ÆON CREDIT SERVICE

FacePay

FREQUENTLY ASKED QUESTIONS (FAQ)

1. **What is FacePay?**

   FacePay is a new way to pay at participating AEON Retail self-checkout counters using only your face. No physical card or phone is needed during payment.

2. **How does FacePay work?**

   FacePay recognises your face to identify your AEON membership and allows you to pay using your AEON Wallet or eligible AEON Cards.

   Simply scan your face at a FacePay-enabled self-checkout counter, select your preferred AEON payment product and complete your payment.

3. **Where can I use FacePay?**

   FacePay is currently available at **AEON Supermarket @ KL Midtown**.

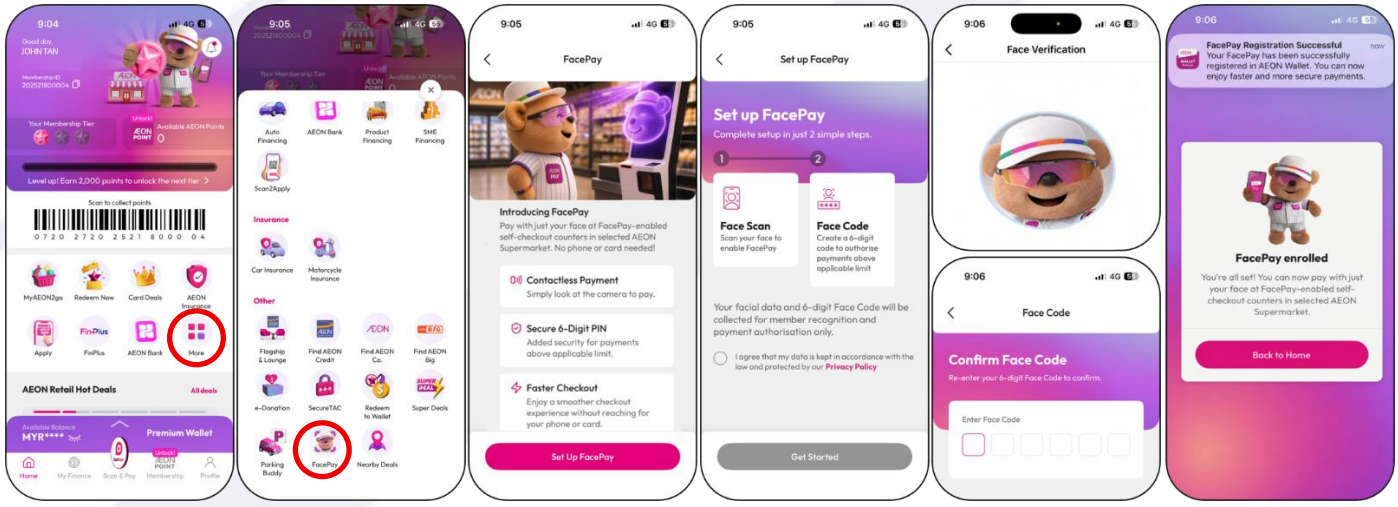
   Stay tuned for more locations!

4. **How do I register for FacePay?**

   You can register through the AEON Wallet app in just a few simple steps:

   i. Open AEON Wallet app and select FacePay.
   ii. Tap Set Up FacePay and agree to the Privacy Policy.
   iii. Scan your face to complete facial recognition.
   iv. Create a 6-digit Face Code for payment verification.

   Once completed, you're ready to use FacePay.



5. **Do I need to register for FacePay every time I make a payment?**

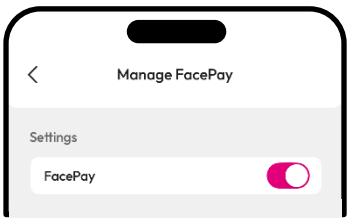
   No. You only need to register once. FacePay will remain available unless you deactivate or remove your registration.

6. **Can I deactivate FacePay after registering?**

   Yes. You can temporarily deactivate FacePay anytime through the AEON Wallet app:

   i. Go to **Profile > My Profile > Manage FacePay**.
   ii. Turn off the FacePay toggle to deactivate it temporarily.

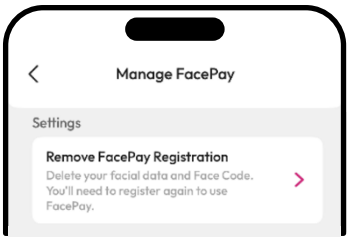
   You can reactivate FacePay whenever you wish to use it again.



