

What is 'Dine, Earn and Redeem with your mobile number'?

Here at AirAsia BIG, we are constantly looking for ways to bring you better rewards. We've expanded our collection of partners to include dining establishments, and we've made it simpler to earn and redeem your BIG Points in-store by using your mobile number for every transaction.

What's more, AirAsia BIG members can redeem their AirAsia BIG Points for a specially selected range of menu items at each of our participating partners, check them out [here](#).

Who are the participating partners?

We've partnered up with a variety of F&B connoisseurs to bring you amazing dining experiences, and they are:

1. Ashley's by Livingfood, Bangsar
2. Fatto A Mano, Bangsar
3. Maria's Steak Café, Bangsar
4. Mikey's Original New York Pizza, Bangsar
5. Moo Cow, Bangsar Village
6. Ojo Coffee, Bangsar
7. Pâtissez, Bangsar
8. Shelley Yu's, Bangsar
9. The X, Bangsar
10. The Daily Grind, Bangsar Village
11. Three Little Pigs & the Big Bad Wolf, Bangsar Village
12. Wafflemeister, Bangsar

How many AirAsia BIG Points can I earn?

The number of AirAsia BIG Points you can earn for your spend varies from partner to partner. For details, visit our Earn page [here](#) to review all our partners.

How do I earn AirAsia BIG Points with my mobile number?

Just visit any of our [participating partners](#), and tell them you'd like to earn AirAsia BIG Points when you're paying. Enter your mobile number on the merchant tablet. Points will be awarded into your AirAsia BIG Account 24 hours after the transaction once you have linked your mobile number to your AirAsia BIG Account.

How do I link my mobile number to my AirAsia BIG Account?

It's easy, just click [here](#) and enter your mobile number. You will receive a verification code via SMS/voice call on your phone to enter on the website to verify your mobile number. Next, create your 6-digit PIN which you will need to use to redeem BIG Rewards at our [participating partners](#). Then enter your AirAsia BIG Email and password. You will receive a confirmation message upon successful linkage.

If you have already made your first AirAsia BIG Points earning transaction at one of our [participating partners](#), you would have received a SMS with a 6-digit PIN and a link to our website. Click on the [link](#) or enter it on your internet browser, and enter your mobile number and the 6-digit PIN. Next, enter your AirAsia BIG Email and Password. You will then receive a confirmation message upon successfully linking your AirAsia BIG Account and mobile number. If you don't have the PIN anymore, just reset your PIN first before you proceed with the linkage, click [here](#) to find out how.



You can also link your mobile number to your AirAsia BIG Account if you are redeeming your AirAsia BIG Points at our [participating partners](#). Just let your friendly waiter know which item on the BIG menu you would like to redeem. You'll need to enter your mobile number on the merchant's tablet, and we will send you a one-time-use 4-digit verification code via automated call/SMS to enter on the merchant's tablet. Next, enter your AirAsia BIG Email and password to link your account. Your available AirAsia BIG Points will be displayed and you may proceed with the redemption.

Must I enter my AirAsia BIG Email and password every time I visit a participating partner?

Linking your mobile number to your AirAsia BIG Account is a one-off process. After you have linked them, any AirAsia BIG Points you earn will be awarded automatically into your AirAsia BIG Account after 24 hours from the time of the transaction. You will also be able to redeem AirAsia BIG Points at our participating partners with just your mobile number and 6-digit PIN.

When do I get my AirAsia BIG Points?

After you've performed a transaction at a participating partner, the AirAsia BIG Points will be awarded into your AirAsia BIG Account after 24 hours from the time of the transaction, provided you have linked your mobile number to your AirAsia BIG Account. Please note that if you do not link your mobile number to your AirAsia BIG Account, your points will be forfeited 6 months from the date of the transaction. Link your account now by clicking [here](#).

Can I redeem my AirAsia BIG Points as well?

Yes, you can! We have prepared a member-exclusive menu with each of our participating partners to bring you specially selected items that you can redeem with your AirAsia BIG Points. For the full list, click [here](#). Just ask your friendly waiter for assistance when you want to redeem your AirAsia BIG Points. Please note that redemption is limited to only one item per day per member at each of the merchants.

Can I use my mobile number to earn AirAsia BIG Points at all BIG partners?

Earning and redeeming AirAsia BIG Points with your mobile number is only available at our participating partners, you may view the full list [here](#).

I forgot my PIN, what can I do?

You can reset your PIN by clicking [here](#). Enter your mobile number and we will send you a verification code to your mobile phone, then enter the verification code on the website and you can create a new PIN.

How can I change my PIN?

You can change your PIN by clicking [here](#). Enter your mobile number and we will send you a verification code to your mobile phone, then enter the verification code on the website and you can create a new PIN.

