

## **GENERAL**

### **1) What is CLUB IOI?**

CLUB IOI is a cardless loyalty programme that rewards its members with points and endless privileges for shopping, dining, entertainment & parking in IOI Malls and other IOI entities. For more details, kindly refer to [www.clubioi.com.my](http://www.clubioi.com.my)

### **2) Who is eligible to be a Member of CLUB IOI Loyalty Programme?**

All residents of Malaysia and foreigners, aged 18 years old and above are eligible to register.

### **3) How do I apply to become a Member?**

To sign up for CLUB IOI via app, please download CLUB IOI app from App Store, Play Store or Huawei App Gallery. Fill in all the required details and click 'Send OTP'. Key in the OTP numbers you have received and click on 'Sign Up' tab.

For IOI Homebuyers, CLUB IOI offers you an upgrade to your membership by providing us a copy of Sales & Purchase Agreement (6th Schedule or 1st Schedule) as required to be uploaded for verification purpose. Your application will be reviewed, and you will receive an SMS notification when your application is approved. Your membership will be upgraded once qualified based on our membership tiers.

While waiting for verification, you can still collect points when you patronize our participating merchants.

As our homebuyer, you may enjoy extra benefits like rebates – up to 2.0% on your next property purchase from IOI Properties (subject to change); Priority invitation to IOI Properties events launches, and attractive promotions, etc

### **4) How long is the verification/ processing time for membership upgrade?**

The verification/processing will take up to 5-7 working days. An SMS notification will be sent out upon completion of verification.

### **5) Is there any membership fee?**

Membership is FREE!

### **6) Is membership transferable?**

CLUB IOI Loyalty Programme membership is Non-transferable and privileges offered are only accorded to the Member.

### **7) How do I edit My Profile information?**

In CLUB IOI app, go to the menu buttons on top right, click on 'My Profile' page, tap on phone number, email address or house address to edit. To edit Date of Birth, you are required to submit your request at 'Contact Us'.

### **8) Why can't I sign up for CLUB IOI? What should I do?**

If unable to register via app, kindly email us at [clubioi@ioigroup.com](mailto:clubioi@ioigroup.com) for assistance.

### **9) I forgot my password. What should I do?**

All you have to do is follow the simple steps below:

- a) Click on the 'Forgot password?' in your CLUB IOI app login page
- b) A temporary password will be sent to your email

- c) Login using the temporary password
- d) Upon logging in, you may change the password in your "My Profile" page
- e) Use the same email and password to Login IOI Shopz

#### **10) I forgot my CLUB IOI pin number**

You can reset your 6-digit pin number by clicking 'Change Pin' in My QR page of CLUB IOI app. Once changed, you may use the same 6-digit pin number in IOI Shopz to convert IOI Points to e-cash voucher (*coming soon*).

#### **CLUB IOI**

#### **11) How do I know which are the participating outlet?**

All our participating outlets are listed and updated in the CLUB IOI mobile app under "Promotions". When you visit our participating outlets, just launch your app and open 'MyQR' for the outlets to recognize you.

#### **12) How do I earn points?**

To earn points, just launch your app and open 'MyQR' for the outlets to recognize you when making payment at participating merchants' outlets. You get 1 Point for every RM1 spent.

#### **13) Can I use awarded points right away?**

No, the points will only be awarded 3 calendar days from the date of purchase.

#### **14) How do I check my point balance & expiry?**

Step 1: Log into your account

Step 2: Go to 'My QR' tab (mobile app)

#### **15) Can I earn points from previous purchases or backdated receipts?**

No, you can't earn points from previous purchases or backdated receipts.

#### **16) How do I redeem my points?**

Step 1: Present your CLUB IOI mobile app during your purchase to the cashier.

Step 2: Inform the desired amount of points to be redeemed for the cashier/merchant to key in.

Step 3: Key in your 6-pin number and press OK to confirm the transaction.

Step 4: Settle any payment balance, if any and a receipt for the redemption will be issued accordingly.

#### **17) What is the minimum point redemption?**

Points must be redeemed in minimum blocks of 1 point = RM0.01 with no maximum limit and subject to merchants' terms and conditions.

#### **18) What happens to my points when I get a refund for my purchase?**

Your points will not be refunded.

#### **19) What is the validity period of the points awarded?**

The points will be valid for a period of twenty-four (24) months from the date of award and it will automatically expire and removed from the Member's Account at the end of the 24th consecutive month.

#### **20) What should I do if my points balance is incorrect?**

If your points balance is displayed incorrectly, please report to [clubioi@ioigroup.com](mailto:clubioi@ioigroup.com). Please provide the proof of purchase for the affected transaction.

#### **21) Are the redeemed points returnable or refundable?**

No, all the points redeemed are non-returnable and non-refundable.

## POINTS

### 22) What are IOI Points?

IOI Points are points that can be converted to cash value as you accumulate them from each purchase made on CLUB IOI participating outlets in IOI Malls and IOI Shopz (*coming soon*).

- Every IOI Points earned is valid for 24 months.
- Earn IOI Point with every RM1 spent = 1 Point
- You may utilize your IOI Points on IOI Shopz and CLUB IOI participating outlets in IOI Malls. (100 Points = RM1)
- To utilize your IOI Points on IOI Shopz, you are required to convert the points to e-cash voucher up to max. RM100 for each conversion. Validity of the e-cash voucher is 12 months unless stated otherwise. Do note that IOI Points will not be rewarded for any shipping / delivery costs incurred.
- "Total Payment" refers to the amount chargeable by the seller for the purchase made after deduction for any discounts, rebate, service charges and Taxes where applicable.

