



## Frequently Asked Questions

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## AirAsia BIG Loyalty Programme

### Having difficulties to login BIG Shot Portal / Redemption website?

No	Questions	Answer
1	I forgot my password for the BIG Shot Portal. What should I do?	<p>Go to the <a href="#">BIG Shot Portal</a> login page:</p> <p>A) If you are just a BIG Loyalty Member and do not have the BIG Prepaid VISA Card, click the <a href="#">Forgot Your Password</a> link and provide the following information:</p> <ol style="list-style-type: none"><li>1) BIG Shot email ID</li><li>2) Identification type</li><li>3) Identification number</li></ol> <p>Then click the Next button. Your temporary password will be sent to the email address that you have registered with us.</p> <p>B) For BIG Prepaid VISA cardholders, click the <a href="#">Forgot Your Password</a> link and provide the following information:</p> <ol style="list-style-type: none"><li>1) BIG Shot email ID</li><li>2) Identification type</li><li>3) Identification number</li><li>4) Then click the Next button and answer a security correctly. Your temporary password will be sent to the email address that you have registered with us.</li></ol> <p>If you are a BIG Prepaid VISA cardholder and still unable to retrieve your password, please submit your enquiry <a href="#">here</a>.</p> <p>If you are an AirAsia BIG Loyalty member and still unable to retrieve your password please submit your enquiry <a href="#">here</a>.</p>
2	I forgot my BIG Shot Email ID. What should I do?	<p>Your BIG Shot Email ID is the email address you used to sign up for the AirAsia / BIG Loyalty Membership. (e.g.: abc@gmail.com)</p> <p>You may submit general enquiry via <a href="#">web form</a> in order retrieve your BIG Shot email ID.</p>
3	I've been informed that I'm upgraded from an AirAsia member to BIG Shot. What login credential should I use?	<p>Your AirAsia membership was upgraded to the "BIG Shot" membership. You may use your AirAsia Login ID and password to login to the <a href="#">BIG Shot Portal</a> . However, if this is your first time login to the BIG Shot Portal, you will need to obtain a temporary password via <a href="#">Forgot Your Password</a>.</p> <p>If this does not resolve your enquiry, you may submit general enquiry via <a href="#">web form</a> for further assistance.</p>



4	How come I can't login into airaisa.com after I changed my password at BIG Shot Portal?	<p>Your new password is only applicable for login to your BIG Shot account. Please update your password for your AirAsia account for easy login in the future.</p> <p>For ease of log-in, please maintain same password for both BIG Shot and AirAsia member accounts.</p> <p>To update both passwords, please click <a href="#">here</a> for BIG Shot and <a href="#">here</a> for AirAsia account.</p>
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### AirAsia BIG Loyalty Programme Basics

No	Questions	Answer
1	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, having either applied for the BIG Loyalty Membership or the BIG Prepaid VISA Card.
2	What is a BIG Shot ID?	BIG Shot ID is the unique reference or ID number assigned by Think Big to each BIG Shot (in conjunction with application / registration for the BIG Loyalty Membership or BIG Prepaid VISA Card) to earn loyalty points (i.e. 'BIG Points')
3	What are BIG Points?	BIG Points are the reward and loyalty points you earn under the AirAsia BIG Loyalty Programme when you spend on AirAsia tickets or our selected BIG Partners and also when you use your BIG Prepaid VISA Card to make payment at any VISA accepting merchant.
4	Is BIG Prepaid VISA Card a credit card?	BIG Prepaid VISA Card is not a credit card. It's a prepaid VISA card, which means you can only spend the amount you've loaded onto the card. The card is accepted worldwide anywhere you see the VISA sign. You also earn BIG Points when you use your BIG Prepaid VISA Card.
5	I'm new to BIG. How does it work?	<p>The AirAsia BIG Loyalty Programme is a global loyalty and rewards program operated by Think Big Digital Sdn Bhd ("Think Big"), an affiliate of AirAsia. It's a fast track rewards program where you can earn BIG Points for FREE AirAsia flights.</p> <p>In Malaysia, you are given the option to either apply for membership with the BIG Loyalty Membership which is just a loyalty only card OR go for the BIG Prepaid VISA Card that is a <i>2in1</i> dual function card that includes both a loyalty and prepaid facility. With the BIG Prepaid VISA Card, you can reload and spend at all VISA accepted merchants worldwide. This will enable you to earn BIG Points twice, first as a BIG Shot and then when you spend with your BIG Prepaid VISA Card.</p> <p>Earn more BIG Points with our BIG partners and start redeeming your FREE flights.</p>

### BIG Shot Portal (Member Portal)

No	Questions	Answer
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1	What is the BIG Shot Portal?	<p>The BIG Shot Portal is where members can:</p> <ol style="list-style-type: none"> <li>1) View AirAsia BIG Loyalty account information</li> <li>2) View BIG Points balance and transaction statements.</li> <li>3) Redeem for free flights and other exciting merchandise.</li> <li>4) Access our customer support channels.</li> <li>5) View your BIG Prepaid VISA Card balance and transaction statements.</li> </ol> <p>Reload your BIG Prepaid VISA Card.</p>												
2	How do I access the BIG Shot Portal?	Login to the <a href="#">BIG Shot Portal</a> or click the Login button on the top menu bar on the AirAsia BIG website at <a href="http://www.airasiabig.com">www.airasiabig.com</a>												
3	How can I know my BIG Shot ID?	<p>It's simple:-</p> <ol style="list-style-type: none"> <li>a. Your AirAsia Member Number is your BIG Shot ID. You can login to <a href="http://www.airasia.com">www.airasia.com</a> to check your Member Number or</li> <li>b. Log into <a href="#">BIG Shot Portal</a> or</li> <li>c. Refer to the welcome email (subject: 'Welcome to AirAsia BIG, prepare to fly free!') that has been emailed to you earlier.</li> </ol> <p>In addition, if you are a BIG Prepaid VISA Cardholder, your BIG Shot ID is printed at the back of your BIG Prepaid VISA Card. Also, if you still hold the loyalty only BIG Card (BIG Card Loyalty) which we have ceased issuance off, your BIG Shot ID is printed on the card.</p>												
4	How do I update my personal information?	For security reasons, members are not allowed to update their own profile. Please submit your request via <a href="#">AirAsia BIG Loyalty Update Profile</a> web form.												
5	I am facing system problems. What should I do? Where can I get more help on the AirAsia BIG Loyalty Programme?	<p>Our Business Hours as below:-</p> <table border="1" data-bbox="564 1285 1465 1756"> <thead> <tr> <th data-bbox="564 1285 1121 1323">Category</th> <th data-bbox="1121 1285 1465 1323">Business Hours</th> </tr> </thead> <tbody> <tr> <td data-bbox="564 1323 1121 1429">For queries on the AirAsia BIG Loyalty Program:</td> <td data-bbox="1121 1323 1465 1429"></td> </tr> <tr> <td data-bbox="564 1429 1121 1503">a) <a href="#">AirAsia BIG Loyalty Request / General Enquiry</a></td> <td data-bbox="1121 1429 1465 1503">9am - 6pm (Mon to Fri)</td> </tr> <tr> <td data-bbox="564 1503 1121 1576">b) <a href="#">AirAsia BIG Loyalty Points Claim or Update Profile</a></td> <td data-bbox="1121 1503 1465 1576">9am - 6pm (Mon to Fri)</td> </tr> <tr> <td data-bbox="564 1576 1121 1650">c) <a href="#">BIG Prepaid VISA Request / General Enquiry</a></td> <td data-bbox="1121 1576 1465 1650">9am - 9pm (Mon to Sun)</td> </tr> <tr> <td data-bbox="564 1650 1121 1756">d) Social Media (<a href="#">Facebook</a>, <a href="#">Twitter</a>, <a href="#">Weibo</a>)</td> <td data-bbox="1121 1650 1465 1756">9am - 9pm (Mon to Sun)</td> </tr> </tbody> </table>	Category	Business Hours	For queries on the AirAsia BIG Loyalty Program:		a) <a href="#">AirAsia BIG Loyalty Request / General Enquiry</a>	9am - 6pm (Mon to Fri)	b) <a href="#">AirAsia BIG Loyalty Points Claim or Update Profile</a>	9am - 6pm (Mon to Fri)	c) <a href="#">BIG Prepaid VISA Request / General Enquiry</a>	9am - 9pm (Mon to Sun)	d) Social Media ( <a href="#">Facebook</a> , <a href="#">Twitter</a> , <a href="#">Weibo</a> )	9am - 9pm (Mon to Sun)
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### AirAsia BIG Loyalty Membership Fee

