

FREQUENTLY ASKED QUESTIONS

What is the AEON MEMBER Card?

The AEON MEMBER is a membership and reward programme operated by AEON CO. (M) BHD. With the AEON MEMBER Card, you earn points and rebates when you shop at AEON Stores, AEON Wellness and Pasar Raya Maxvalu, redeem gifts with AEON MEMBER Point, claim AEON gift voucher with rebates earned, enjoy special priced items, promotion, merchant discount and promotion.

1. How do I sign up as an AEON MEMBER?

You may sign up for an AEON MEMBER Card at any of our AEON MEMBER Counter by completing the application form together with one (1) year membership fee of Ringgit Malaysia Twelve (RM12.00) Only which inclusive of Goods & Services Tax ('GST').

2. How does the three (3) years membership renewal at the price of 2 years' promotion work?

You may sign up or renew as an AEON MEMBER for three (3) years and pay the sum of Ringgit Malaysia Twenty Four (RM24.00) Only which inclusive of Goods & Services Tax ('GST'). Normal membership fee for three (3) years is Ringgit Malaysia Thirty Six (RM36.00) Only which inclusive of Goods & Services Tax ('GST').

3. What are the benefits that I enjoy when I apply or renew my AEON MEMBER Card?

As an AEON MEMBER, you will enjoy privileged shopping, promotions and discounts in our store and wide selections of merchants all over Malaysia, gift redemptions, rebate and point collection, special priced items, FREE AEON MEMBER Points, exclusive birthday rewards, Member-Get-Member rewards, Special Parking Rate, earn extra AEON MEMBER Points and FREE PEARL Magazine.

4. How will I know the expiration of my current AEON MEMBER Card?

Your AEON MEMBER Card's expiry date will be printed on the right side of the AEON MEMBER Card.

5. Can I use my AEON MEMBER Points to redeem the '3 years membership renewal at the price of 2 years' promotion?

No, AEON MEMBER Points cannot be converted for this renewal promotion.

6. How do I renew my AEON membership?

You can renew your AEON MEMBER Card at any of our AEON MEMBER Counter by either requesting for a deduction of 2,000 points from your existing AEON membership or by filling up the AEON MEMBER Card Renewal Form together with a renewal fee of RM12.00 / 3 years for 2 at RM24 only which inclusive of Goods & Services Tax ('GST'). You may collect the AEON MEMBER Card immediately.

7. I'm a Supplementary Cardholder. Can I renew the membership on behalf of my Principal Card Member?

Yes, you can.

8. My AEON MEMBER Card will expire. Is it possible to renew my AEON MEMBER Card online?

Currently, we do not accommodate any online renewal as we encourage you to visit the AEON MEMBER Counter. By visiting the AEON MEMBER Counter, you will not only have a great time choosing your desired design for the AEON MEMBER Card, but you will also be able to collect your AEON MEMBER Card immediately.

9. If I renew my membership before the date of expiry, what will the next expiry date be?

The expiry date of your renewed membership will follow the same month and day as your current AEON MEMBER Card. For example, if the expiry date of your current AEON MEMBER Card is 31 July 2013, the expiry date of your renewed AEON MEMBER Card shall be 31 July 2014.

10. I signed up as an AEON MEMBER at the AEON store in Melaka. Am I able to renew my AEON MEMBER Card at any other AEON store?

All AEON MEMBERS are most welcome to renew their AEON MEMBER Card at any AEON Store.

11. Due to unforeseen circumstances, I would like to change my Supplementary AEON MEMBER. Is it possible and what should I do?

As a Principal AEON MEMBER Cardholder, you have the right to change the supplementary AEON MEMBER at any time by visiting any AEON MEMBER Counter and providing us with the new Supplementary AEON MEMBER Cardholder's personal details for record purposes.

12. I recently moved to a new residence. How do I update my personal details?

You may update your personal details at any AEON MEMBER Counter or call our Careline at 1-300-80-AEON (2366)

13. How do I get a replacement for my lost AEON MEMBER Card and do I have to pay for the card replacement?

You can get a replacement card at any AEON MEMBER Counter by producing your Identification Card (IC) and a processing fee of Ringgit Malaysia Five (RM5.00) Only excluding any payable statutory tax.

14. How do I check my latest AEON MEMBER Point balance?

You can visit any AEON MEMBER Counter or call our Careline at 1-300-80-AEON (2366) and request for your AEON MEMBER Point balance. Alternatively, you may also log in to www.aeonretail.com.my and check your AEON MEMBER Point balance by using your old/new IC No. as a password.

15. Can I still earn AEON MEMBER Points if I do not have my AEON MEMBER Card with me while shopping at AEON Stores, AEON Wellness and Pasar Raya MaxValu?

Yes. You can still collect your AEON MEMBER Points by visiting the AEON MEMBER Counter and producing your IC/Passport in exchange for an AEON MEMBER Identification Slip that will contain the details of your AEON MEMBER Card. Present the said slip to the cashier when making payment for your purchases. Do note that this slip is valid for one (1) day only.

16. How do I earn AEON MEMBER Points?

You may present your AEON MEMBER Card when you make any purchase at any AEON Store, AEON Wellness or Pasar Raya MaxValu.

