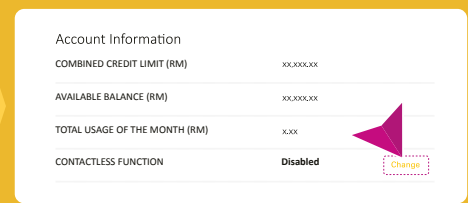
1 Log in to AEON Credit Online Account at www.aeoncredit.com.my
(Not a member yet? Click 'Register now' and create an account)



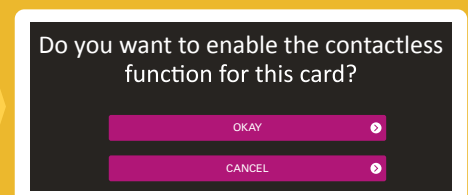
2 Click on your Contactless Card. (Identified with))))



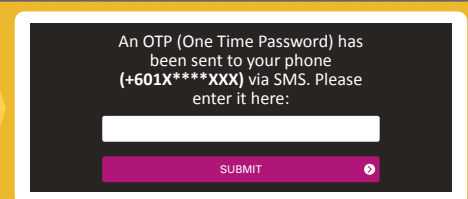
3 Click 'Change' at CONTACTLESS FUNCTION.



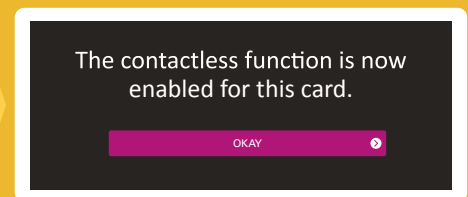
4 Confirm your selection.



5 Key-in the One Time Password (OTP) sent to your phone.



6 Done.



- NOTE**
- You may also change the settings above via 1. **AEON Credit Service Branch** 2. **Customer Care Centre: 03-2719 9999** or **Platinum Credit Card Careline: 03-2719 9888**
 - Only cards with expiry date on and before 08/22 have the offline contactless transaction function, hence contactless transactions via these cards are still functional even though the contactless function has been disabled. Should you wish to replace the card, kindly contact our Customer Care Centre at 03-2719 9999 or Platinum Credit Card Careline at 03-2719 9888.



GUIDE TO SETTING CONTACTLESS FUNCTION VIA AEON CREDIT ONLINE ACCOUNT

CHANGE YOUR CUMULATIVE CONTACTLESS TRANSACTION LIMIT

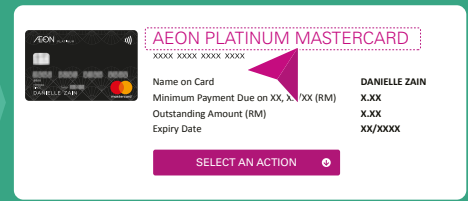
1

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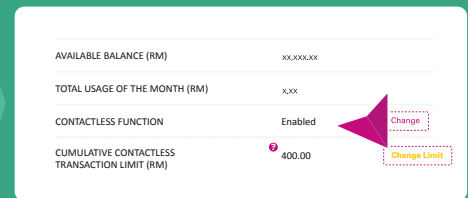
2

Click on your Contactless Card.
(Identified with))))



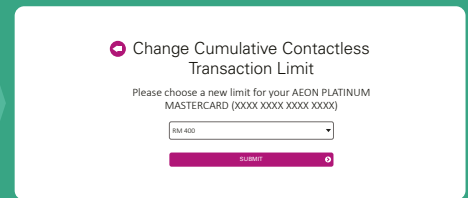
3

Click 'Change Limit' at CUMULATIVE CONTACTLESS TRANSACTION LIMIT.



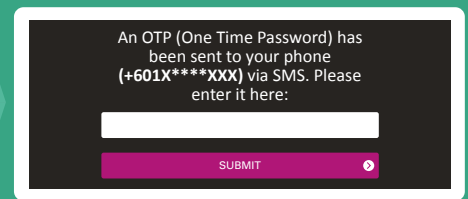
4

Choose your Cumulative Contactless Transaction Limit.



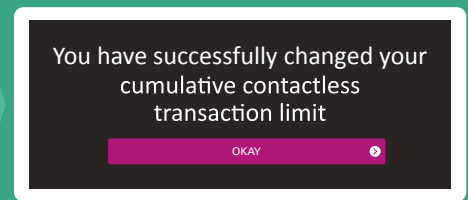
5

Key-in the One Time Password (OTP) sent to your phone.



6

Done.




- NOTE**
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 - Only cards with expiry date on and before 08/22 have the offline contactless transaction function, hence contactless transactions via these cards are still functional even though the contactless function has been disabled. Should you wish to replace the card, kindly contact our Customer Care Centre at 03-2719 9999 or Platinum Credit Card Careline at 03-2719 9888.