No	Questions	Answer
1	I've previously paid a joining fee for my BIG Loyalty Card	Previously, our BIG Loyalty Membership comes with a physical card which has your name and your BIG Shot ID on it, i.e. in the form of the BIG Loyalty



	<p>membership. Now that the membership for the AirAsia BIG Loyalty Program is free, how can I get my refund?</p>	<p>Card membership. However, the new AirAsia BIG Loyalty Membership is FREE and a “<b>card-less</b>” membership where you will only be provided with an account ID, i.e. the BIG Shot ID for you to quote whenever you make purchases with AirAsia.</p> <p>Our “<b>card-less</b>” AirAsia BIG Loyalty Membership was introduced in 2013, therefore any payment/joining fees paid prior to that date for the BIG Loyalty Card are non-refundable as you have enjoyed the benefits of being an AirAsia BIG Loyalty Member from then until now.</p> <p>Therefore, we regret to inform that the joining fee that you have paid for your BIG Loyalty Card previously is non-refundable.</p>
2	<p>I’ve previously paid a joining fee for my BIG Loyalty Card membership. Now that the membership for the AirAsia BIG Loyalty Programme is free, how can I get my refund?</p>	<p>Previously, our BIG Loyalty membership comes with a physical card which has your name and your BIG Shot ID on it, i.e. in the form of the BIG Loyalty Card membership. However, the new AirAsia BIG Loyalty membership is FREE and a “<b>card-less</b>” membership where you will only be provided with an account ID, i.e. the BIG Shot ID for you to quote whenever you make purchases on or with AirAsia.</p> <p>Our “<b>card-less</b>” AirAsia BIG Loyalty membership was introduced in 2013, therefore any payment/joining fees paid prior to that date for the BIG Loyalty Card are non-refundable as you have enjoyed the benefits of being an AirAsia BIG Loyalty Member from then until now.</p> <p>Therefore, we regret to inform that the joining fee that you have paid for your BIG Loyalty Card previously is non-refundable.</p>

### AirAsia BIG Loyalty Membership Application

No	Questions	Answer
1	<p>How do I apply for AirAsia BIG Loyalty Membership?</p>	<p>Just go to the <a href="#">Join Now</a> and apply online which will only take 5 minutes :</p> <ol style="list-style-type: none"> <li>1) Fill in your personal detail</li> <li>2) Set-up your security details (login ID and password) and click the Submit button</li> <li>3) Verify your email address</li> <li>4) Login to complete your application process</li> </ol>
2	<p>Do I need to apply for AirAsia BIG Loyalty Membership separately if I already have an account with AirAsia?</p>	<p>If you are already an existing AirAsia member, then you will be automatically upgraded to the AirAsia BIG Loyalty Program as a BIG Shot. Hence, you do not need to apply separately.</p>



3	After sign-up, I received an email asking me to verify my email address. Why do I need to do that and how do I do it?	<p>You must verify your email address so that we can communicate with and assist you via email.</p> <p>To verify your email address, simply click on the link in the email and follow the instructions. If this doesn't work, you may need to cut and paste the link into your web browser. If you encounter problems validating your email address, please contact us via <a href="#">web form</a>.</p>
4	I have more than one AirAsia member accounts, which account can I use for points earning?	All AirAsia members will be upgraded to BIG Shot Loyalty Programme. You will earn BIG points for the respective BIG Shot ID based on the email address that you used to login into AirAsia website for flight booking.
5	I have more than one AirAsia member accounts, how come one of the accounts is displaying zero points after I login?	<p>Every BIG Shot account is unique and independent. Points will be credited to the account based on the login email address. Hence, points will be different for the accounts under a same customer.</p> <p>We highly recommend you to consolidate your point into one BIG Shot account to accumulate the points for free flight redemption.</p>
6	Can I consolidate all my points from different BIG Shot IDs into a single BIG Shot ID?	You may submit a request via <a href="#">web form</a> for points transfer / BIG Shot account consolidation.

### AirAsia BIG Loyalty Programme Rewards

No	Questions	Answer
1	Will my BIG Points expire?	Your BIG Points is valid for 36 months from the date when the points are being credited to your account.
2	Can I transfer my BIG Points to my friends and family?	Sorry, BIG Points are non-transferable but your family and friends can apply for AirAsia BIG Loyalty Programme to enjoy the same privileges.
3	How do I earn BIG Points?	<p>You can earn BIG Points when you:</p> <ul style="list-style-type: none"> <li>• purchase flights with AirAsia</li> <li>• spend on selected BIG Partners</li> <li>• spend at all VISA accepting merchants with the BIG Prepaid VISA Card</li> </ul>
4	How do I earn BIG Points for AirAsia flights?	<p>When you fly with Air Asia, you can earn BIG Points during flight booking by following the steps below:-</p> <p><u>Upon purchase of Air Asia flight tickets:</u></p> <ol style="list-style-type: none"> <li>1) Select your Origin and Destination, Departing and/or Return dates, and number of Adults/Kids/Infants then click on search to proceed.</li> <li>2) Select your preferred flight, and selection for wheelchair service then</li> </ol>



		<p>click Continue to proceed.</p> <p>3) Under Contact details, click Login button and login with your registered Email address and Password.</p> <p>4) Your contact details will be auto-populated, click Next to proceed to Guest/Traveller details.</p> <p>5) Tick the check box “I am flying” and your BIG Shot ID will be auto-populated.</p> <p>6) You may click on the link “Lookup my BIG Shot ID” and follow the instructions to fill in your BIG Shot Email ID, your Given Name, and your Family Name/Surname which you used to register for the AirAsia BIG Loyalty Programme, then click the “Look it up” button. Your BIG Shot ID will be reflected if the details match our records. Once found, please copy and paste the BIG Shot ID into the Guest Details screen.</p>
5	Can I get BIG Points for flights purchased for my friends and family using my BIG Shot ID?	Each BIG Shot ID earns BIG Points only on flights taken by the individual BIG Shot. Friends and family would need to sign up for their own BIG Loyalty membership to earn points. Encourage your friends and family to sign up for AirAsia BIG Loyalty Programme so that they can also enjoy a variety of great offers from Air Asia and BIG partners!
6	How do I include my friends and family’s BIG Shot ID to earn points for their flights booking made by me?	<p>You can include your friends and family’s BIG Shot ID on the Traveller details page using “Lookup my BIG Shot ID” during the online flight booking.</p> <p>Alternatively, you may add your friends and family into your AirAsia member profile page. By then, you can select the added friends or family without re-enter the guest details for the future flight bookings. Please do not forget to include your friends / family’s BIG Shot ID during this setup so that they can earn points on the flights book by you.</p>
7	I have inserted by BIG Shot ID to my AirAsia Flight booking, but I have not received the BIG points for my flight.	Your BIG Points will only be credited into your AirAsia BIG Loyalty account 5 days after your flight’s departure date.
8	I purchased my AirAsia flight via the AirAsia sales counter using cash or credit card. Can I earn BIG Points for this flight?	Yes, you can earn BIG Points from this purchase if you quote your BIG Shot ID when making the payment.
9	I forgot to insert my BIG Shot ID when I purchased my AirAsia Ticket. How do I earn BIG Points for that flight?	<p>Do not worry. You can still earn your BIG Points with these simple steps:</p> <p><b>Earning BIG Points after purchasing Air Asia flight tickets.</b></p> <p>1) Login to AirAsia <a href="#">Manage my Booking</a> page.</p> <p>2) Click on "Modify" for the flight booking. On the top right menu bar, click on Update Details and BIG Points.</p> <p>3) Under the Earn BIG Points page, fill in your BIG Shot ID. To lookup your BIG Shot ID, click on the “Lookup BIG Shot ID” link and follow the instructions to fill in your BIG Shot Email ID, your Given Name, and your</p>