17. Is there any expiry date for the accumulation of AEON MEMBER Points?

Yes. It will expire after three (3) years from the year the points were accumulated. The points which were accumulated in 2013, shall be expired on 31st December 2016. We will indicate the expiry date for the particular points through short messaging services ("SMS") or you can simply visit any AEON MEMBER Counter or AEON website for further enquiries.

18. I have accumulated more than 50,000 AEON MEMBER Points and would like to customise my reward gifts. How should I proceed from this?

You may visit any AEON MEMBER Counter and inform the personnel of the details of the voucher you wish to redeem. Our AEON MEMBER Card personnel will contact you to enlighten you on the redemption point value and availability date.

19. I have accumulated the minimum 800 AEON MEMBER Points for gift redemption. Is it possible to combine points with other AEON MEMBER Cardholders?

As stated in our Terms & Conditions, AEON MEMBER Points are not transferable. However, we have gifts that can be redeemed with as low as 800 AEON MEMBER Points.

20. Can I exchange my AEON MEMBER Points for cash?

No. AEON MEMBER Points can only be exchanged with gifts as listed in the current AEON MEMBER Privileges Catalogue under the section of AEON Gift Redemption Programme.

21. I have lost my AEON Gift Voucher. Can I get a replacement on the same?

We are sorry as we are unable to accede to your request.

22. I have been an AEON MEMBER for three (3) years and have accumulated more than 10,000 AEON MEMBER Points but have never received any AEON Rebate.

For your information, the AEON MEMBER Points and rebates have two different accumulation methods as stated below:-

- i. You will get one (1) point for every Ringgit spent at AEON Store / Pasar Raya MaxValu, which later enables you to redeem great gifts from us.
- ii. In addition to the points, you will also be eligible for the rebates when you spend a minimum of RM500 at any of our General Merchandise Store (GMS) during a six (6) month period (1 January – 30 June of each year and 1 July – 31 December of each year).

23. How will I know if I am entitled for the rebates?

Eligible members will be notified through SMS in the month of March and August. You may also enquire about the same at any AEON MEMBER Counter or through the AEON website. (www.aeonretail.com.my). However, payable statutory tax is not entitled for AEON MEMBER Points collection or Rebates.

24. How do I qualify for AEON MEMBER Rebates?

In the event you have made any purchase at any AEON Store / Pasar Raya MaxValu, you will be rewarded with rebates based on the below tabulations:-

- i. 5% rebate on all purchases at any of our GMS during the non-sales period.
- ii. 3% rebate on all purchases at a GMS during sales period.
- iii. 3% rebate on electrical and computer related items during the non-sales and sales periods (except music and cassettes, CDs, VCDs and mini discs which fall under GMS).
- iv. 3% rebate on all purchases at AEON Home Centre during the non-sales and sales periods. This rebate benefit is not applicable when you make purchases at the Supermarket, Customer Service Counter, during AEON MEMBER Day & AEON MEMBER Fiesta, Food Court, The Egg House, Arena Restaurant, La Boheme, AEON Wellness, Vehicles, Pasar Raya MaxValu, any tenant outlet, Eneos, Molly Fantasy and any purchase of AEON Gift Vouchers, wine and liquor, cigarettes, stamps, delivery charges, repair and services charges, stamp duties, telephone cards, mobile phone prepaid cards and Easy Payment.

25. How can I identify/recognise the participating merchants that offer instant privilege to AEON MEMBERS when I shop?

Please refer to all the promotion materials with AEON MEMBER logo or card.

26. How can I identify/recognise specially priced items for AEON MEMBERS?

Look out for the special AEON MEMBER price sign.

27. How do I qualify for the AEON Member-Get-Member Programme?

All you have to do is refer a family member or a friend to sign-up for the AEON MEMBER Card and you will enjoy an extra 100 AEON MEMBER Points upon every successful sign-up. Meanwhile, your family member or friend will also enjoy a sign-up reward of 100 AEON MEMBER Points.

28. Am I entitled to 100 AEON MEMBER Points if the person I referred to AEON MEMBER Card does not sign up for it?

No. The AEON Member -Get-Member Programme entitles you to earn only extra 100 AEON MEMBER Points upon a successful sign-up of the person you referred to the AEON MEMBER Card.

29. If I sign up for the AEON MEMBER Card, I will enjoy 100 AEON MEMBER Points (1 year), 300 AEON MEMBER Points (3 years). What about renewal?

Whether you sign up for or renew your AEON MEMBER Card, you will enjoy instant 100 AEON MEMBER Points (1 year), 300 AEON MEMBER Points (3 years).

30. Can AEON MEMBER Points be shared between the Principal and Supplementary Cards?

Yes. The AEON MEMBER Points earned by the Principal and Supplementary Cards can be accumulated and shared since they are considered as a single account.

31. Can I enjoy Special Parking Rate at AEON Stores with the AEON MEMBER Card?

AEON MEMBERS can enjoy the benefit of free parking for the first 2 hours at only selected AEON Stores.

32. How often is the PEARL Magazine issued and where can I collect a copy of the same?

The PEARL Magazine is issued on a bi-monthly basis. You can visit any AEON MEMBER Counter to obtain the same. All you have to do is present your AEON MEMBER Card.