

AEON BiG member card point transfer to AEON Member Plus Visa Card

Valid Until 31 March 2019

General Info

- Transfer period: 12 October 2018 – 31 March 2019.
- The point transfer is available to AEON BiG member card holders only.
- To have the point transfers from AEON BiG member card to AEON Member Plus Visa Card, members are required to apply for AEON Member Plus Visa Card and provide the AEON BiG member card number during the application.
- Only point balance from one AEON BiG member card is allowed to be transferred to AEON Member Plus Visa Card.
- The point balance will be transferred on the next working day but is subject to the successful registration of AEON Member Plus Visa Card.
- Members will receive a SMS notification on the successful / unsuccessful transfer.

Frequently Asked Questions:

- 1. When is the last day of issuance of AEON BiG member card?**
The last day for AEON BiG member card issuance is on 5 October 2018.
- 2. When is the last day I can use the AEON BiG member card / AEON BiG Visa credit card to collect points?**
The last day for AEON BiG member card and AEON BiG Visa credit card holders to collect points is on 17 March 2019.
- 3. If I lost my card, how do I get the AEON BiG member card replacement after 5 October 2018?**
No, we will not be issuing any new or replacement AEON BiG member card. However to continue the membership, kindly proceed to our AEON Member Plus Visa Card kiosk, complete the e-form and present your MYKAD/ Passport and AEON BiG member card number upon signing up. We will transfer the remaining points from your old AEON BiG member card to the new AEON Member Plus Visa Card. Please visit our website at <https://www.aeoncredit.com.my/> for more information on our new AEON Member Plus Visa Card.
- 4. Do I need to pay for the card replacement if I lost my AEON BiG member card and replace with new AEON Member Plus Visa Card?**
There will be no charges imposed and it will be free of charge for replacement card to AEON Member Plus Visa Card.
- 5. Can I claim my accumulated AEON BiG points if I lost my card?**
Yes. However, you are required to furnish a copy of police report and e-mail to customer.service@aeoncredit.com.my or submit your application at your nearest AEON Credit Service branch. Please refer to our AEON BiG member card terms & conditions for more information at <http://www.aeonbig.com.my/>

- 6. Will I lose my Rewards points once I signed-up for AEON Member Plus Visa Card?**
No.
- 7. What is the membership conversion rate if I upgrade to AEON Member Plus Visa Card?**
The conversion rate will be on a 1:1 point basis. Example: Accumulated member points are 100 points. Upon upgrade to AEON Member Plus Visa card, the points transferred are 100 points.
- 8. Can I choose not to transfer the points?**
Yes. You may choose not to transfer the points but you are required to redeem all points in your AEON BiG member card before 31 March 2019.
- 9. Is there any validity period for AEON BiG points?**
The last day to redeem the AEON BiG points will be on 31 March 2019.
- 10. Can I redeem my AEON BiG points after it expires?**
No. Any unredeemed AEON BiG points will be forfeited after 31 March 2019 without any extension given.
- 11. What if I have more than one (1) AEON BiG member card?**
As you are only allowed to transfer the point balance from one card to AEON Member Plus Visa Card. Thus, you must redeem at the AEON BiG cashier counters if you have more than one card.
- 12. Where can I check my point balance?**
You can check your point balances at any AEON BIG cashier counters / information counters, AEON Credit Service Malaysia branches nationwide, or simply visit our official website at <https://www.aeoncredit.com.my/>. Alternatively, you can also call our Customer Care line at 1-300-80-2366. Kindly note that the balance points as per previous visit (last 24 hours) is printed out in your current transaction receipt.
- 13. I am an existing AEON BiG Visa credit card holder; do I need to redeem all my points before 31 March 2019?**
Yes or you may transfer your membership points to AEON Member Plus Visa Card.
- 14. If I apply for AEON BiG Credit Card, will I get AEON Member Plus Visa Card too?**
No. You will need to apply it separately at our AEON Member Plus Visa Card kiosk.
- 15. What will happen to AEON BiG points stored in my AEON BiG Visa Credit Card?**
Your AEON BiG Points should be redeemed by 31 March 2019 or you may transfer your membership points to AEON Member Plus Visa Card. Any unredeemed AEON BiG points shall automatically be forfeited after 31 March 2019 without any extension given.
- 16. What should I do if I lost my AEON BiG Visa Credit Card?**
Kindly report immediately by contacting our careline at 03-27199999.
- 17. Can I still use my current AEON BIG member card/ AEON BiG Visa credit card to collect points after 5 Oct 2018?**
Yes, the usage of AEON BiG member card/ AEON BiG Visa credit cardholder is still valid for points earning until 17 Mar 2019. Afterwards, you can only continue to earn the

membership points by using AEON Member Plus Visa Card or any other channel to be advised in the future.

18. What should I do to continue enjoying the AEON BiG membership? How can I continue to enjoy the benefits of AEON BiG member card?

If you're AEON BiG member cardholder, you need to apply AEON Member Plus Visa Card by 31 March 2019 where you may enjoy more benefits/ privileges on top of reward points.

If you're AEON BiG Visa credit cardholder, you may continue to use your AEON BiG Visa credit card to earn the membership points until 17 March 2019. Kindly redeem your AEON BiG points by 31 March 2019. After which, we will advise the revised benefits for cardholders.

19. What happened to my accumulated points?

- a. If you continue with AEON Member Plus Visa Card - Points will be transferred from your AEON BiG member card (subject to the successful registration of AEON Member Plus Visa Card) and AEON BiG member card number to be provided during the sign up.
- b. If you opt not to apply AEON Member Plus Visa Card and choose to use AEON BiG member card - Points will be expired by when is not redeemed by 31 March 2019.
- c. If you continue with AEON BiG Visa credit card- Points will be expired if not redeem by 31 March 2019.

20. Is there is any charge should I upgrade/ replace the AEON BiG member card to AEON Member Plus Visa Card?

No.

21. Is there is any difference in terms of point collection using AEON BiG member card/ AEON BiG Visa credit card vs AEON Member Plus Visa Card?

No. The point collection is still based on the rate of RM1=1 point basis.

22. How do I know that points have been transferred to AEON Member Plus Visa Card?

You will receive a SMS notification to inform you whether the points are successfully being transferred to the AEON Member Plus Visa Card

23. What if the points are not successfully transfer to AEON Member Plus Visa Card?

You are encouraged to redeem all point balances with your existing AEON BiG member card at any AEON BiG cashier counters or visit your nearest AEON Credit Service Malaysia branches nationwide for assistance

24. As an existing AEON BiG member card holder, I am able to have the parking rebate at selected AIG BiG parking. Can I use AEON Member Plus Visa Card for the parking?

No. You cannot use your AEON Member Plus Visa Card for this purpose at the moment. You may retain your AEON BiG member card until 31 March 2019 to enjoy the parking rebate. However, we will update you shall we revised benefits for AEON Member Plus Visa card holders in the future.