## IOI SHOPZ

### 23) Registering an account with CLUB IOI to purchase in IOI SHOPZ.

Register an account with us before you start shopping:

- a) Click on the 'IOI Shopz' button in CLUB IOI website and click on 'Sign Up'
- b) Fill in all the required details and click 'Send OTP'. Key in the OTP numbers you have received and click on 'Sign Up' tab.

For customers who have already registered as CLUB IOI member, to Login using your in-app Login email address and password.

### 24) Do I need to sign up for CLUB IOI in order to be a IOI SHOPZ customer?

Yes, it's compulsory to sign up for a CLUB IOI member to make a purchase on IOI Shopz. Being a member allows you to earn, accumulate and redeem IOI Points on IOI Shopz and CLUB IOI participating outlets.

### 25) How do I place an order?

Follow these simple steps to make them yours:

- a) Choose Self Pick up or Delivery options
- b) Fill in your phone number, vehicle model & plate number for Self-Pick Up option
- c) Fill in your address & phone number for Delivery option
- d) At the product / menu page, after making the necessary selection e.g., quantity, options, size, color, & etc., click 'Add to Cart' for each item and merchant. Repeat this step for max. 3 merchants that you'd like to purchase per order.
- e) Back to Home, go to the shopping bag icon on the bottom right of the page and check your Cart Summary.
- f) At this page, you may convert your CLUB IOI points to e-cash voucher by clicking 'Redeem Points' on top right of the page (*coming soon*). Check your available points and click on 'Convert Points' tab at bottom to key in the amount you want to redeem (RM1 = 100 Points). Maximum up to RM100 per conversion. You are required to key in your 6-digit pin number upon redemption.
- g) Once redeemed, you may click on 'Use' to apply the discount in your Grand Total Payment and make the balance payment via Credit/ Debit card (Visa & Master)/ e-wallets/ online banking (remember to double check your order and pick up or delivery details before proceed to pay).
- h) Any balance of e-cash voucher amount will not be refunded. You are advised to redeem or convert the amount lower than your purchase amount for any order.

- i) Once payment made, you'll receive a confirmation and order number in app. Your receipt with order number will be sent via email.
- j) You may view your order details, track and rate your order via My Order page in CLUB IOI app.

**26) How do I view my ordered items?**

In CLUB IOI app, go to the menu buttons on top right, click on 'My Order' and see your recent orders.

**27) Can I cancel/amend my order after payment?**

You'll not be able to cancel your order after placing it - this is because the merchant would have started preparing your food after they have accepted your order.

Otherwise, if you really need to cancel your order, kindly contact us as soon as possible by emailing our Customer Service at [clubioi@ioigroup.com](mailto:clubioi@ioigroup.com) within mall operating hours and we will try to amend your order accordingly. Provided the food is not prepared or order processed yet by the merchants at that point of time.

Note: If you have already received the "Successful Payment" email, there is no guarantee that we can cancel the order as the payment should have already been processed by the Bank at that point of time. However, we will try our best to do what we can.

**28) It's past the estimated delivery time / date, but I have yet to receive my order/ parcel, what should I do?**

If you have not received your order / parcel after the estimated delivery time frame, kindly contact our Customer Service by email: [clubioi@ioigroup.com](mailto:clubioi@ioigroup.com) within mall operating hours.

**29) Item(s) is (are) missing from my order / parcel, or if I receive a faulty/wrong item(s) why is that and what should I do?**

We're terribly sorry to hear about such unfortunate incident. Customarily, we will notify you if there are any delays for the delivery. Otherwise, please contact Customer Service by email: [clubioi@ioigroup.com](mailto:clubioi@ioigroup.com) within mall operating hours, we'll be glad to help.

**30) Where does IOI SHOPZ ship /deliver to?**

- a) We deliver within 15KM radius of IOI City Mall especially for food & beverage items.
- b) Delivery of your meals will take approximately 1 hour from max. up to 3 merchants per delivery. However, for bulk orders, we may require additional time.
- c) Number of items per merchants is limited up to 15 items and subject to additional delivery cost & mode of vehicle.
- d) Our delivery service is available from 10am to 9.30pm daily. Last order 9pm.

**31) Does IOI SHOPZ ship to places beyond 15KM radius of IOI City Mall?**

Yes, we may and subject to products (non-food only), additional time frame and cost needed.

**32) What are the available delivery methods?**

You can opt for standard delivery for goods to be delivered to your doorstep from RM6.15 per motorbike or RM10.25 per car per delivery based on your order quantities or simply Self Pick Up your purchased goods from our counter.

**33) What is Self-Pick Up?**

Self-Pick Up is a free service to make your online shopping more convenient. Saving you the hassle of finding parking during peak and festive periods, you may choose to drive by IOI City Mall's East Entrance located near

Taxi Stand to pick up your online purchases. No need to get out of your car! Our porters will bring your order to your car.

Note: If the purchased item(s) is (are) not collected within the same day during operation hours, the order may be subject to cancellation and refund is not applicable.

**34) How do I track my order?**

In CLUB IOI app, go to the menu buttons on top right, click on 'My Order' and see your recent orders, track and rate. Delivery rider's information will be shown and you may contact the rider directly on the delivery status.

**35) Does IOI SHOPZ accept COD (Cash On Delivery)?**

No, we do not offer COD at the moment.