		<p>Family Name/Surname which you used to register for the AirAsia BIG Loyalty Programme, then click the “Look it up” button. Your BIG Shot ID will be reflected if the details match our records. Once found, please copy and paste the BIG Shot ID into the Manage my booking page.</p> <p>4) Click Submit to proceed.</p> <p>You will receive your BIG Points 5 working days after your departure date.</p> <p>Note: You can only start earning BIG Points for your AirAsia flight once you are a BIG Shot.</p>
10	I tried to insert my BIG Shot ID in "Manage my bookings" in the Air Asia web page but I was prompted with an error "Invalid ID/Name". What should I do?	<p>Your Given Name and Family name/Surname used to register on <a href="#">AirAsia's website</a> and the First Name and Last Name registered on <a href="#">AirAsia BIG Loyalty Programme website</a> <b>must be</b> the same as your Identity Card / Passport. Otherwise, please request to update your personal details:</p> <p><u>Update at AirAsia website</u></p> <ol style="list-style-type: none"> <li>1) Login to the <a href="#">AirAsia</a> website using your Air Asia login and password</li> <li>2) Click on "My Profile"</li> <li>3) Update your Given name and Family name/Surname as per your Identity Card / Passport</li> </ol> <p><u>Update at AirAsia BIG Loyalty Programme's website</u></p> <ol style="list-style-type: none"> <li>1) Submit your update personal details request via the <a href="#">web form</a>.</li> </ol> <p>Once this has been completed, you should be able to proceed to enter your BIG Shot ID in "Manage my booking" on AirAsia's website.</p>
11	What are the latest promotions on the AirAsia BIG Loyalty Programme?	<p>We work hard with our BIG partners to bring you unbeatable deals so for instant updates,</p> <ul style="list-style-type: none"> <li>• become our fan at <a href="http://www.facebook.com/myBIGShots">www.facebook.com/myBIGShots</a></li> <li>• follow us at <a href="#">Twitter @myBIGShots</a></li> <li>• follow us at <a href="#">Instagram@ mybigshots</a></li> <li>• check out our <a href="#">website</a></li> <li>• check out our <a href="#">blog</a></li> <li>• check out our <a href="#">微博</a></li> </ul>
12	How do I earn more BIG Points through BIG Partners?	Please check out our website for more information about our <a href="#">BIG Partners</a> .
13	Who are BIG's Partners?	Our list of partners are available <a href="#">here</a>

## BIG Points Claim

No	Questions	Answer
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1	I have several AirAsia flights coming soon this year, can I earn BIG Points for these flights?	<p>Yes, you can still earn BIG Points after you have successfully applied for the AirAsia BIG Loyalty Programme, and obtained your BIG Shot ID.</p> <p>You may then go to <a href="#">AirAsia's website</a> and 'Manage my Bookings' and modify each itinerary by updating your 'BIG Shot ID' accordingly.</p> <p>The BIG Points will be reflected in your BIG Shot Portal Account after 5 working days from your departure date.</p>
2	I've been on flights with AirAsia but my BIG Points have not been credited. What do I do?	<p>To claim missing BIG Points, please submit your claims via <a href="#">web form</a>. Complete the web form and click Submit.</p> <p>BIG Points will be credited to your account after 7 working days if your claim is valid.</p>
3	My family/friend booked my flight. How do I get my BIG Points?	<p>Please ensure that your family member or friend quotes your BIG Shot ID so that BIG Points can be credited to your AirAsia BIG Loyalty account.</p>
4	I forgot to input my BIG Shot ID when I purchased my AirAsia flight. Can I still earn BIG Points on that flight?	<p>Yes. You can still earn BIG Points provided you submit your request within 30 days after the departure date.</p> <p>To do a BIG Points retrospective claim, please submit your claims via <a href="#">web form</a>. Complete the web form and click Submit.</p>
5	Why my AirAsia BIG Loyalty account not reflect the latest BIG Points balance after I purchased my AirAsia flight ticket?	<p>Your BIG Points will only be credited into your AirAsia BIG Loyalty account 5 days after your flight's departure date.</p>
6	Will I earn BIG Points for missed flights that I had purchased and paid for?	<p>Yes. You will still earn BIG Points even if you miss your flight.</p>
7	If I miss the AirAsia flight that I have redeemed will my redeemed BIG Points be credited back to my AirAsia BIG Loyalty account?	<p>Sorry, BIG Points that have been redeemed cannot be cancelled and are not refundable. Hence, these points that you have already redeemed will not be credited back into your AirAsia BIG Loyalty account.</p>
8	If AirAsia cancels the flight that I have redeemed, will my redeemed BIG Points be credited back to my BIG Loyalty account?	<p>Sorry, BIG Points that have been redeemed cannot be cancelled and are not refundable. However, 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 act as a 'credit shell' credited to your AirAsia account (under <a href="http://www.airasia.com">www.airasia.com</a>) which you can use within 90 days from the date of issuance to book other AirAsia flights.</p> <p>Learn more about the 'refund process' at <a href="#">Ask AirAsia</a>.</p>



## BIG Points Redemption

No	Questions	Answer
1	Where can I redeem my BIG Points?	You can redeem your BIG Points at the links provided below: <ul style="list-style-type: none"> <li>• <a href="#">Flight Redemption portal</a></li> <li>• <a href="#">Hotel &amp; Special Redemption portal</a></li> </ul>
2	What can I redeem using my BIG Points?	There are plenty of rewards to choose from in the Redemption portals to redeem for any available AirAsia flights, Tune Hotel and Special Redemptions.
3	How do I redeem BIG Points for AirAsia flights?	Login to <a href="#">Flight Redemption portal</a> with your BIG Email address and password. Next, enter your preferred flights, passenger details, and preferred BIG Points-to-Cash Ratio.  Once your redemption is complete, your flight itinerary and redemption reference will be sent to your email address that you have registered with us.
5	How do I redeem BIG Points for Tune Hotel or other products?	Firstly, you have to login to <a href="#">Hotel &amp; Special Redemption portal</a> with your BIG Email address and password.  Next, select your preferred product, and enter your personal details.
6	Can I redeem my BIG Points at AirAsia sales counters?	Sorry, we only provide online redemption.
7	Can I get customer service officer to help me with my redemption?	Sorry, due to protection of member's information and for security purposes of member's accounts, our customer service centre is unable to perform redemptions on behalf of members, as redemptions are only accessible by a member personally by logging in to the <a href="#">Flight Redemption portal</a> with your BIG Shot Email ID and password.
13	Can I change details of flights redeemed with BIG Points?	Sorry, no changes can be made to redeemed flights.
14	Can I cancel my redemption?	Sorry, BIG Points once redeemed cannot be cancelled and are not refundable.

