

AEON Member Plus Visa Card (“AMPVC”) - Annual Fee

Frequently Asked Questions (FAQ)

1. How much is the Annual Fee & when it will be charged?

- RM12 per annum. The annual fee will be charged on anniversary date of the AMPVC.

2. How Annual Fee is charged?

- Annual Fee will be charged by automatic deduction from your AMPVC balance **or** AEON Points balance.
- If insufficient funds or points in AMPVC, Annual Fee will be charged by deducting combination of AMPVC balance & AEON Points (in denomination of 200 AEON Points=RM1)
- Example:

<u>Customer A</u>	<u>Customer B</u>	<u>Customer C</u>
Card balance: RM50 Point balance: 2000 points Annual fee charge: RM12 from card balance Card balance: RM38 Point balance: 2000 points	Card balance: RM6 Point balance: 1800 points Annual fee charge: RM6 + 1200 points (RM6) Card balance: RM0 Point balance: 600 points	Card balance: RM0 Point balance: 3000 points Annual fee charge: 2400 points (RM12) Card balance: RM0 Point balance: 600 points

- If combination of AMPVC balance & AEON Points is insufficient to be deducted then AMPVC will be deactivated immediately.
- Example:

<u>Customer D</u>
Card balance: RM5 Point balance: 120 points Annual fee charge: RM0 Card balance: RM5 Point balance: 120 points

3. How do I know when is my AMPVC annual membership renewal date?

- A SMS notification will be sent to your registered phone number one (1) month before the annual membership expires; and
- You may check online via AEON Wallet at “Select an action” > “Show Member Card”; or



AEON MEMBER PLUS

Member ID

XXXX XXXX XXXX

Expires mm/yyyy



- You may login to AEON Credit Service website (<https://www.aeoncredit.com.my/login>) > “click on AMPVC”

Your AEON Cards



AEON MEMBER PLUS VISA CARD

4107 0900 XXXX XXXX

Available Balance (RM)	xxx
Points Balance	xxx
Redeemable Points Value (RM)	xxx
Membership Annual Fee Renewal Date	dd/mm/yyyy

SELECT AN ACTION

- Annual membership renewal date is based on the actual date the Annual Fee is paid.

4. How do I know if the Annual Fee has been successfully charged?

- An SMS notification will be sent to your registered phone number upon successful charge of the Annual Fee; and
- You may check online via AEON Wallet at “Select an action” > “View Transactions” or login to AEON Credit Service website (<https://www.aeoncredit.com.my/login>) at “Select an action” > “View Transactions”; or
- Alternately, you may check your transaction once you received your E-Statement for the month.

5. What should I do if the Annual Fee unsuccessfully charged due to insufficient balance?

- An SMS notification will be sent to your registered phone number. You are required to top up your AMPVC.
- Top-Up Channels:
 - ✓ AEON Credit Service cash deposit machine: No Charges
 - ✓ AEON Stores, AEON BiG Hypermarkets, AEON MaxValu, AEON MaxValu Prime and AEON Wellness Cashier Counter: No Charges
 - ✓ AEON Wallet: No Charges
 - ✓ Other banks’ online banking: Charges ranging from RM0.10 to RM1.00 per transaction

6. Can I continue to use my AMPVC without paying the Annual Fee?

No. AMPVC membership will be disabled until annual fee is paid. You are unable to enjoy the card facilities such as AEON Points earnings and other member benefits e.g. Thank You Day / AEON Day & AEON Points redemption until the membership is activated again.

7. When will my membership be re-activated?

Your membership shall be re-activated immediately possible once annual fee is paid.

8. Will my AEON Points expire if I didn't pay annual fee?

- No. Your AEON Points is valid for three (3) years from the year the AEON Points were accumulated. You can check your AEON Points balance and expiry via:
 - I. AEON Credit Service website (<https://www.aeoncredit.com.my/login>) at "Select an action" > "View Statements"; or
 - II. AEON Wallet at "Select an action" > "Redeem Points"

9. Who are entitled for Annual Fee Waiver?

You may be entitled for annual fee waiver if you fulfill either one of the following conditions.

No	Condition	Year of waiver
1	AMPVC with Express Status	Annual fee is waived for the first year and Ringgit Malaysia Twelve (RM12.00) will be charged annually on the subsequent anniversary date.
2	AMPVC with XPRESS + Status	Waived
3	AEON Member Switch Over Campaign	Annual Fee waiver subject to the AEON Member Card termination month and AMPVC application month.
4	AMPVC annual spending of RM4,000 and above in all AEON Retailer Outlets <i>* Only applicable to Cardholders who applied from 28th September 2018 to 15th October 2019</i>	Waiver for the second year