

November 2022 AEON Credit Cards Standard Campaign Terms & Conditions

1. The **November 2022 AEON Credit Cards Standard Campaign** (hereinafter referred to as “**CCSC2211AC2-Campaign**”) is organized by Compargo Malaysia Sdn. Bhd. [201301020939 (1050769-U) for CompareHero (hereinafter referred to as “**CompareHero**” or “**we**”) and in partnership with AEON Credit Service [199601040414 (412767-V)] (hereinafter referred to as “**AEON Credit**”) as a Service Provider for financial institution products that are being applied for.
2. AEON Credit credit cards eligible for **CCSC2211AC2-Campaign** are AEON Platinum Visa/Mastercard, AEON Gold Visa/Mastercard, AEON Classic Visa/Mastercard, AEON BiG Visa Gold Card, AEON BiG Visa Classic Card, New AEON Gold Visa/Mastercard and New AEON Classic Visa/Mastercard (hereinafter referred to as “**Eligible Credit Cards**”).

Campaign Period

3. The **CCSC2211AC2-Campaign** comprises of the following periods:
 - a. “**Sign-Up Period**” runs from **16 November 2022** to **30 November 2022**, both dates inclusive;
 - b. “**Spend Period**” is defined as the earlier of:
 - i. **sixty (60) days** from the date of approval of the Eligible Credit Card; OR
 - ii. until **15 February 2023**;
 - c. “**Redemption Period**” runs from **1 January 2023** to **30 April 2023**, both dates inclusive.

Campaign Eligibility

4. The **CCSC2211AC2-Campaign** is open to individuals who:
 - a. are 21 years old and above;
 - b. have a residential address in Malaysia;
 - c. are either New-to-AEON, which includes individuals or AEON Credit customers who do not have any credit card issued by AEON Credit in Malaysia, but excluding those individuals who fall under Clause 6 of these Terms & Conditions;
 - d. register their interest, during the Sign-Up Period, for any of the Eligible Credit Cards on CompareHero website, to get redirected to AEON Credit website;
 - e. completes the AEON Credit Credit Card online application process before the end of the Sign-Up Period; and
 - f. has their application for the Eligible Credit Cards approved by AEON Credit (hereinafter referred to as “**Cardholder/s**”) activates and performs at least one (1) transaction qualifying as a “**Retail Spend**” (as defined below) within the Spend Period using the Eligible Credit Card.
5. Retail Spend of the **CCSC2211AC2-Campaign** is defined as spends of any amount on any goods and/or services with the use of the Eligible Credit Card and subject to the following conditions:
 - a. Includes:
 - i. Internet transactions, local and overseas retail transactions (including online transactions), E- wallet top up; and
 - b. Excludes:
 - i. Instalments paid under AEON Credit's Cash Advance, Flexi Payment Plan and Instalment Payment Plan; and/or
 - ii. any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions; and/or
 - iii. payment of annual AEON Credit Card membership fees; and/or
 - iv. interest payments, late payment fees, charges for cash withdrawals; and/or
 - v. Goods and Service Tax or other taxes and any other form of service/miscellaneous fees; and/or

It is clarified that the determination of what is classified as a Retail Spend is determined by AEON Credit in its absolute discretion.

6. The following individuals are not eligible for the **CCSC2211AC2-Campaign**:
 - a. permanent and/or contract employees of AEON Credit; and/or

- b. those who had cancelled any of their AEON credit card within twelve (12) months before the date of approval of their Eligible Credit Card and are re-applying for any AEON Credit Card under the **CCSC2211AC2-Campaign**; and/or
 - c. present holders of any AEON Credit credit card(s) whether issued in Malaysia; and/or
 - d. any person who has committed or suspected of committing any misconduct, fraudulent or wrongful acts in relation to their credit card account(s), any facility, service or accommodation granted by AEON Credit, including AEON Credit Online (Website); and/or
 - e. those who have registered for a previous credit card Campaign organized by CompareHero within the three (3) months preceding the start date of **CCSC2211AC2-Campaign**. It is clarified that any such individual will not be eligible for this **CCSC2211AC2-Campaign** irrespective of whether their Eligible Credit Card application made under the previous Campaign with CompareHero has been completed and/or approved by AEON Credit.
7. CompareHero reserves the right to reject information submitted on the CompareHero website and/or social media if we deem it not legible, in non-English alphabets, to use foul language or suspect it as spam or of a fraudulent nature.