## Upgrading of AirAsia membership to BIG Shot (AirAsia BIG Loyalty Membership)

No	Questions	Answer
1	I've received an electronic mailer (EDM) to notify me on the upgrade of my AirAsia membership to a "BIG Shot"	It means that we are upgrading your AirAsia membership to "BIG Shot" status together with the <b>AirAsia BIG Loyalty Programme</b> , owned and operated by AirAsia's affiliate, Think Big Digital Sdn Bhd (" <b>Think Big</b> "). Once the AirAsia BIG Loyalty Programme is part of your AirAsia membership, you



	status. What does that mean?	can enjoy a range of new and extra BIG benefits. The best part is? It's FREE for life!
2	What are the changes once I upgrade my AirAsia membership to a "BIG Shot" membership?	<p>With this upgrade, you still have the benefits of an AirAsia Member:</p> <ul style="list-style-type: none"> <li>- Change/upgrade your flights and add-ons via Manage My Booking</li> <li>- Breeze through payment page with 1-Click card</li> <li>- Web check in and print your boarding pass</li> </ul> <p>As a BIG Shot under the AirAsia BIG Loyalty Programme, you will get to enjoy these extra benefits:</p> <ul style="list-style-type: none"> <li>- 24-hour priority access to our biggest sales, before everyone else!</li> <li>- Earn BIG Points every time you travel with us</li> <li>- Redeem your BIG Points for AirAsia flights and merchandises.</li> </ul> <p>Click <a href="#">here</a> for more details on AirAsia BIG Loyalty Programme.</p>
3	What is this upgrade all about? Is it an upgrade to the BIG Prepaid VISA Card or just related to the Big Loyalty Membership?	This membership upgrade is only for the loyalty membership (more commonly known as the 'AirAsia BIG Loyalty Membership'). It is <b>free</b> , so you don't have to worry about making any payment.
4	When will the upgrade be activated?	You will receive our notification email once your account is upgraded.
5	Can I opt-out from this upgrade?	Yes, you can opt-out by clicking the 'Opt-Out' link at the bottom of the mailer that we have sent to you for the upgrade. By opting out, your AirAsia membership will be cancelled.
6	Can I keep my AirAsia membership and opt-out from having a "BIG Shot" membership?	No, you can't. Your AirAsia membership will be cancelled once you have opted out from the "BIG Shot" membership. By opting out, both memberships will be cancelled.
7	What would happen to my account if I choose to opt-out from this upgrade?	Your account will be removed from both AirAsia membership (operated by AirAsia) and AirAsia BIG Loyalty Programme (operated by Think Big). You can no longer access your online account at the AirAsia website.
8	What would happen to my existing points in my AirAsia BIG Loyalty account?	The existing points in your AirAsia BIG Loyalty account will be forfeited as per terms and conditions of the AirAsia BIG Loyalty Programme Please click <a href="#">here</a>
9	What should I do if I am not able to log into my AirAsia BIG Loyalty account at <a href="http://www.airasiabig.com">http://www.airasiabig.com</a> ?	<p>Please click on 'Forget Password' to reset password in case you are unable to recall your password.</p> <p>If this does not resolve your enquiry, please contact our Customer Service team via AskBIG at <a href="http://www.airasiabig.com">http://www.airasiabig.com</a> for further assistance.</p>
10	What should I do if I would like to recover my AirAsia	<p><b>You have two options.</b></p> <ol style="list-style-type: none"> <li>1. To reactivate your old account with all the original details, please contact</li> </ol>



	account after I have opted out?	AirAsia Customer Care team via Ask AirAsia at <a href="http://www.airasia.com">www.airasia.com</a> for further assistance. 2. The second option would be to create a fresh record all over again via AirAsia's <a href="#">signup form</a>
11	Will my account be automatically upgraded to "BIG Shot" status under AirAsia BIG Loyalty Programme? How can I opt-out after that?	Yes, your account will be upgraded to "BIG Shot" status and you will be a member under the AirAsia BIG Loyalty Programme. You can opt-out by clicking the "Opt-Out" link at the bottom of the electronic mailer that we have sent to you for the upgrade. If you did not receive the upgrade email or it is accidentally deleted, you may contact AirAsia Customer Care team via <a href="#">AskAirAsia</a> for further assistance.

### AirAsia BIG Loyalty Programme Cancellation

No	Questions	Answer
1	What would happen to my AirAsia membership account if I cancel my AirAsia BIG Loyalty Membership?	Your account will be removed from both AirAsia membership (operated by AirAsia) and AirAsia BIG Loyalty Programme (operated by Think Big). Once removed, you will no longer be able to access your online account at the AirAsia website.
2	What would 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."
3	After I cancel my AirAsia BIG Loyalty Membership, can I still redeem my available BIG Points balance?	Sorry, you won't be able to redeem your BIG Points once your membership is cancelled as your BIG Points will be forfeited. Note: Please redeem your BIG Points before cancelling your AirAsia BIG Loyalty Membership.

## BIG Prepaid VISA Card

### BIG Prepaid VISA Card Basics

No	Questions	Answer
1	What is BIG Prepaid VISA Card?	It is a dual function '2in1' payment and loyalty card, which acts as: 1) a AirAsia BIG Loyalty Membership card, and 2) a prepaid VISA payment card. This also means you earn BIG Points TWICE!  First as a BIG Shot and then when you spend with your BIG Prepaid VISA Card. The BIG Prepaid VISA Card is a smart and cost-effective alternative to carrying cash. So pay your bills, perform online transactions and shop at any



		outlet wherever VISA is accepted. Because it is a reloadable and a pre-funded card, you are in complete control of your spending.
2	Who is the issuer for BIG Prepaid VISA Card?	Tune Money Sdn. Bhd. is the issuer of the BIG VISA Prepaid Card under the e-money license that Tune Money has obtained from Bank Negara. For the Terms and Conditions of the BIG Prepaid VISA Card, please click <a href="#">here</a> .
3	How do I use my BIG Prepaid VISA Card?	You can use your BIG Prepaid VISA Card for the following purposes: 1) Purchases at any VISA enabled merchants worldwide, including online merchants. 2) ATM withdrawal at any VISA enabled ATM, worldwide (subject to applicable fees). 3) Purchase AirAsia flights online at AirAsia.com
4	Why do I need to activate my BIG Prepaid VISA Card and how do I do it?	You must first activate your card before reload. This activation requirement is a security measure. Once you receive your card, login to the <a href="#">BIG Shot Portal</a> and click on the “activate” button.  You will then have to key in your card number and CVV2, then click the submit button. Once verified, your card will be activated.
5	Where can I use my BIG Prepaid VISA Card?	You can use your BIG Prepaid VISA Card to pay at over 29 million VISA merchant outlets and 1.4 million VISA-enabled ATMs across 200 countries worldwide. Just look out for the VISA logo when you shop in store or online.
6	How can I check my BIG Prepaid VISA Card balance online?	Log in to the <a href="#">BIG Shot Portal</a> with your BIG Shot Email ID and password. Your balance will be displayed under the BIG Summary section on the homepage.
7	Is there any limit on the BIG Prepaid VISA Card?	The maximum card limit for all new BIG Prepaid VISA Cardholders is set at RM 4,999.99.
8	Can I use my BIG Prepaid VISA Card to pay for petrol at the petrol station?	Yes, you may either use at the outdoor petrol kiosk pump or present your card to the indoor cashier.  The following applies: 1) At the outdoor petrol kiosk pump: <ul style="list-style-type: none"> <li>• Please ensure you have sufficient balance of RM200 in your BIG Prepaid VISA Card.</li> <li>• The amount of RM200 above is the pre-authorization hold amount to activate the pump.</li> <li>• The actual purchase amount will be reflected in your Cardholder Statement after the transaction settlement performed by the petrol station.</li> <li>• Usually, you will see the actual purchase amount reflected in your Cardholder Statement within <b>1 week</b> and the balance of the pre-authorization hold amount will be released into your Card’s available balance.</li> </ul> 2) Present your BIG Prepaid VISA Card to the indoor Cashier



