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## Membership & account-related

### I'm new to BIG. How does it work?

The AirAsia BIG Loyalty Programme is a global loyalty and rewards programme that rewards you with AirAsia BIG Points when you fly with AirAsia (our exclusive airline partner) and/or when you spend with our BIG Partners worldwide. BIG Points can be redeemed for a variety of rewards, namely AirAsia flights, hotel stays, vouchers and partner points. As a member of our loyalty programme, you also enjoy a host of privileges such as Priority Access to AirAsia Sales, fixed discounted AirAsia fares (BIG Fixed Points), monthly discounted AirAsia fares (Final Call) and other member-exclusive promotional campaigns.

### How do I apply / register for the AirAsia BIG Loyalty Membership?

1. Go to [www.airasia.com](http://www.airasia.com) / [www.airasiabig.com](http://www.airasiabig.com) and select 'Sign Up' under BIG Shot Login
2. If you have received a BIG Shot ID from our BIG Partners, under "Do you have a BIG card or BIG Shot ID", select "Yes" and enter your BIG Shot ID
3. Fill in your email address, password and personal information and click "Sign up now!"
4. An email will be sent to you with a verification link to verify your email address
5. Click on the link provided in the email to complete the registration

If you encounter problems validating your email address, please contact AirAsia via [LiveChat](#) or [e-Form](#).

### I forgot my password for the BIG Shot Portal. What should I do?

You may click on the "[Forgot Password](#)" link on the BIG Shot Portal login page. You will need to enter your email address registered with your BIG account and you will be sent an email with a link to reset your password.

### I forgot my BIG Shot Login Email. What should I do?

Your BIG Shot Login Email is the email address that you have registered to sign up for the AirAsia BIG Loyalty Membership. (e.g.: [abc@gmail.com](mailto:abc@gmail.com)). To retrieve your BIG Shot login email, please contact AirAsia via [LiveChat](#) or [e-Form](#). Alternatively, you may also submit a webform via [AskBIG](#).

### What is a BIG Shot?

A BIG Shot is an individual who has signed up and registered for membership under the AirAsia BIG Loyalty Programme.

### What is a BIG Shot ID?

A BIG Shot ID is the unique reference or ID number assigned by Think BIG to each BIG Shot (in conjunction with the application / registration for the BIG Loyalty Membership) to earn loyalty points (i.e. 'BIG Points')

### What are BIG Points?

BIG Points are the loyalty points you earn under the AirAsia BIG Loyalty Programme when you purchase AirAsia flight tickets or from spending with our selected BIG Partners.

### Will my BIG Points expire?

Yes, the general validity of your BIG Points is 36 months from the date when the points were credited to your account and BIG Points will expire on the last day of the month.

In addition to the general validity period of 36 months as stated above, BIG Points may also be awarded with a different validity period as determined by us under specific promotions/campaigns.

### What is the BIG Shot Portal?

The BIG Shot Portal is where members can:

1. View and update their personal information
2. View BIG Points balance, upcoming BIG Points expiry and BIG Points related transactions
3. Redeem BIG Points for AirAsia flights and other rewards
4. Access AirAsia-provided features related to your AirAsia flight bookings such as Manage my bookings

### How do I view my BIG Shot ID?

Simply log in to your BIG Shot Portal to view your BIG Shot ID.

1. Click the BIG Shot Login button on the top menu bar on the AirAsia / AirAsia BIG website.
2. Log in to your BIG Shot Account with your email login and password
3. View your BIG Shot ID on the top right corner

### How do I view my BIG Points balance?

Simply log in to your BIG Shot Portal to view your BIG Points balance.

1. Click the BIG Shot Login button on the top menu bar on the AirAsia / AirAsia BIG website.
2. Log in to your BIG Shot Account with your email login and password
3. Click on “My BIG Points” on the left menu bar
4. View your BIG Points on the top right corner

### How do I view my BIG Points expiry?

You may view your BIG Points expiry for the next 6 months by logging in to your BIG Shot Portal.

1. Click the BIG Shot Login button on the top menu bar on the AirAsia / AirAsia BIG website.
2. Log in to your BIG Shot Account with your email login and password
3. Click on “My BIG Points” on the left menu bar
4. View your BIG Points Expiring under section “Points Expiration”

### How do I view my Transaction History?

You may view your BIG Points related transactions by logging in to your BIG Shot Portal.

