

**TERMS AND CONDITIONS
AEON LOYALTY PROGRAMME**

IMPORTANT

Please read the terms and conditions herein on the AEON Loyalty Programme that is featured on the AEON Bank Application (“Terms and Conditions”). The AEON Loyalty Programme is operated by AEON Credit Service (M) Berhad (“ACSM”), a member of AEON Group of Companies in Malaysia. AEON Bank Customers may be entitled to enjoy rewards through the AEON Loyalty Programme for their usage of AEON Bank products and services subject to the terms herein. These Terms and Conditions govern your AEON Loyalty Programme membership. By becoming a member of the AEON Loyalty Programme, you agree to be bound by these Terms and Conditions and any other related terms and conditions.

Definition(s)

Terms	Definition
“AEON Bank” or the “Bank”	Refers to AEON Bank (M) Berhad
“AEON Group of Companies”	Refers to the AEON group of affiliate companies.
“AEON Points”	Refers to the loyalty points awarded to members of the AEON Loyalty Programme.
“AEON Loyalty Programme”	Refers to the loyalty programs operated by AEON Credit Service (M) Berhad that offers members a range of benefits, discounts, and rewards.
“AEON Bank Savings Account-i”	Refers to the Shariah-compliant savings account offered by AEON Bank.
“AEON Bank Debit Card-i”	Refers to the debit card linked to a Customer’s AEON Bank Saving Account-i.
“AEON Bank Application”	Refers to the mobile application that is used to access AEON Bank services.
“AEON Wallet”	Refers to the mobile application managed by AEON Credit Service (M) Berhad that allows users to do payment, manage loyalty points, digital vouchers and others.
“Customer” or “you” or “your”	Refers to customers of AEON Bank.

Terms & Conditions

1. Membership

- 1.1. You will automatically be enrolled as an AEON Loyalty Programme member upon successful registration as an AEON Bank customer.
- 1.2. By becoming an AEON Loyalty Programme member, you agree to AEON Bank's Privacy Notice at <https://aeonbank.com.my/privacy-notice>. You agree for AEON Bank and ACSM to collect, use, and disclose your personal data for the purpose in relation to the AEON Loyalty Programme.
- 1.3. By becoming a member of the AEON Loyalty Programme, Customers shall be deemed to have accepted and agreed to these Terms and Conditions herein as well as the following terms and conditions and shall be bound by them:-
 - (a) ACSM's AEON Terms & Conditions;
 - (b) ACSM's Privacy Notice which can be found on ACSM's website at <https://myaeoncredit.com.my>; and
 - (c) any other terms and conditions relating to AEON Bank and AEON Loyalty Programme.
- 1.4. You may view your AEON Points on the AEON Bank Application as well as any other medium as decided by ACSM from time to time.

2. Rewards and Rewards Redemption

- 2.1. AEON Bank will reward Customers with AEON Points for their usage of AEON Bank services and other AEON Bank products or features for eligible transactions at the earn rate as may be determined by ACSM from time to time. The redemption of AEON Points are upon the terms as may be determined by ACSM from time to time.
- 2.2. Specific terms and conditions for special promotions will be provided separately through the AEON Bank Website and/or the AEON Bank Application.
- 2.3. AEON Points can only be redeemed on the AEON Bank Application by converting the points into cash value, which will be directly credited into the Customer's AEON Bank Savings Account-i. In the event of inconsistency between this provision and any of ACSM's AEON Wallet Terms & Conditions, this provision shall prevail.
- 2.4. For avoidance of doubt, Customers may also redeem their AEON Points through ACSM's website at <https://myaeoncredit.com.my/membership/aeon-group-member>, ACSM's AEON Wallet or any other medium which are made available by ACSM from time to time.

- 2.5 AEON Points earned are valid for up to three (3) years period from the year the AEON Points have been accumulated.
- 2.6 The redemption methods of AEON Points through AEON Bank are subject to AEON Bank's sole decision and may be updated from time to time.
- 2.7 AEON Bank will not entertain any request by any Customer to credit AEON Points cash redemption into any other accounts maintained by the Customer with any other financial institution or any third party accounts.
- 2.8 All AEON Points are personal to you and are not transferable to any other Customers or members of the AEON Loyalty Programme.
- 2.9 In the event of cancellation/dispute/refund of any transactions (local or overseas), AEON Bank reserves the right to deduct AEON Points from the Customer's account. The Customer acknowledges that the amount of AEON Points to be deducted may differ from the amount of rewarded AEON Points depending on the exchange rates charged on the date of the transaction due to exchange rate fluctuations. The AEON Points to be deducted is based on the total posted Ringgit Malaysia (RM) amount on the date the transaction is received and/or processed. In the event that a transaction is cancelled partially, AEON Bank shall reverse the partial amount of AEON Points issued based on the total transaction.
- 2.10 AEON Bank reserves the right, without prior notice to Customer, to reverse any amount of AEON Points issued, based on reasonable grounds including but not limited to cancellation of transactions, fraudulent activities, or unauthorised transactions.
- 2.11 Reversal of AEON Points pursuant to Clause 2.10 above will be done by AEON Bank from the customer's AEON Loyalty Programme account. The AEON Points reversed shall be based on the total earning conversion rate of AEON Points of the affected transaction(s) processed.
- 2.12 For avoidance of doubt, the reversal of AEON Points shall be done until the total earning conversion rate of the affected AEON Points is fully recovered by AEON Bank.
- 2.13 In the event that AEON Bank is unable to reverse AEON Points as per Clause 2.10 above, AEON Bank reserves the right to deduct any amount due from a customer's AEON Bank Saving Account-i or any other related accounts. The amount to be deducted is based on the total Ringgit Malaysia (RM) value of the total AEON Points to be reversed pursuant to Clause 2.10 above.