		The cashier will charge you for the actual purchase amount and this amount will be deducted from your Card's available balance.						
9	Can I use BIG Prepaid VISA Card when I'm overseas?	<p>Yes. You can use your card at any merchant that accepts VISA, or at VISA-enabled ATMs worldwide.</p> <p>To avoid any interruption when spending, please ensure you have enough funds in your card.</p>						
10	Why is BIG Prepaid VISA Card the best option for buying AirAsia flights?	<p>As a BIG Prepaid VISA Card user, you will be able to enjoy ZERO processing fees for all AirAsia bookings and also earn BIG Points TWICE – for flying with us as a BIG Shot, and for purchasing your AirAsia ticket with your BIG Prepaid VISA Card!</p> <p>Just select "BIG VISA Card" from the "Card Type" selection instead of "Visa Card" at the payment page at <a href="http://www.airasia.com">www.airasia.com</a> when you have finalized your flight details.</p>						
6	Will I get charged for the processing fee if I use my BIG Prepaid VISA Card to make payment for my AirAsia flights?	<p>As of 2nd February 2012, if you pay for your AirAsia flight using the BIG Prepaid VISA Card, the processing fee per way will be waived.</p> <p>Just select "BIG Visa Card" from the "Card Type" selection instead of "Visa" at the payment page at <a href="http://www.airasia.com">www.airasia.com</a> when you have finalised your flight details. If you do select "Visa" as the "Card Type", then you would still be charged for processing fee per way.</p>						
7	I lost my BIG Prepaid Visa Card. What should I do?	<p>If your card is lost or stolen, please call Tune Money immediately at 03 - 7718 0000. Tune Money will block the card and arrange for a replacement card to be issued to you within 14 working days.</p> <p>A RM 20 replacement card fee applies.</p> <p>Tune Money's Business Hours as below:-</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Business Hours</th> </tr> </thead> <tbody> <tr> <td>BIG Prepaid VISA Card Servicing</td> <td>8am - 6pm (Mon to Fri)</td> </tr> <tr> <td>Lost/stolen for BIG Prepaid VISA card</td> <td>24 X7</td> </tr> </tbody> </table>	Category	Business Hours	BIG Prepaid VISA Card Servicing	8am - 6pm (Mon to Fri)	Lost/stolen for BIG Prepaid VISA card	24 X7
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8	I think there is a transaction on the card that I haven't authorised. What should I do?	<p>Please contact Tune Money immediately at 03-7718 0000 with the following details:</p> <ul style="list-style-type: none"> <li>• date of transaction</li> <li>• amount of transaction</li> <li>• merchant name</li> </ul> <p>Tune Money's Business Hours as below:-</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Business Hours</th> </tr> </thead> <tbody> <tr> <td>BIG Prepaid VISA Card Servicing</td> <td>8am - 6pm (Mon to Fri)</td> </tr> <tr> <td>Lost/stolen for BIG Prepaid VISA Card</td> <td>24 X7</td> </tr> </tbody> </table>	Category	Business Hours	BIG Prepaid VISA Card Servicing	8am - 6pm (Mon to Fri)	Lost/stolen for BIG Prepaid VISA Card	24 X7
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## BIG Prepaid VISA Card Fee

No	Questions	Answer
1	Is there an annual fee for using my BIG Prepaid VISA Card?	Good news – annual fee will be waived unconditionally with effect from 25 August 2014.
2	Are there any other charges for my BIG Prepaid VISA Card?	There are other fees, and we aim to keep these as low as we can. Click <a href="#">here</a> for list of fees and charges.
3	Do I have to pay the RM50 government service tax every year for my BIG Prepaid VISA Card?	Good news – you don't have to! Your BIG Prepaid VISA Card is not a credit card, so the tax does not apply.
4	Why was I charged a fee when I signed up for the BIG Prepaid VISA Card not long ago?	If you had signed up for BIG Prepaid VISA Card previously, the 'fee' you were charged was the one-time joining fee of RM10 and refundable upon a minimum top-up of RM50.00. The BIG Prepaid VISA card has <b>2 functions</b> , i.e. as a payment tool as well as a loyalty points collection tool which can be used to make payments at shops and merchants worldwide wherever VISA is accepted. If you applied for the AirAsia BIG Loyalty Membership however, then membership under the loyalty program does not come with any fee as this is merely a point collection tool and is cardless i.e. just an account with a BIG Shot ID, whereby you do not have to have a physical card to become a member.

## BIG Prepaid VISA Card Application

No	Questions	Answer
1	How do I apply for BIG Prepaid VISA Card?	Just go to the <a href="#">BIG Prepaid - Apply Now</a> page and apply online which will only take 5 minutes: <ol style="list-style-type: none"><li>1) Fill in your personal detail</li><li>2) Set-up your security details (login ID and password) and click the Submit button</li><li>3) Verify your email address</li><li>4) Login to complete your application process and pay the RM10 joining fee (if applicable) which will be refunded upon a minimum top up of RM50.</li></ol> Visit <a href="http://www.airasiabig.com">www.airasiabig.com</a> to apply for the BIG Prepaid VISA Card now.



2	Who is eligible for BIG Prepaid VISA Card?	<p>Anyone can apply for a BIG Prepaid VISA Card provided:</p> <ol style="list-style-type: none"> <li>1) They having a valid Malaysian mailing address, and</li> <li>2) They are least 18 years old.</li> </ol> <p>For the Terms and Conditions of the BIG Prepaid VISA Card, please click <a href="#">here</a>.</p>
3	Is there a minimum age requirement for a BIG Prepaid VISA Card?	<p>You have to be at least 18 years old to apply for a BIG Prepaid VISA Card.</p> <p>If you are below 18 years old, you may apply for the AirAsia BIG Loyalty Membership i.e. the loyalty membership only.</p>
4	I have a BIG Prepaid VISA Card; can I apply one for my kids?	<p>No. However, you can apply for the AirAsia BIG Loyalty Membership for children ages 2 to 17 years old.</p>
5	How do I pay the RM10 joining fee for the BIG Prepaid VISA Card?	<p>You can pay the RM10 online at the BIG Shot Portal via FPX transfer from selected banks, debit/credit card or at the ATM/Cash Deposit Machine (CDM) at CIMB.</p> <p>For payment offline via ATM/CDM at CIMB bank, please ensure that you bring along your URN reference number that can be found in BIG Shot Portal at the "Application Status" screen.</p> <p>* Please note that Tune Money does not accept American Express or Diners cards.</p>
6	I received an email asking me to verify my email address during my application for the BIG Prepaid VISA Card. Why do I need to do that and how do I do it?	<p>You must verify your email address so that Tune Money and Think Big Digital can communicate with and assist you via email.</p> <p>To verify your email address, simply click on the link in the email and follow the instructions. If this doesn't work, you may need to cut and paste the link into your web browser.</p> <p>If you encounter problems validating your email address, please contact us via web form.</p>
7	How soon can I get my BIG Prepaid VISA Card?	<p>Your BIG Prepaid VISA Card will be delivered to you within 14 working days after your application has been approved by Tune Money and you have made payment of the joining fee.</p>
8	How can I activate my new BIG Prepaid VISA card?	<p>Once you receive your BIG Prepaid VISA Card, login to the <a href="#">BIG Shot Portal</a> and click on the 'activate' button. You will then have to key in your BIG Prepaid VISA Card number and CVV2, then click the submit button. Once verified, your card will be activated.</p> <p>If you need any assistance, please call Tune Money at 03-7718 0000.</p>