1. Click the BIG Shot Login button on the top menu bar on the AirAsia / AirAsia BIG website.
2. Log in to your BIG Shot Account with your email login and password
3. Click on “My BIG Points” on the left menu bar
4. View your transactions under section “My Transactions”
5. Select the desired month and year. Transactions reflected by month and year are sorted by the processing date of the transactions.

### How do I update my personal information?

Simply log in to your BIG Shot Portal to view and update your personal information.

1. Click the BIG Shot Login button on the top menu bar on the AirAsia website.
2. Log in to your BIG Shot Account with your email login and password
3. Click on “Settings” on the left menu bar, and select “Edit Profile”
4. Update your personal information and click “Save”

### How do I change my email address?

Simply log in to your BIG Shot Portal to view and update your email address.

1. Click the BIG Shot Login button on the top menu bar on the AirAsia website.
2. Log in to your BIG Shot Account with your email login and password



3. Click on “Settings” on the left menu bar, and select “Change email or password”
4. Click on “Email” header
5. Enter your new email and password and click “Save”

#### How do I change my password?

Simply log in to your BIG Shot Portal to view and update your personal information.

1. Click the BIG Shot Login button on the top menu bar on the AirAsia website.
2. Log in to your BIG Shot Account with your email login and password
3. Click on “Settings” on the left menu bar, and select “Change email or password”
4. Click on “Password” header
5. Enter your current and new password and click “Save”

#### How do I contact AirAsia BIG for enquiries on my BIG Points and account?

You may contact us for any queries on the AirAsia BIG Loyalty Programme through the channels below:

1. Webform - [ASKBIG](#)  
*Our Business hours: 9am-6pm (Mondays to Fridays)*
2. Social Media ([Facebook](#), [Twitter](#), [Weibo](#))  
*Our Business hours: 9am – 9pm (Mondays to Sundays)*

#### I have more than one AirAsia BIG member account, which account can I use for points earning?

You will earn BIG Points in the respective BIG Shot account based on the email address or BIG Shot ID that you provide to our Partners for your transaction or AirAsia flight booking.

#### I have more than one AirAsia BIG member account, why are different points balances displayed?

Every BIG Shot account is unique and identified via email address. BIG Points will be credited to the account based on the login email address or BIG Shot ID provided to our Partners for your transaction. Hence, BIG Points balance will differ from one account to another even if it is registered to the same customer.

#### What will happen to my AirAsia account if I cancel my AirAsia BIG Loyalty Membership?

Once your BIG Loyalty membership is cancelled, you will need to close your AirAsia membership via an opt out link which will be sent to you upon closure of your BIG Loyalty membership account.

#### What will happen to my existing BIG Points in my AirAsia BIG Loyalty account if I cancel my AirAsia BIG Loyalty Membership?

The existing BIG Points in your AirAsia BIG Loyalty account will be forfeited as per terms and conditions of the AirAsia BIG Loyalty Programme. Once forfeited, BIG Points will not be available for redemption.

Note: Please redeem your BIG Points before cancelling your AirAsia BIG Loyalty Membership.

#### My family member has passed away. Can I inherit his/her BIG Points?

Please provide us an original certified true copy of Death Certificate and certified true copy of either of the following documents:

1. Letter of Administration (LA)
2. Grant of Probate

Upon receipt of complete documents, we will proceed to transfer the BIG Points from the deceased account to the beneficiary account.

## Earning BIG Points

### How do I earn BIG Points?

You can earn BIG Points when you:

- Fly with AirAsia
- Spend with our BIG Partners. Find out more [here](#).

### How do I earn BIG Points for AirAsia flights?

Just enter your BIG Shot ID to your flight booking before your flight departure date.

Your BIG Shot ID can be easily updated when you are booking your flight or after you have booked your flight through the BIG Shot Portal. However, update of the BIG Shot ID can only be performed by the person booking the flight, so if you are planning a group booking, please provide your BIG Shot ID to the person who is booking the flight. For step-by-step instructions to update your BIG Shot ID to your flight booking, refer to below:

#### 1. When you purchase your own AirAsia flight ticket:

Your BIG Shot ID will be automatically populated if you log in and book your flight.

1. Go to [www.airasia.com](http://www.airasia.com)
2. Select your Origin and Destination, Departing and/or Return dates, and number of Adults/Kids/Infants then click on “Search”
3. Select your preferred flight and click “Continue”
4. You will be prompted to log in with your Email address and password
5. Once you are logged in, your BIG Shot ID is automatically populated if you are the passenger flying.

