



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 BIG Shot Portal login page:</p> <p>If you are just a BIG Loyalty Member, click the Forgot Your Password link and provide the following information:</p> <ol style="list-style-type: none"> 1) BIG Shot email ID 2) Identification type 3) Identification number <p>Then click the Next button. Your temporary password will be sent to the email address that you have registered with us.</p> <p>If you are an AirAsia BIG Loyalty member and still unable to retrieve your password please submit your enquiry here.</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 web form 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 BIG Shot Portal . However, if this is your first time login to the BIG Shot Portal, you will need to obtain a temporary password via Forgot Your Password.</p> <p>If this does not resolve your enquiry, you may submit general enquiry via web form for further assistance.</p>
4	How come I can't login into airasia.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 here for BIG Shot and here for AirAsia account.</p>

AirAsia BIG Loyalty Programme Basics

No	Questions	Answer
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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.
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) 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/Mastercard to make payment at any VISA/Mastercard accepting merchant.
4	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>Earn more BIG Points with our BIG partners and start redeeming your FREE flights.</p>

BIG Shot Portal (Member Portal)

No	Questions	Answer
1	What is the BIG Shot Portal?	<p>The BIG Shot Portal is where members can:</p> <ol style="list-style-type: none"> 1) View AirAsia BIG Loyalty account information 2) View BIG Points balance and transaction statements. 3) Redeem for free flights and other exciting merchandise. 4) Access our customer support channels.
2	How do I access the BIG Shot Portal?	Login to the BIG Shot Portal or click the Login button on the top menu bar on the AirAsia BIG website at www.airasiabig.com
3	How can I know my BIG Shot ID?	<p>It's simple:-</p> <ol style="list-style-type: none"> a. Your AirAsia Member Number is your BIG Shot ID. You can login to www.airasia.com to check your Member Number or b. Log into BIG Shot Portal or c. Refer to the welcome email (subject: 'Welcome to AirAsia BIG, prepare to fly free!') that has been emailed to you earlier.
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 AirAsia BIG Loyalty Update Profile web form.



5	I am facing system problems. What should I do? Where can I get more help on the AirAsia BIG Loyalty Programme?	Our Business Hours as below:-	
		Category	Business Hours
		For queries on the AirAsia BIG Loyalty Program:	
		a) AirAsia BIG Loyalty Request / General Enquiry	9am - 6pm (Mon to Fri)
		b) AirAsia BIG Loyalty Points Claim or Update Profile	9am - 6pm (Mon to Fri)
		c) Social Media (Facebook , Twitter , Weibo)	9am - 9pm (Mon to Sun)

AirAsia BIG Loyalty Membership Fee		
No	Questions	Answer
1	I've previously paid a joining fee for my BIG Loyalty Card membership. Now that the membership for the AirAsia BIG Loyalty Program is free, how can I get my refund?	<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 "card-less" 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 "card-less" 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	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>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 "card-less" 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 "card-less" 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	How do I apply for AirAsia BIG Loyalty Membership?	Just go to the Join Now and apply online which will only take 5 minutes : 1) Fill in your personal detail 2) Set-up your security details (login ID and password) and click the Submit button 3) Verify your email address 4) Login to complete your application process
2	Do I need to apply for AirAsia BIG Loyalty Membership separately if I already have an account with AirAsia?	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.
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?	You must verify your email address so that we can communicate with and assist you via email. 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 web form .
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?	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. We highly recommend you to consolidate your point into one BIG Shot account to accumulate the points for free flight redemption.
6	Can I consolidate all my points from different BIG Shot IDs into a single BIG Shot ID?	You may submit a request via web form 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"> • purchase flights with AirAsia • spend on selected BIG Partners • spend at all VISA/Mastercard accepting merchants with the BIG Prepaid VISA Card/ Mastercard
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"> 1) Select your Origin and Destination, Departing and/or Return dates, and number of Adults/Kids/Infants then click on search to proceed. 2) Select your preferred flight, and selection for wheelchair service then click Continue to proceed. 3) Under Contact details, click Login button and login with your registered Email address and Password. 4) Your contact details will be auto-populated, click Next to proceed to Guest/Traveller details. 5) Tick the check box “I am flying” and your BIG Shot ID will be auto-populated. 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.
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,	Your BIG Points will only be credited into your AirAsia BIG Loyalty account 5 days after your flight’s departure date.