### BIG Prepaid VISA Card Cancellation

No	Questions	Answer						
1	How do I cancel my BIG Prepaid Visa Card?	<p>Do contact Tune Money at 03-7718 0000 if you wish to cancel the BIG Prepaid Visa Card.</p> <p>Tune Money's Business Hours as below:-</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Business Hours</th> </tr> </thead> <tbody> <tr> <td>BIG Prepaid Visa Card Servicing</td> <td>8am - 6pm (Mon to Fri)</td> </tr> <tr> <td>Lost/stolen for BIG Prepaid VISA card</td> <td>24 X7</td> </tr> </tbody> </table>	Category	Business Hours	BIG Prepaid Visa Card Servicing	8am - 6pm (Mon to Fri)	Lost/stolen for BIG Prepaid VISA card	24 X7
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BIG Prepaid Visa Card Servicing	8am - 6pm (Mon to Fri)							
Lost/stolen for BIG Prepaid VISA card	24 X7							
2	What happens to my available cash balance if I cancel my BIG Prepaid VISA Card?	<p>Once your BIG Prepaid VISA Card has been cancelled, Tune Money will refund the available balance (as of the date of cancellation) to you via cheque or any other means that Tune Money may determine from time to time.</p> <p>Note that you are still liable for all transactions that have been performed on your Card prior to the Card termination date.</p>						
3	After I cancel my BIG Prepaid VISA Card, can I still redeem my available BIG Points balance?	<p>Sorry, you won't be able to redeem your BIG Points once your card is cancelled as your BIG Points will be forfeited upon termination of your card.</p> <p>Note: Please redeem your BIG Points before cancelling your BIG Prepaid VISA Card.</p>						

### BIG Prepaid VISA Card Replacement

No	Questions	Answer
1	Can Tune Money deliver my replacement card to an address other than my mailing address?	No, your replacement card will only be delivered to the mailing address that you have registered with Tune Money during your application.
2	My card is no longer working. I think it's damaged. Can I request a replacement card?	<p>Yes you can. To request a replacement card from Tune Money, please click <a href="#">here</a> and provide your full name, BIG Shot ID, mailing address and your contact number.</p> <p>A RM20 replacement card fee applies for BIG Prepaid VISA Card Replacement.</p>

### BIG Prepaid VISA Card Reload

No	Questions	Answer
1	Why do I need to load the BIG Prepaid VISA Card?	The BIG Prepaid VISA Card is a 'prepaid' wallet just like a mobile prepaid. You must first load funds before you can start using your card.



		Once you load it, you can use it wherever you see the VISA sign worldwide and you earn BIG Points for all your purchases.
2	Is there a reload/top-up fee for my BIG Prepaid VISA Card?	Refer To: <a href="http://www.airasiabig.com/fees/big-prepaid-card-fees.pdf">http://www.airasiabig.com/fees/big-prepaid-card-fees.pdf</a>
3	How do I load my BIG Prepaid VISA Card using FPX online banking transfer?	<p>To reload using FPX online banking transfer,</p> <ol style="list-style-type: none"> <li>1) Log in to the BIG Shot Portal.</li> <li>2) Select <b>Reload Wallet – FPX</b> from the BIG Wallet tab.</li> <li>3) Enter your Reload amount.</li> <li>4) Select FPX option and click Submit. You will be transferred to the FPX clearing system.</li> <li>5) Select your bank and complete the verification process.</li> <li>6) Upon confirmation, your reload will be available immediately.</li> </ol> <p>To use this payment method, you must have an account at one of the following banks:</p> <ul style="list-style-type: none"> <li>• Bank Islam</li> <li>• CIMB Bank</li> <li>• Hong Leong Bank</li> <li>• Maybank</li> <li>• Public Bank</li> <li>• RHB Bank</li> </ul> <p>The reload amount will appear in your BIG Prepaid VISA Card immediately. You will be charged up to RM0.70 per reload by the banks.</p>
4	How do I load my BIG Prepaid VISA Card via e-pay?	<p>To reload via e-pay:</p> <ol style="list-style-type: none"> <li>1) Go to selected e-pay outlets. These are usually found at major convenience stores, retail outlets, pharmacies, petrol stations, electronic chain stores and independent retailers.</li> <li>2) Provide your BIG Prepaid VISA Card number and request your reload amount.</li> <li>3) The retailer will verify your card by swiping it in the e-Pay terminal and load the requested amount.</li> </ol> <p>Click <a href="#">here</a> to locate a participating e-pay outlet near you.</p> <p>The reload amount will appear in your card within 10 minutes. You will be charged RM2.00 per reload.</p>
5	How do I load my BIG Prepaid VISA Card using ATM at CIMB?	<p>To reload via ATM, just visit any CIMB Bank ATM and follow the instructions provided below. You will need your CIMB ATM PIN to reload at the ATM terminal. The reload amount will appear in your BIG Card on the next day. This service is FREE.</p>



		<p>Reload/Payment via ATM:</p> <ul style="list-style-type: none"> <li>• Insert your ATM card and enter your ATM PIN number.</li> <li>• In the menu, select "Others" and choose "Bill Payment" followed by "Open Payment".</li> <li>• Key in '009' for Tune Money Payee Code.</li> <li>• Key in '001' for topping up your card. If you would like to make payment for your joining fee, key in '002' and ensure you have your URN number.</li> <li>• Key in your card number for top up or URN number for joining fee payment.</li> <li>• Key in your amount and select the account you wish to make a payment from.</li> <li>• You will then be presented with the confirmation screen. Please follow instructions and reload will be confirmed.</li> <li>• For easier reload the next time, please register your card under Preferred Bill List and the next time you reload, you can select "Registered Bill" instead of "Open Payment". You then need not key in your card number as the system recognises it as a registered bill payment.</li> </ul>
6	<p>How long does it take for a reload to be credited into my BIG Prepaid VISA Card?</p>	<p>The time it takes for your reload to appear in your card account varies according to the reload option you've chosen.</p> <p><u>Online</u></p> <ol style="list-style-type: none"> <li>1. CIMB Clicks reload - immediately</li> <li>2. FPX online transfer - immediately</li> </ol> <p><u>Offline</u></p> <ol style="list-style-type: none"> <li>3. ATM/CDM cash reload - next day</li> <li>4. E-pay outlets - immediately (within 10 minutes)</li> </ol>
7	<p>How do I load my BIG Prepaid VISA Card using CDM at CIMB?</p>	<p>To reload via CDM, just visit any CIMB Bank CDM and follow the instructions provided below. The reload amount will appear in your BIG Prepaid VISA Card on the next day. This service is FREE.</p> <p>Reload/Payment via CDM</p> <ul style="list-style-type: none"> <li>• Insert your ATM card and select your preferred language. If you do not have your ATM card, press any key or touch the screen to proceed.</li> <li>• In the menu, select "Deposit/Payment" and select "Bills". Choose "Open Bill Payment".</li> <li>• Key in '009' for Tune Money Payee Code.</li> <li>• Key in '001' for topping up your card. If you would like to make payment for your joining fee, key in '002' and ensure you have your URN number.</li> <li>• Key in your card number for top up or URN number for joining fee payment.</li> </ul>