I didn't receive / don't have the PIN, what can I do?

You can reset your PIN by clicking [here](#). Enter your mobile number and we will send you a verification code to your mobile phone, then enter the verification code on the website and you can create a new PIN.

I received the SMS quoting my AirAsia BIG Points and pending points, what is this pending points?

Pending points shown in the SMS are the AirAsia BIG Points that you're entitled for, but are pending clearance by the merchant – it takes 24 hours to be cleared and awarded into the linked AirAsia BIG Account. However, if you have not linked your mobile number to your AirAsia BIG Account, the points will continue to be pending awaiting you to link your mobile number to your AirAsia BIG Account. Please note that if you do not link your mobile number to your AirAsia BIG Account, your pending points will be forfeited 6 months from the date of the transaction. To learn how to link your mobile number to your AirAsia BIG Account, click [here](#).

Why are there pending points and why must I wait 24 hours to receive my AirAsia BIG Points?

We provide merchants a 24-hour clearing period to provide for the possibility that the transaction may be reversed, refunded or voided. If the transaction is reversed, refunded or voided, then the points earned from the transaction will also be voided / cancelled. Once points have cleared the 24-hour period, they will be awarded to your AirAsia BIG Account, provided that you have linked your mobile number to your AirAsia BIG Account.

Do my pending points expire?

Yes, pending points will be forfeited 6 months from the date of the transaction if you do not link your mobile number to your AirAsia BIG Account. Click [here](#) to find out how you can link your account.

The amount of AirAsia BIG Points awarded to me is wrong, what can I do?

Please email us at askbig.cs@airaisabig.com with a clear photo of the transaction receipt and your mobile number and we will check with the merchant and get back to you within 7 business days.

What is this PIN?

The PIN is a 6-digit Personal Identification Number (PIN) for you to use when you redeem your Points at our participating partners with your mobile number. Your PIN will always be the same 6-digit number unless you change your PIN. Click [here](#) to find out how to change your PIN.

What is the verification code?

The verification code is a 4-digit code that is sent to you via SMS and automated voice call every time you perform a transaction that requires additional verification, such as redeeming your AirAsia BIG Points at a participating partner to verify your redemption, or when you change or reset your PIN. The verification code will be a unique code for each transaction.

Why do I receive a call whenever I do a redemption?

The verification code is sent via SMS and automated voice call to you once you've initiated a points redemption at our participating partners. We provide the automated voice call service in addition to the SMS to accommodate for the possibility that the SMS is delayed due to mobile network operator delays and service interruptions.

I've already linked my mobile number to my AirAsia BIG Account but I still haven't received the AirAsia BIG Points.

Points will be awarded into your AirAsia BIG Account 24 hours after the time of the transaction, provided you have linked your mobile number to your AirAsia BIG Account. If it has been more than 24 hours and you still have not received your AirAsia BIG Points, please email us at askbig.cs@airasiabig.com with a clear photo of your transaction receipt, your mobile number and your AirAsia BIG Member ID.

I've changed my mobile number; how do I update the linkage to my AirAsia BIG Account?

Please email us at askbig.cs@airasiabig.com with your previous and current mobile number, and your AirAsia BIG Member ID.

I linked my mobile number to my AirAsia BIG Account but when I checked my AirAsia BIG member profile, the mobile number is not updated?

The mobile number you link to your AirAsia BIG Account is for the use of earning and redeeming AirAsia BIG Points at our participating partners and will not override the mobile number on your AirAsia BIG member profile. To update your mobile number on your AirAsia BIG member profile, log in to your AirAsia BIG Account at www.airasiabig.com and select My Profile to update your mobile number.

I've change my AirAsia BIG Email and/or password, will this affect my use of my mobile number for earning and redeeming of AirAsia BIG Points?

Once your account is linked, any change of your AirAsia BIG Email and/or password will not affect the earning and redemption of AirAsia BIG Points at our participating partners.

I redeemed my AirAsia BIG Points at the cashier but they still charged me for it in my bill, what can I do?

Please email us at askbig.cs@airasiabig.com with a clear photo of your transaction receipt, item redeemed and mobile number for us to verify with the merchant.

I tried to link my AirAsia BIG Account but I received an error, what can I do?

Please ensure that you have entered your mobile number, PIN, AirAsia BIG Email and password correctly. For enquiries please email us at askbig.cs@airasiabig.com with your mobile number and AirAsia BIG Email address and AirAsia BIG Member ID for assistance.

I tried to redeem my AirAsia BIG Points but received an error that there are insufficient points to redeem.

Please check your AirAsia BIG Points balance by logging in to your AirAsia BIG Account at www.airasiabig.com to check your latest AirAsia BIG Points balance.