	but I have not received the BIG points for my flight.	
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>Earning BIG Points after purchasing Air Asia flight tickets.</p> <ol style="list-style-type: none"> 1) Login to AirAsia Manage my Booking page. 2) Click on "Modify" for the flight booking. On the top right menu bar, click on Update Details and BIG Points. 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 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. 4) Click Submit to proceed. <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 AirAsia's website and the First Name and Last Name registered on AirAsia BIG Loyalty Programme website must be 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"> 1) Login to the AirAsia website using your Air Asia login and password 2) Click on "My Profile" 3) Update your Given name and Family name/Surname as per your Identity Card / Passport <p><u>Update at AirAsia BIG Loyalty Programme's website</u></p> <ol style="list-style-type: none"> 1) Submit your update personal details request via the web form. <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"> • become our fan at https://www.facebook.com/airasiabig • follow us at Twitter @myBIGShots • follow us at Instagram@ mybigshots • check out our website • check out our blog • check out our 微博
12	How do I earn more BIG Points through BIG Partners?	Please check out our website for more information about our BIG Partners .
13	Who are BIG's Partners?	Our list of partners are available here

BIG Points Claim

No	Questions	Answer
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 AirAsia's website 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 web form. 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?	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.
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 web form. 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?	Your BIG Points will only be credited into your AirAsia BIG Loyalty account 5 days from your flight's departure date.



6	Will I earn BIG Points for missed flights that I had purchased and paid for?	Yes. You will still earn BIG Points even if you miss your flight.
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?	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.
8	If AirAsia cancels the flight that I have redeemed, will my redeemed BIG Points be credited back to my BIG Loyalty account?	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 www.airasia.com) which you can use within 90 days from the date of issuance to book other AirAsia flights. Learn more about the 'refund process' at Ask AirAsia .

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"> • Flight Redemption portal • Hotel & Special Redemption portal
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 Flight Redemption portal 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 Hotel & Special Redemption portal 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 Flight Redemption portal 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" status. What does that mean?	It means that we are upgrading your AirAsia membership to "BIG Shot" status together with the AirAsia BIG Loyalty Programme , owned and operated by AirAsia's affiliate, Think Big Digital Sdn Bhd (" Think Big "). Once the AirAsia BIG Loyalty Programme is part of your AirAsia membership, you 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"> - Change/upgrade your flights and add-ons via Manage My Booking - Breeze through payment page with 1-Click card - Web check in and print your boarding pass <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"> - 24-hour priority access to our biggest sales, before everyone else! - Earn BIG Points every time you travel with us - Redeem your BIG Points for AirAsia flights and merchandises. <p>Click here for more details on AirAsia BIG Loyalty Programme.</p>
3	What is this upgrade all about?	This membership upgrade is only for the loyalty membership (more commonly known as the ' <i>AirAsia BIG Loyalty Membership</i> '). It is free , 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 here
9	What should I do if I am not able to log into my AirAsia BIG Loyalty account at http://www.airasiabig.com ?	Please click on 'Forget Password' to reset password in case you are unable to recall your password. If this does not resolve your enquiry, please contact our Customer Service team via AskBIG at http://www.airasiabig.com for further assistance.
10	What should I do if I would like to recover my AirAsia account after I have opted out?	You have two options. 1. To reactivate your old account with all the original details, please contact AirAsia Customer Care team via Ask AirAsia at www.airasia.com for further assistance. 2. The second option would be to create a fresh record all over again via AirAsia's signup form
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 AskAirAsia 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.
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