		<ul style="list-style-type: none"> <li>• Key in your amount and select the account you wish to make a payment from.</li> <li>• You will then be presented with the confirmation screen.</li> <li>• Please insert cash and click 'Accept' when the confirmation screen is presented.</li> <li>• Please follow instructions and reload will be confirmed.</li> <li>• For easier reload the next time, please register your BIG Prepaid VISA Card under Preferred Bill List and the next time you reload, you can select "Preferred Bill List" instead of "Open Bill Payment". You then need not key in your card number as the system recognises it as a registered bill payment.</li> </ul>
8	<p>How do I reload my BIG Prepaid VISA Card using CIMB Clicks?</p>	<p>You can reload your BIG Prepaid VISA Card via CIMB Clicks. What you would need to do is:</p> <ol style="list-style-type: none"> <li>1) Visit CIMB Clicks and login to your account.</li> <li>2) Go to Other Services.</li> <li>3) Select Tune Money</li> <li>4) If you have not registered your BIG Prepaid VISA Card for this service, you would need to click on "Add new BIG Card account" and key in details needed which are your BIG Prepaid VISA Card number, your ID type and ID number.</li> <li>5) Request for a TAC number and confirm by keying in TAC.</li> <li>6) Click Submit and your BIG Prepaid VISA Card will be registered.</li> <li>7) Select Reload.</li> <li>8) Select which BIG Prepaid VISA Card account you would like to reload.</li> <li>9) Fill in the amount you would like to reload.</li> <li>10) Select either Transfer Now for immediate reload or "Setup Recurring Transfer" followed by First Process Date and Frequency.</li> <li>11) Click Submit</li> <li>12) Request for a TAC number and confirm by keying in TAC.</li> <li>13) Click on Confirm</li> </ol> <p>You can also setup Auto Reload for your BIG Prepaid VISA Card to be reloaded via your CIMB account.</p> <p>This feature allows you to setup a minimum threshold and how much to auto reload so you do not have to worry about not having your card reloaded.</p>
9	<p>How do I reload my BIG Prepaid VISA Card over the counter at CIMB branch?</p>	<p>To reload your BIG Prepaid VISA Card over the counter at any CIMB Branch you would need to:</p> <ol style="list-style-type: none"> <li>1) Complete the Collect Service Slip with the following information: <ul style="list-style-type: none"> <li>• Payer name</li> <li>• Address</li> <li>• IC No</li> </ul> </li> </ol>



		<ul style="list-style-type: none"> <li>• Amount</li> <li>• Account Number - this is your BIG Prepaid VISA Card number</li> <li>• Beneficiary name</li> </ul> <ol style="list-style-type: none"> <li>2) Inform the teller at the counter that the load/reload is for Tune Money Prepaid Card.</li> <li>3) Pass the cash for the amount to be reloaded to the teller at the counter.</li> <li>4) Pay the service charge fees of RM2-00 to the teller.</li> <li>5) The teller will then provide a copy of the Collect Service Slip which bears computer generated print out to you for your records.</li> </ol>						
10	How do I reload my BIG Prepaid VISA Card over the counter at BSN branch?	<p>To reload your card over the counter at any BSN Branch you would need to:</p> <ol style="list-style-type: none"> <li>1) Complete the Collect Service Slip with the following information:             <ul style="list-style-type: none"> <li>• Payer name</li> <li>• Address</li> <li>• IC No</li> <li>• Amount</li> <li>• Account Number - this is your BIG Prepaid VISA Card number</li> <li>• Beneficiary name</li> </ul> </li> <li>2) Inform the teller at the counter that the load/reload is for Tune Money Prepaid Card.</li> <li>3) Pass the cash for the amount to be reloaded to the teller at the counter.</li> <li>4) Pay the service charge fees of RM2-00 to the teller.</li> <li>5) The teller will then provide a copy of the Collect Service Slip which bears computer generated print out to you for your records.</li> </ol>						
11	What is URN number?	<p>URN number stands for Unique Reference Number (URN).</p> <ul style="list-style-type: none"> <li>• A notification email will be sent to your email (the email you used when you registered for the BIG Prepaid VISA Card.) with the URN number in it.</li> <li>• This URN number has 16 digits (example: 0031062120140299) and is used when making your RM 10 Joining Fee at the various channels available to you (CIMB &amp; BSN).</li> <li>• A minimum of RM50 reload amount is require for over the counter transaction. You can make cash payment by specifying your URN number on a cash deposit/payment form at the counter. REMEMBER to retain your receipt for reference.</li> </ul> <table border="1" data-bbox="566 1727 1482 1874"> <thead> <tr> <th>Bank</th> <th>Methods</th> <th>Service Charge by various bank channels</th> </tr> </thead> <tbody> <tr> <td>CIMB &amp; BSN</td> <td>Over The Counter (OTC) - Minimum RM50 reload amount*</td> <td>RM2</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• Once we receive your payment, your application will be processed and your BIG Prepaid VISA Card will be sent to you within the next 14 working days. Please ACTIVATE your BIG Prepaid VISA Card before usage.</li> </ul>	Bank	Methods	Service Charge by various bank channels	CIMB & BSN	Over The Counter (OTC) - Minimum RM50 reload amount*	RM2
Bank	Methods	Service Charge by various bank channels						
CIMB & BSN	Over The Counter (OTC) - Minimum RM50 reload amount*	RM2						



### Using BIG Prepaid VISA Card at Paypal

No	Questions	Answer
1	Can I use my BIG Prepaid VISA Card to fund my Paypal account?	Yes you can use BIG Prepaid VISA Card to fund your PayPal account, just like any other VISA card. For a guide on how to transfer funds to PayPal, go to <a href="https://www.paypal.com/my">https://www.paypal.com/my</a>
2	Can I transfer funds from PayPal to my BIG Prepaid VISA Card?	Yes, you can transfer funds from your PayPal account to your BIG Prepaid VISA Card. There will be charges imposed by PayPal for each transaction. For a guide on how to transfer funds to PayPal, go to <a href="https://www.paypal.com/my">https://www.paypal.com/my</a>

### Reload Tune Talk with BIG Prepaid VISA Card

No	Questions	Answer
1	Can I reload my Tune Talk prepaid mobile using the BIG Prepaid VISA Card?	Yes you can. All you need to do is to click <a href="#">here</a> and this will take you to Tune Talk's page and instructions on how to proceed.

### Using BIG Prepaid VISA Card at ATM

No	Questions	Answer
1	How do I withdraw cash from my BIG Prepaid VISA Card at an ATM?	You can withdraw cash at any VISA enabled ATM worldwide, using the ATM PIN that was mailed to you separately from your BIG Prepaid VISA Card, after you have activated your Card. ATM cash withdrawals are subject to a fee of RM 6 per transaction for local withdrawal and RM10 or 2% of withdrawal amount, whichever is higher, for overseas withdrawal.  If you cannot remember your PIN or did not receive one, please submit general enquiry via web form.
2	Is there a fee for ATM withdrawals using BIG Prepaid VISA Card?	Yes, there is a fee for each ATM cash withdrawal.  Local – RM6.00 per transaction  Overseas – RM10.00 or 2% of withdrawal amount, whichever is higher.