FAQ - AEON Credit Contactless Cards

NOTE: Only Cards with expiry on or before 08/22 support offline contactless transaction function, hence contactless transactions via these cards will still be functional even though the contactless function is disabled. Should you wish to replace the Card, kindly contact our Customer Care Centre at 03-2719 9999 or Platinum Credit Card Care Line at 03-2719 9888.



Q1. What is the Contactless Card?

A. The Contactless Card (identified with ) is a payment feature that lets you make purchases by waving your Contactless Card in front of a secure reader at the sales counter. The Contactless Card has an embedded chip, which contains a tiny antenna that securely transmits payment instructions to and from a secure reader.

Q2. What are the benefits?

A. Contactless Card makes it quicker and more convenient way to make purchases as you don't have to sign a receipt or enter a PIN. You spend less time in queues and your payment is secured because the card doesn't leave your hand at the checkout.

Q3. How do I use my Contactless Card?

A. Your Contactless Card (identified with ) must be used at a card reader displaying the contactless symbol  at the Point of Sale. Once the cashier enters the purchase amount into the terminal, hold your card within 4cm of the secure contactless reader. Within half a second, your transaction is confirmed when the green indicator lights up and you see a display message confirming that your transaction has been successful. You can choose to have a receipt, but this is optional.

Q4. How close does the Contactless Card need to be near the reader?

A. You should hold your Contactless Card within 4cm of the card reader.

Q5. How to enable or disable the contactless function?

A. Only AEON Cards that comes with contactless function is set to be enabled by default. You may change the setting via:

AEON Credit Online Account

AEON Credit Service Branch

Contact :

Customer Care Centre: 03-2719 9999 or

Platinum Credit Card Care Line: 03-2719 9888

Q6. Why can I still make contactless transaction even though I have disabled the contactless function for my Contactless card?

A. Cards with expiry date on or before 08/22 support offline contactless transaction function, hence contactless transactions via these cards will still be functional even though the contactless function is disabled. Should you wish to replace the card, kindly contact our Customer Care Centre at 03-2719 9999 or Platinum Credit Card Care Line at 03-2719 9888.

Q7. Is there a limit on the value of goods you can purchase with the Contactless Card?

A. No. However, your PIN (local and selected overseas transactions) and signature (overseas transactions) are required for purchases above RM250.

Q8. What happens if I try to purchase goods over RM250 with my Contactless Card?

A. You will be prompted to enter PIN (local and selected few other countries transactions) or sign on the transaction slip.

Q9. Can I get a receipt after I make the payment?

A. Yes. You can request for a receipt if one is required.

Q10. Can I unknowingly make a purchase if I walk past the reader?

A. No. Your contactless card will only work when the card is within 4cm of the card reader. Furthermore, the reader needs to be enabled by the cashier and this will only happen when the cashier initiates a transaction at the terminal to accept payment.

Q11. What happens if I accidentally tap my card twice on the contactless reader?

A. You will only be billed once as the contactless terminal can only process one transaction at a time.

Q12. What happens if I have more than one Contactless Card in my wallet and I tap my wallet on the contactless reader?

- A. The reader might detect more than one card but won't complete the payment. Therefore, you will need to do the transaction again by taking out only one card from your wallet and holding it on the reader.

Q13. What if a fraudster reads my card by placing a contactless reader close to my wallet?

- A. In the event the Contactless Card security details are read by a fraudster through a rogue contactless reader in close proximity to your pocket or wallet, safeguards are in place to prevent unauthorized use of the intercepted card security details. Each contactless transaction includes a unique code that changes with each purchase, which can only be used once and can only be generated by the chip in the original contactless card, and prevents a counterfeit card from being produced from the intercepted card security details. You will not be held responsible for fraudulent charges or unauthorized purchases made using the contactless function on your chip card. However, you must notify us immediately or as soon as reasonably possible of any unauthorized card use or any suspicious activities.

Q14. Could a fraudster steal my card and make fraudulent transactions?

- A. No. Safeguards are in place to mitigate the use of a lost or stolen Contactless Card by a fraudster. There is a low Contactless transaction limit of RM250, above which the transaction cannot be authorised without cardholder verification – PIN or signature verification. Or if you'd prefer, you may set your Cumulative Contactless Transaction Limit between RM1 to RM400.

Q15. What is a Cumulative Contactless Transaction Limit?

- A. Cumulative Contactless Transaction Limit is the total amount spent using your Contactless Card via the contactless function consecutively. Upon reaching the Cumulative Contactless Transaction Limit, you are required to perform a transaction by inserting the card into the terminal for security purpose. PIN / signature will be requested to authorise the transaction. By default, all AEON Cards that come with contactless function are set to RM400. You can change the setting from RM1 till RM400 via:

AEON Credit Online Account

AEON Credit Service Branch

Contact us at:

Customer Care Centre: 03-2719 9999 or

Platinum Credit Card Care line: 03-2719 9888

Q16. What happens if I try to purchase goods over my Cumulative Contactless Transaction Limit?

- A. You will require your PIN in Malaysia. If you are overseas you will require either your PIN or signature on the transaction slip (overseas), just as you would for a regular credit card transaction.