

BIG Xchange

1. What is BIG Xchange?

- BIG Xchange is the first airlines points exchange platform which allows BIG Members to convert participating bank's credit card or loyalty points to BIG Points.

2. How does BIG Xchange work?

- BIG Members are required to register their bank cards or loyalty cards on the AirAsia BIG Loyalty app under the My BIG Membership section. Upon one-time successful registration, BIG members will be able to convert their credit card or loyalty points to AirAsia BIG Points anytime, anywhere on the BIG Loyalty app thereafter. Members can decide to convert their points in blocks based on the set minimum conversion amount.

3. How does BIG Xchange benefit BIG Members?

- BIG Members can now easily convert their credit card or loyalty points instantly via their AirAsia BIG Loyalty app. BIG Members can seamlessly convert Citi Rewards Points, the first partner onboard BIG Xchange. With this, BIG Members can easily obtain BIG Points to enjoy exclusive member-only flight redemption deals.

4. Can I reverse my bank points conversion?

- Unfortunately, reversal of bank points once converted cannot be done at this time. If you have any enquiries, please email us at askbig.loyalty@airasiabig.com

5. My bank's Rewards Points conversion was successful, but why didn't my AirAsia BIG Member account get credited?

- You may check your AirAsia BIG Loyalty app and should there be no changes in the amount, please email us at askbig.loyalty@airasiabig.com

6. I did not receive the OTP from the bank while linking my card to AirAsia BIG Loyalty app, who should I contact?

- Please try again, if the same problem persists, kindly contact the bank's customer service centre for further assistance.

7. Can I register my supplementary credit card?

- Unfortunately, only principal card holders may register and convert their bank Points to BIG Points at this time.

8. What is the conversion rate from my Bank Points to BIG Points?

- Please refer to <https://www.airasiabig.com/my/en/earn-redeem#pointconversion>

9. I can't find my bank card in the list. Is it available for conversion to BIG Points?

- At this time, BIG Members can only register their Citibank credit cards to convert their Citi Rewards Points to BIG Points. We are in the midst of forming more partnerships with other banks and loyalty cards so BIG Members have a bigger pool to convert from easily in the near future. Watch this space for more updates!