7. Can I remove my FacePay registration permanently?

Yes. You can remove your FacePay registration through the AEON Wallet app:

i. Go to **Profile > My Profile > Manage FacePay.**
ii. Select **Remove FacePay Registration**
iii. Follow the instructions to complete the removal.



Note: Removing your registration will delete your registered facial data and Face Code. You will need to register again if you wish to use FacePay in the future.

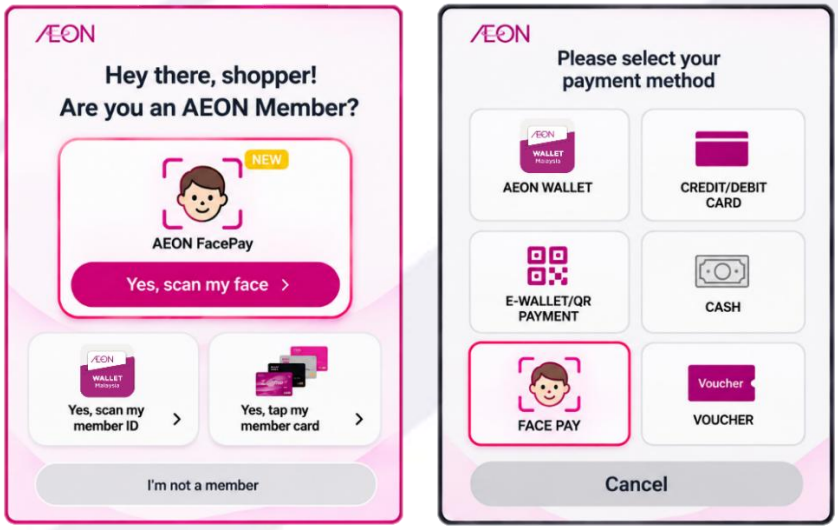
8. How many times can I register and deregister FacePay?

You can register and deregister FacePay up to 3 complete cycles within 24 hours. Once this limit is reached, wait 24 hours before registering for FacePay again.

9. How do I pay using FacePay?

At a FacePay-enabled self-checkout counter:

i. For AEON membership recognition (Left): Select "Yes, scan my face" to identify your membership.
ii. For payment (Right): Select "FACE PAY" when choosing your payment method.



10. After selecting FacePay, can I choose which AEON payment product to use?

Yes! If you have more than one active AEON payment product, you can choose your preferred payment product before confirming your payment.

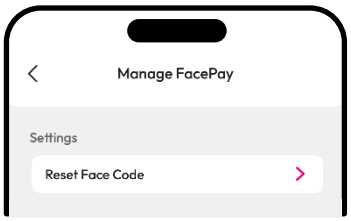
11. What is a Face Code?

A Face Code is a 6-digit security code used to verify FacePay payments above the applicable limit. You will be prompted to enter your Face Code at the self-checkout counter when required.

12. Can I change or reset my Face Code?

Yes! You can reset your Face Code anytime through the AEON Wallet app:

i. Go to **Profile > My Profile > Manage FacePay.**
ii. Select **Reset Face Code.**
iii. Follow the instructions to create a new 6-digit Face Code.



13. What if I forget my Face Code?

You can reset it through **Profile > My Profile > Manage FacePay > Reset Face Code** in the AEON Wallet app.

14. **Can I earn AEON Points when paying with FacePay?**
    Yes! You can continue earning AEON Points in accordance with the existing rewards applicable to your selected AEON payment product.

15. **Will I receive a notification after making a payment?**
    Yes. You will receive a push notification through the AEON Wallet app once your payment is successful. You can also view your transaction history in the app.

16. **Can someone use my photo to make payments?**
    FacePay uses facial recognition with liveness detection to help verify that a real person is present during the scan. A photograph alone should not be sufficient to authorise a payment.

17. **What happens if someone knows my Face Code?**
    Your Face Code alone cannot be used to make a FacePay payment, as facial recognition is required first.
    If you suspect someone knows your Face Code, please reset it immediately through the AEON Wallet app.

18. **What if FacePay cannot recognise my face?**
    If FacePay cannot recognise your face, please try again by looking directly at the camera and ensuring that your face is clearly visible.

19. **Can I still use my AEON Wallet or card if FacePay is unavailable?**
    Yes! FacePay is simply an additional payment option. You can continue using your AEON Wallet or physical card as usual.