

How to Renew

your AEON Member Plus Visa Card membership?



Check annual membership date using AEON Wallet or AEON Credit Service website.



Annual fee is **RM12**



Top up AEON Member Plus Visa Card via below channels:

- AEON Wallet
- All AEON Cashiers    
- AEON Credit Service CDM



Annual fee will be charged via a deduction from

- AEON Member Plus Visa Card balance or
- AEON Points balance or
- Combination of AEON Member Plus Visa Card balance or AEON Points balance

AEON Member Plus Visa Card ("AMPVC") - Annual Fee Charge

Frequently Asked Questions (FAQ)

1. Is there any annual fee charge for AMPVC & when it will be charged?

- Yes, the annual fee is RM12. Annual fee will be charged on 2nd day of the AMPVC Anniversary Month.
- Example:
Anniversary month : June 2021
Charge date : 2nd June 2021
New Anniversary month : June 2022

2. How can I pay for my Annual Fee?

- Annual Fee will be deducted automatically from your AMPVC balance.
- If there is insufficient balance in your account, Annual Fee will be deducted with the combination of AMPVC balance and 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

- The AMPVC membership will be deactivated if the Annual Fee is unsuccessfully deducted.
- 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 check my AMPVC anniversary month?

- A SMS notification will be sent to your registered phone number one (1) month prior to the membership expiry; or
- You may check via AEON Wallet App at "Check Account" > "Card Options" > "Show Member Card"; or
- You may login to AEON Credit Service website (<https://www.aeoncredit.com.my/login>) > "click on AMPVC"

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

- A SMS notification will be sent to your registered phone number upon successful deduction; or
- Alternately, the annual fee deduction to your AMPVC account will be reflected in the E-Statement and AEON Wallet App transaction history.

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

- A 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 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 deactivated until annual fee is paid. You are unable to enjoy the card facilities such as AEON Point earnings and other member benefits e.g. parking rebate & AEON Point redemption.

7. How long does it take for my membership to be re-activated?

Your membership will be re-activated on the next day after the annual fee successfully charged.

8. My AEON Points will be expired if I didn't pay annual fee?

No. Your AEON Points is valid for three (3) years since 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";
- II. AEON Wallet App at "Check Account" > "Card Options" > "Redeem Points";
- III. E-statement on AEON Wallet App