Campaign Mechanics

8. Cardholders who fulfil the Campaign Eligibility requirements set out in clauses 4 and 5, and their subclauses above, will be considered a **“Successful Cardholder”** of the **CCSC2211AC2-Campaign**.
9. Each Successful Cardholder may be entitled to and shall only receive one (1) Campaign Gift (each as defined below), as applicable, regardless of the number of approved and activated Eligible Credit Cards issued by AEON Credit.
10. Successful Cardholders will be entitled to receive one (1) Campaign Gift (as defined in Clauses 11 below), subject to the following terms and conditions:
 - a. Successful Cardholders with a residential address in Peninsular Malaysia will be eligible to receive a Campaign Gift A or Campaign Gift B, as applicable;
 - b. Successful Cardholders with a residential address in East Malaysia will be eligible to receive a Campaign Gift B, as applicable. It is clarified that Successful Cardholders with a residential address in East Malaysia will not be eligible to receive Campaign Gift A.
11. A **“Campaign Gift”** is defined as either one (1) of the following:
 - a. **One (1) unit of Samsung Galaxy Buds+ worth RM599 (recommended retail value) (“Campaign Gift A”);** OR
 - b. **One (1) unit of DuitNow credit worth RM250 (“Campaign Gift B”),**(together, the **“Campaign Gifts”**).
12. Successful Cardholders who receive the Campaign Gift, as applicable, shall not be eligible to participate in other sign-up card campaigns, promotions or offers by AEON Credit or its third-party sales agents.

Campaign Gift Redemption

13. For the avoidance of doubt, it is the Successful Cardholder’s responsibility to redeem the Campaign Gift (as applicable) within the Redemption Period.
14. CompareHero will contact all Successful Cardholders between **1 January 2023 to 31 March 2023** via:
 - a. email (email address in CompareHero’s record); and/or
 - b. SMS (mobile phone number in CompareHero’s record)

with gift redemption instructions (a **“Redemption Message”**) or notification that the Campaign Gift has been credited to the Successful Cardholder’s bank account (a **“Notification Message”**), as applicable.
15. The Campaign Gift cannot be transferred to other parties, is not refundable and is strictly not exchangeable for cash, credit, or other goods and/or services.

16. The Campaign Gift, as applicable, is considered redeemed when a Successful Cardholder responds to the Redemption Message or receives the Notification Message before the end of the Redemption Period (“**Redeemed Date**”). Any attempt of gift redemption after the Redemption Period will not be entertained and no Campaign Gift will be issued.
17. Delivery or fulfilment of Campaign Gift A is estimated to be four (4) weeks from the Redeemed Date (as applicable and subject always to availability of third-party distribution and supply channels, stock availability and/or merchant delivery schedules, over which we have no control). CompareHero is not responsible for any wrongful or missing delivery of the Campaign Gift A due to any incorrect or incomplete address supplied by the Successful Cardholder. No replacement of Campaign Gift A will be offered.
18. Campaign Gift choice of size, technical specifications and/or colour is at the discretion of CompareHero, based on available stock from the merchant/s. CompareHero can replace the Campaign Gift with something of equivalent or higher value if the merchant/s runs out of stock.
19. The Campaign Gift does not include any accessories or items (unless stated) that may be shown on any marketing materials, as they are for illustration purposes only.
20. The use of the Campaign Gift is subject to terms and conditions of the issuing merchant/s. All additional terms and conditions will be stated in full, upon delivery or fulfilment of Campaign Gift. Additional terms and conditions may include validity dates, spend requirements, applicable or exclusion products and other conditions. The issuing merchant/s reserves the right to alter, cancel, terminate or suspend the order or any part thereof or any part of the applicable terms and conditions from time to time, with or without any prior notice.
21. The recommended retail value of the gifts provided above is for reference purposes only and is subject to change by the issuing merchant, over which CompareHero has no control.
22. All servicing or warranty claims should be directed to the merchant, manufacturer or distributor of the Campaign Gift. Please refer to the warranty card / box / notification attached with the Campaign Gift.
23. CompareHero and AEON Credit are not in any way endorsing, sanctioning, approving or supporting the brand/s or merchandise of the Campaign Gift and are in no manner responsible for any issues related to the usage of the Campaign Gift. Any query and/or dispute on the usage of the Campaign Gift must be directed to, and resolved directly with the issuing merchant/s.
24. Campaign Gift brand/s or merchandise are not a participant in or sponsor of this **CCSC2211AC2-Campaign**. The brand/s logo and/or trademarks remains the intellectual property of the brand.
25. In order to receive Campaign Gift B for the **CCSC2211AC2-Campaign**, Successful Cardholders must have already successfully registered an account to receive funds with [DuitNow](#) in accordance with the following conditions:
 - a. Successful Cardholders must register an account with DuitNow (the “**DuitNow ID**”) by linking their mobile number (“**Mobile Number**”) with their bank account or eWallet at participating banks or eWallet providers (a list of which can be found via [DuitNow](#), in order for the Campaign Gift B to be transferred.
 - b. The Successful Cardholder’s name registered to the DuitNow ID and Mobile Number must match the details supplied by the Successful Cardholder when applying for the **CCSC2211AC2-Campaign** on CompareHero; otherwise such individual will not be eligible to receive the Campaign Gift B. If the DuitNow ID and the Mobile Number are the same, then no further action is required.
 - c. For the avoidance of doubt, the Campaign Gift B will not be transferrable to a DuitNow account and/or a DuitNow ID that does not meet each of the foregoing conditions.
 - d. Fulfilment of Campaign Gift B will be directly credited to the Successful Cardholders bank account via DuitNow before the end of the Redemption Period. CompareHero will contact the Successful Cardholders by a Notification Message once Campaign Gift B has been credited to their bank accounts via DuitNow.
26. By accepting the Campaign Gift, the Successful Cardholder agrees to give CompareHero the discretion to publish their name and masked phone number in a list on all CompareHero’s website, social media accounts and communication platforms.