#### 2. When your AirAsia flight ticket is purchased by someone else:

The person who booked the flight can enter your BIG Shot ID to the flight booking by following the steps below.

1. Go to [www.airasia.com](http://www.airasia.com)
2. Select your Origin and Destination, Departing and/or Return dates, and number of Adults/Kids/Infants then click on “Search”
3. Select your preferred flight and click “Continue”
4. Under Guest Details, enter the BIG Shot ID to the respective guest travelling. To search for the BIG Shot ID, you may use the “[Lookup my ID](#)” function.
5. Please note that BIG Points are awarded only to the individual passenger who is flying, therefore the BIG Shot ID is only accepted if the guest / passenger name is an exact match with the registered name of the BIG Shot ID.

#### 3. My AirAsia flight ticket is already purchased, how do I update my BIG Shot ID to earn BIG Points?

You can update your BIG Shot ID to your flight before your flight departure date via BIG Shot Portal. However, if your AirAsia ticket was purchased by someone else, then only the person who purchased the flight can update your BIG Shot ID to your ticket. To update, follow the steps below:

1. Log in to the [BIG Shot Portal](#)
2. Click on “My bookings” from the left menu bar.
3. Refer to flights listed under “Current bookings”, select “Modify” on the respective flight. If you can’t find your booking, click on “View other bookings” to search bookings made with your email address.



4. Click "Update Details" on the top menu bar and select "BIG POINTS"
5. Enter the BIG Shot ID to the respective passenger and click on "Submit". To search for the BIG Shot ID, you may use the "[Lookup my ID](#)" function.
6. Please note that BIG Points are awarded only to the individual passenger who is flying, therefore the BIG Shot ID is only accepted if the guest / passenger name is an exact match with the registered name of the BIG Shot ID.

### [Can I earn BIG Points for flight tickets purchased for my family and friends?](#)

Each BIG Shot is only entitled to earn BIG Points from the flight that they have individually flown. Your friends and family would need to sign up for their own BIG Loyalty membership to earn points. Do encourage your friends and family to sign up for AirAsia BIG Loyalty Programme so that they can also enjoy great offers from AirAsia and BIG partners!

### [How do I update my friends' and family's BIG Shot ID when I purchase their flight tickets?](#)

If you are purchasing the flight on behalf of someone, you may enter their BIG Shot ID to the flight when updating the Guest details page. To search for their BIG Shot ID, you may use the "[Lookup my ID](#)" function.

### [How do I search for a BIG Shot ID?](#)

To search for a BIG Shot ID, follow the below steps:

1. Click the link "[Lookup my ID](#)".
2. Enter the Email address, Given name, and Family name (Surname) and click on "Look it up".
3. The BIG Shot ID will be reflected if the details match our records.
4. Once found, please copy and paste the BIG Shot ID into the Guest Details.

### [I tried to update the BIG Shot ID to the flight booking but I was prompted with an error "Customer Number and Name Mismatch". What should I do?](#)

The Given name and Family name/Surname registered on the AirAsia BIG account must match the Given name and Family name/Surname of the guest/passenger flying. If you are trying to update your BIG Shot ID whereby you are the passenger flying, please [update your personal details](#) first before updating your BIG Shot ID. Do ensure your personal details are correctly updated to avoid facing the same issue in the future.

If you are updating the BIG Shot ID for your friends or family, please request for them to update their personal details before updating their BIG Shot ID.

### [How do I earn BIG Points through BIG Partners?](#)

Check out our website for information about our latest [BIG Partners](#) and how to earn BIG Points.

### [What are the latest promotions from the AirAsia BIG Loyalty Programme?](#)

We are constantly working with our BIG Partners to bring great deals to you. Check out our website for information on our latest [promotions](#). For instant updates,

- become our Facebook fan at <https://www.facebook.com/airasiabig>
- follow us on Twitter [@myBIGShots](#)
- check out our Weibo [微博](#) @亚航 BIG

## Missing BIG Points

I have inserted my BIG Shot ID to my AirAsia Flight booking, but I have not received the BIG Points for my flight.

Your BIG Points will be credited into your AirAsia BIG Loyalty account within 5 working days after your flight departure date. If your BIG Points have not been credited and it is more than 5 working days after your flight departure, please submit a [retrospective claim](#) for your missing points.

I've flown with AirAsia but my BIG Points have not been credited. What do I do?