3	What is the maximum daily amount I can withdraw from an ATM?	You can only withdraw up to RM4500 per day or up to the available balance in your BIG Prepaid VISA Card.
4	How do I get a PIN for ATM withdrawals?	Your ATM PIN will be delivered to your mailing address (as per registered with Tune Money) within 30 days after your BIG Prepaid VISA Card has been activated.  If you cannot remember your PIN or did not receive one, please submit general enquiry via web form.
5	I've forgotten my ATM PIN. How do I get a new one?	If you cannot remember your PIN or did not receive one, please submit general enquiry via web form.

### SMS Services

No	Questions	Answer
1	What is SMS Services?	SMS services allow you to perform wallet transaction enquiries from your mobile phone.
2	What does SMS Services consist of?	SMS services currently consists of: <ul style="list-style-type: none"> <li>• Balance Enquiry</li> <li>• Last transaction performed</li> <li>• TAC request</li> </ul>
3	What can I do with SMS Services?	Currently, you can only check your available balance and your last posted transaction of your BIG Prepaid VISA Card. More features will be coming soon.
4	How do I register for the SMS Services?	To register for this service, you would first need to register your mobile number following the steps below : <ol style="list-style-type: none"> <li>1) Go to <a href="#">BIG Shot Portal</a></li> <li>2) Key in your BIG Shot Email ID and Password</li> <li>3) At BIG Home, select Mobile Registration</li> <li>4) Key in your desired mobile number for the services</li> <li>5) Click on "Request TAC" and it will be sent to your desired mobile number instantly</li> <li>6) Read the Terms and condition and "check" the tick box if you agree to it</li> <li>7) Select Submit</li> </ol>



5	What is Mobile Registration?	<p>This pre-requisite whereby you are required to register your mobile number with us before you can use our SMS Services.</p> <p>* Service is available for Maxis, Celcom, DiGi, TuneTalk and U Mobile subscribers.</p> <p>Should you require further information on the service, please submit general enquiry via web form.</p>
6	Will I be charged for the service?	<p>Mobile Registration is Free of Charge. However, you will be charged RM0.30 for every successful enquiry on your wallet Last Transaction or Balance Enquiry.</p> <p>This fee is charged by your mobile operator.</p>
7	How do I check my Available balance via SMS?	<p>To check your available balance via SMS,</p> <ol style="list-style-type: none"> <li>1) Ensure your mobile number is registered at <a href="http://www.airasiabig.com">http://www.airasiabig.com</a> (Available to Maxis, Celcom and Digi subscribers only) * subject to fee charged by your mobile operator</li> <li>2) Type BAL &lt;space&gt; &lt;last 6 digit of your BIG VISA Card&gt;</li> <li>3) Send to 36320</li> </ol> <p>You will receive your available balance as of the date request.</p>
8	How do I check BIG Prepaid VISA Card last transaction via SMS?	<p>To check your Card's last transaction via SMS,</p> <ol style="list-style-type: none"> <li>1) Ensure your mobile number is registered (Available to Maxis, Celcom and Digi subscribers only) * subject to fee charged by your mobile operator</li> <li>2) Type LAST &lt;space&gt; &lt;last 6 digit of your BIG Prepaid VISA Card&gt;</li> <li>3) Send to 36320</li> </ol> <p>You will receive your last posted transaction which includes any retail transactions and ATM withdrawal. Only posted transactions within the last 6 months will be shown.</p>
9	Can I cancel this service?	<p>To cancel, you can unsubscribe at the mobile registration page via <a href="#">BIG Shot Portal</a>.</p> <p>Please take note that cancellation of SMS Services will hinder some of your wallet transactions that require TAC. E.g.: Verified By Visa (VbV) transactions</p>
10	Will I be charged if I unsubscribe my SMS Services?	<p>No, there will be no charge if you unsubscribe to this service.</p>



11	If I lost my mobile phone, do I need to cancel the mobile registration in BIG Shot Portal?	Yes, it is highly recommended that you immediately unsubscribe to the service at the Mobile Registration section in BIG Shot Portal for your own security.
12	Why do I need to register my mobile number when BIG has a record of my mobile number?	To ensure the security of our BIG Shot's data, all BIG Shots are required to register their mobile number with Tune Money. This is also to provide flexibility for you to register different mobile number than the one recorded in your mobile details
13	I have registered my mobile number, however when I check in my portal the number has been changed to a different number. What shall I do?	Please call our Customer Experience Centre at 03-7718 0000 immediately to report this.

### Verified By VISA

No	Questions	Answer
1	What is Verified by Visa?	<p>Verified by Visa (VbV) is a security feature provided by Visa that lets you transact online securely using your BIG Prepaid VISA Card. This service is only available at VbV participating online merchants.</p> <ol style="list-style-type: none"> <li>1) Verified by Visa (VbV) introduces password protection during an Internet purchase to authenticate the cardholder.</li> <li>2) The goal of VbV is to create the same level of trust and confidence between the merchant and cardholder that currently exist in a face to face shopping environment.</li> </ol>
2	What are the benefits of VbV?	<ul style="list-style-type: none"> <li>• VbV provides an added level of protection and assurance by authenticating you while using your BIG Prepaid VISA Card to make payments online.</li> <li>• VbV protects your BIG Prepaid VISA Card with a password you create; giving you assurance that only you can use your card for electronic payments.</li> </ul>
3	Will I be charged for VbV service?	No. This service is Free of Charge.
4	How do I register for VbV?	<ul style="list-style-type: none"> <li>• Effective 16th January 2012, when you shop online at any VbV participating online merchants with your BIG Prepaid VISA Card, you will firstly be required to register and activate your VbV. This is a one-time registration.</li> <li>• Then you will have to create your password when prompted at the payment page during your online purchase.</li> </ul>



5	How does VbV work?	Upon successful registration for VbV and creation of password, in future, for any of your online purchases at VbV participating online merchants, you will then be asked to key in your VbV password for verification before your payment is processed.
6	If I register now, when will my VbV be activated?	You will be able to use your VbV password immediately after successful registration.
7	Do I need to register for VbV each time I do an online transaction?	No, you will need to register for VbV one time only. Do remember your password for your next online transactions.
8	What will happen if I don't register for VbV?	Upon successful registration for VbV and creation of password, in future, for any of your online purchases at VbV participating online merchants, you will then be asked to key in your VbV password for verification before your payment is processed.
9	I have registered for VbV, but I was not asked to provide my password for my online transaction.	If the merchant does not participate in VbV, you will not be asked for your VbV password. Only VbV participating online merchants will ask for the VbV password.
10	What should I do if my VbV password has been revealed to a third party?	Please call our Customer Experience Centre at 03-7718 0000 to request for your BIG Prepaid VISA Card to be blocked. We will issue you a new card (subject to fee).
11	I have just received a replacement BIG Prepaid VISA card, do I re-register for VbV?	Once you have received your new replacement card, you will have to first activate the card at BIG Shot Portal.  During your next purchase online at VbV participating online merchant, you will need to register your new card to create a new VbV password.
12	How long does the VbV password valid?	The VbV password does not expire as long as your BIG Prepaid VISA Card is valid.
13	How do I change the VbV password?	This feature is currently not available. However, you may click on the 'Forgot your Password?' button whereby you will be required to setup your new VbV password.
14	What will happen if I forget the VbV password?	While doing your online purchase, at the payment page you may click on the 'Forgot your Password?' button and follow the instructions accordingly.
15	My VbV password is blocked, how do I unblock?	To unblock your VbV password, please call our Customer Experience Centre at 03-7718 0000.