3. Termination of AEON Loyalty Programme Membership

- 3.1 You may terminate your AEON Loyalty Programme membership by contacting ACSM's customer service at 03-27199999 or contact ACSM at customer.service@aeoncredit.com.my.
- 3.2 For avoidance of doubt, in the event that you terminate your AEON Loyalty Programme membership, you shall not be entitled to any rewards from AEON Bank that are involved in the AEON Loyalty Programme and any such issued AEON Points shall be forfeited upon termination.

3.3 We may terminate, suspend, restrict or close your AEON Loyalty Programme membership immediately upon giving notice, if: -

- (a) there is any breach by you of these Terms and Conditions or provision of any applicable laws;
- (b) you are found to have used the AEON Loyalty Programme for any unlawful activities including but not limited to activities which are forbidden by law;
- (c) suspicious or abnormal transactions are being carried out through the AEON Loyalty Programme and we are of the opinion that suspension and/or termination is reasonably required to prevent fraudulent or unauthorised transactions;
- (d) any legal order or judgement is issued by any courts of law or judicial bodies on or against you pursuant to any legal action or proceedings, including and not limited to applications for any form of execution under any claims or for any form of relief under any legal or equitable remedies (whether on temporary basis or otherwise);
- (e) you have provided us with false, inaccurate or incomplete data, information or instructions to your access and/or use of the AEON Loyalty Programme; or
- (f) that in our opinion, it is required to facilitate investigation on matters pertaining to suspected fraudulent or unauthorised usage of your AEON Loyalty Programme account, access or use of the AEON Bank Application or the usage of any AEON Banking Services.

3.4 In the event a Customer's AEON Loyalty Programme membership is terminated, suspended, frozen or closed for whatsoever reasons, AEON Bank shall have the right to:

- (a) retract or forfeit awarded AEON Points from the Customer without any prior notice;
- (b) decline to credit any AEON Points to the Customer without any prior notice; and/or take any other action deemed necessary against the Customer; and/or
- (c) take any other action deemed necessary against the Customer including but not limited to deducting any such amount from the Customer's Savings Account-i or any other related accounts.

4. General Terms

4.1 AEON Bank reserves the right to amend any part of these Terms and Conditions by giving prior notice to the Customers and Customers are bound by such changes.

4.2 AEON Bank is merely an aggregator of the AEON Loyalty Programme and shall only be liable for any loss or damages arising out of the use of the reward redemption and services related to AEON Bank. Any other claims in relation to the AEON Loyalty Programme shall be made against ACSM.

- 4.3 In no event shall AEON Bank be liable for any losses or damages (including without limitation, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages) of any party howsoever arising whether in contract, tort, negligence or otherwise in relation to the AEON Loyalty Programme.
- 4.4 By becoming a member of AEON Loyalty Programme, you agree that AEON Bank shall not in any manner whatsoever be liable or held responsible if AEON Bank is unable to perform in a whole or in part of its obligations herein attributable directly or indirectly to the failure of any mechanical or electronic device, data processing system, transmission line, electrical failure, industrial dispute, war, strike, riot, pandemic or any act of God beyond AEON Bank's control or due to any factor in a nature of a force majeure which is beyond AEON Bank's reasonable control.
- 4.5 AEON Bank and its officers, employees, representatives and/ or agents (including without limitation, any third party service providers engaged by AEON Bank for purposes of the AEON Loyalty Programme) shall not be responsible and shall not accept any liabilities of any nature and however arising or suffered by you or any third parties resulting directly or indirectly from this AEON Loyalty Programme, unless due to AEON Bank's gross negligence or wilful misconduct specifically related to the AEON Loyalty Programme.
- 4.6 AEON Bank's decision for any matter in relation to the AEON Loyalty Programme shall be final and binding.
- 4.7 AEON Bank shall not be liable for any misinterpretation or misrepresentation of facts by any unauthorised third party in respect of the AEON Loyalty Programme published in any media, marketing or advertising material.
- 4.8 In the event of any inconsistency between these Terms and Conditions and any advertising, promotional, publicity and the other materials relating to or in connection with the AEON Loyalty Programme, these Terms and Conditions shall prevail.
- 4.9 Except where explicitly stated, in the event of any inconsistencies between these Terms and Conditions and ACSM's AEON Wallet Terms & Conditions, ACSM's AEON Wallet Terms & Conditions shall prevail.
- 4.10 These Terms and Conditions may also be available in the Bahasa Malaysia language. In the event of any inconsistency, conflict, ambiguity or discrepancy between the English version and the Bahasa Malaysia version of this Terms and Conditions, the English version of this Terms and Conditions shall prevail.
- 4.11 AEON Bank reserves the right to change, vary and/or amend any of the terms and conditions contained herein with prior notice to you through AEON Bank's website and/or the AEON Bank Application.



4.12 These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia and any dispute arising out of or in connection with the AEON Loyalty Programme shall be referred to the exclusive jurisdiction of Malaysian courts.