BIG Points will only be credited automatically to your BIG Shot account if your BIG Shot ID was updated to your flight booking before your flight departure date. You may still submit a Retrospective Claim for your BIG Points after 5 working days and within 180 days from your flight departure date by following the steps below:

1. Go to [www.airasiabig.com](http://www.airasiabig.com) and fill in the [AirAsia BIG Loyalty Points Claim form](#)
2. Fill in your personal details and select "Request for BIG Points Claim / Dispute"
3. Under Type for Claim / Dispute, select "BIG Points Claim/Dispute for AirAsia" then fill in the required information to complete submission of your claim
4. If your claim is valid, BIG Points will be credited to your account within 14 working days of your claim submission. Please login to your BIG Shot Portal to check your [transactions](#).
5. If we are unable to verify your claim, we may request you to provide additional information and supporting documents, such as your flight itinerary to help with our verification.
6. Please note that all claims are subject to the approval of AirAsia. Claims made more than 180 days from the flight departure date will be rejected.

I've spent with a BIG Partner but my BIG Points have not been credited. What do I do?

BIG Points will only be credited to your BIG Shot Account if your BIG Shot ID was provided to the BIG Partner during the point of transaction provided you have met the terms & conditions of the respective BIG Partner. The posting period for the BIG Points to be credited into your account is also subject to the terms & conditions of the respective partner. For more details, please refer to our website under the respective BIG Partners.

You may perform a Retrospective Claim for your BIG Points by following the steps below. Please note that all retro claims are subject to the approval of the respective BIG Partners.

1. Go to [www.airasiabig.com](http://www.airasiabig.com) and fill in the [AirAsia BIG Loyalty Points Claim form](#)
2. Fill in your personal details and select "Request for BIG Points Claim / Dispute"
3. Under Type for Claim / Dispute, select "BIG Points Claim/Dispute for Non-Flights" then fill in the required information to complete submission of your claim
7. If your claim is valid, BIG Points will be credited to your account within 14 working days of your claim submission. Please log in to your BIG Shot Portal to check your [transactions](#).
4. Please provide additional information and supporting documents, such as your receipt to help with our verification.
5. Please note that all claims are subject to the approval of the BIG Partner/Merchant.

Can I still claim BIG Points for flights flown before I signed up for the BIG Loyalty membership?

Yes, you may still perform a retrospective claim for any flights flown within 180 days of the flight departure date.



## Redeeming BIG Points

You can use your BIG Points to redeem for many reward offerings, namely:

1. Redemption of BIG Points for AirAsia Flights

As a BIG Shot, you can redeem your BIG Points to all AirAsia destinations. What's more, BIG Shots enjoy Fixed Points redemption to many destinations. To learn more, click [here](#). To redeem, log in to the [BIG Shot Portal](#), click on "My BIG Points", then "Redeem Points" and select "AirAsia Flights".

2. Redeem BIG Points for hotel stays and other special rewards

For our latest reward offerings, log in to the [BIG Shot Portal](#), click on "My BIG Points" and select the reward of your choice.

### Can I redeem my BIG Points at AirAsia Sales counters?

Sorry, BIG Points can only be redeemed through the AirAsia BIG website.

### Can I get a customer service officer to assist me with my BIG Points redemption?

Sorry, for security reasons, our customer service centre is unable to perform redemptions on behalf of our members. You may redeem your BIG Points by logging in to your BIG Shot Portal.

### Can I cancel my redemption?

Sorry, BIG Points redeemed cannot be cancelled and are non-refundable.

### If I have missed the AirAsia flight that I have redeemed will my redeemed BIG Points be credited back to my AirAsia BIG Loyalty account?

Sorry, BIG Points that have been redeemed cannot be cancelled and are non-refundable. Hence, these BIG Points that you have already used for redemption will not be credited back into your AirAsia BIG Loyalty account.

### If AirAsia cancels the flight that I have redeemed, will the BIG Points that I have redeemed for the cancelled flight be credited back to my BIG Loyalty account?

The BIG Points redeemed are non-refundable. You can submit a refund request to AirAsia directly by contacting AirAsia's customer care service for further assistance. The value of the fare (for the flight that has been cancelled by AirAsia) will be refunded as a 'credit shell' credited to your AirAsia account (under [www.airasia.com](http://www.airasia.com)) which you can use within 90 days from the date of issuance to book other AirAsia flights.

Learn more about AirAsia's refund process at [Ask AirAsia](#).