

### **Terms and Conditions to be stated on the One Time Complimentary Ticket.**

- This ticket is only applicable at AEON Credit Lounge at **Setia City Mall**.
- Campaign period is from 1 January 2025 to 31 March 2025
- This ticket is offered for new application of Personal Financing-i, AEON Platinum Visa Card, AEON Platinum Mastercard or AEON Member Plus Visa Card.
- This ticket is valid for use within 3 months from the issuance date.
- Each visitation is limited to two (2) hours, with up to two (2) accompanying guests per visit.
- Original ticket must be presented upon redemption.
- This ticket is not exchangeable, non-refundable for cash and valid for a single visit only.
- Limited to one (1) ticket redemption per visitation.
- Expired or damaged ticket is not valid and will not be entertained.
- Flagship Lounge branch terms & conditions and other related terms and conditions apply.

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### **Frequently Asked Questions to be displayed at AEON Consumer Website & digital display at Flagship branches.**

Q1. Where can I use this ticket?

This ticket is only applicable at the AEON Credit Lounge located at **Setia City Mall**. Please note that the ticket cannot be used at any other AEON Credit Lounge in other locations.

Q2. What is the campaign period for this offer?

The campaign period is from 1 January 2025 to 31 March 2025.

Q3. Who is eligible for this ticket?

This ticket is available to individuals who apply for any of the following:

- Personal Financing-i
- AEON Platinum Visa Card
- AEON Platinum Mastercard
- AEON Member Plus Visa Card

Q4. How long is the ticket valid?

The ticket is valid for 3 months from the date of issuance.

**Scenario: If the customer obtained the ticket on 15 March 2025, the ticket is valid until 14 June 2025 (valid 3 months from the date of the issuance)**

Q5. How long can I stay in the lounge during each visit?

Each visit is limited to a maximum duration of two (2) hours.

Q6. How many guests can I bring with me?

You are allowed to bring two (2) accompanying guests per visit. Please ensure that you and your guest comply with the lounge rules.

Q7. What do I need to do to redeem the ticket?

You must present the original ticket when redeeming the offer at the AEON Credit Lounge at **Setia City Mall**. A digital or photocopy of the ticket will not be accepted.

Q8. Can the ticket be exchanged for cash or refunded?

No, this ticket is non-exchangeable and non-refundable.

Q9. How many times can I redeem this ticket?

You can only use the ticket once per visit to the AEON Credit Lounge at **Setia City Mall**.

Q10. What happens if my ticket expires or is damaged?

Expired or damaged tickets are not valid and will not be accepted. Please ensure your ticket is in good condition and redeemed before its expiration date.

Q11. Are there additional terms and conditions?

Yes, the terms and conditions of the Flagship Lounge branch and other related terms and conditions may apply.