General Campaign Terms and Conditions

27. The use of the CompareHero website and services constitutes the acceptance of the general [Terms and Conditions](#) and [Privacy Policy](#).
 - a. For the avoidance of doubt, during the course of using CompareHero services, individuals that have registered their interest and/or have applied for an AEON Credit product listed on CompareHero, are deemed to have given explicit consent to the collection, use and sharing of their personal data between CompareHero and AEON Credit, for the purposes of the administration of this Campaign, including application status, card activation status, and other qualifying criteria.
28. CompareHero reserves the right to (at its own discretion) disqualify any participant and/or withhold or confiscate in full or part any Campaign Gift if:
 - a. the participant is found to be, or reasonably suspected of participating in any form of fraudulent practices (including but not limited to false identities, doctoring images, wilful spamming or manipulation of any CompareHero's processes, or website); and/or
 - b. the redemption request is found to have been made via other channels, made outside of the Redemption Period, or are fraudulent, against the spirit of the Campaign, or non-compliant with the Campaign terms and conditions.
29. In the event of disputes, CompareHero's decision shall be final.
30. Where we suspect a participant is participating in any form of unlawful and/or fraudulent activity, we reserve the right to report such activity or suspicions to the police or relevant authorities.
31. Final approval of any Eligible Credit Card is determined by the relevant financial institutions in their absolute discretion and is subject to the financial institutions' credit and risk processing criteria. Participating in this Campaign does not guarantee the approval of any Credit Card. CompareHero does not guarantee the approval of any Eligible Credit Card.
32. CompareHero reserves the right as it deems fit to vary or change any of these Campaign terms and conditions from time to time or cancel, terminate, withdraw, suspend and/or replace this Campaign with another similar Campaign with prior notice. Such variation, changes, cancellation, termination, withdrawal, suspension and/or replacement will be notified by posting on CompareHero website, social media or in any other manner as CompareHero deems fit.
33. CompareHero reserves the right to change the Sign-up Period or the Redemption Period if the launch of the Campaign is delayed and shall have no liability for the same.
34. In this respect, the participants of this Campaign also signifies their agreement to access the CompareHero website and/or social media at regular intervals to view these terms and conditions and to ensure that they are kept up-to-date with any variations or changes which CompareHero may effect from time to time. Participants also agree that their continued participation in this Campaign will constitute their acceptance of these terms and conditions (as varied from time to time).
35. Any cancellation, termination, withdrawal or suspension by CompareHero of this Campaign will not entitle participants to any compensation against CompareHero for any and all loss or damage that may be suffered or incurred by the participant as a direct or indirect result of the act of cancellation, termination, withdrawal or suspension.
36. The decisions of CompareHero and AEON Credit in relation to every aspect of the Campaign, including but not limited to the definition of Successful Cardholders, shall be deemed final and conclusive under any circumstance and no further appeal, enquiry and/or correspondence will be entertained.
37. These Campaign terms and conditions are governed by and construed under the laws of Malaysia.



CompareHero's Privacy Policy

Our goal is to maintain your trust and confidence when handling personal information about you. The security of your personal information is our priority. We protect this information by maintaining procedural safeguards that meet Malaysia's PDPA (Personal Data Protection Act 2010) law. We train our employees in the proper handling of personal information. When we use other companies to provide services for us, we require them to protect the confidentiality of personal information they receive as well.

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