

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

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 or Google Play Store. Fill in all the required details and click 'Get OTP Code'. Key in the OTP Code you have received and click on 'Next' 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 and etc.

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

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

5) Is there any membership fee?

The 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, click on 'My Profile' and the edit icon next to the QR Code. 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 you are facing any issue to register CLUB IOI membership via app, kindly email us at clubioi@ioiproperties.com.my 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 again

10) I forgot my CLUB IOI PIN Code. How to reset?

You can reset your 6-digit pin number by clicking 'Change Pin' in My Profile page of CLUB IOI app. Once changed, you may use the same 6-digit PIN number to redeem IOI Points upon payment transaction.

CLUB IOI

11) How do I know which are the participating outlets?

All our participating outlets are listed and updated in the CLUB IOI mobile app. When you visit our participating outlets, just launch your app and present your membership QR Code to earn or redeem points upon payment transaction.

12) How do I earn points?

To earn points, just launch your app and present your membership QR Code upon payment transaction at CLUB IOI participating merchant outlets. You will earn 1 IOI Point for every RM1 spent.

13) Can I use awarded points right away?

No, the IOI Points will only be credited into your account in 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: Click on "My Points" and you can check your points transaction history and points expiry date (click on the question mark icon)

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-digit PIN number and press OK to confirm the transaction.

Step 4: Make payment for any balance amount and a receipt for the redemption will be issued accordingly.

17) What is the minimum point redemption?

Points must be redeemed in minimum block 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 (excluding campaign / promotions points with shorter validity such as 2X Points, 3X Points & extra points as stated in the promotion's / campaign's terms & conditions).

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

If your points balance is displayed incorrectly, please report to clubioi@ioiproperties.com.my. 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 at any CLUB IOI participating outlets in IOI Malls, Conezion, Hotels and IOISHOPZ.

- Every IOI Points earned is valid for 24 months.
- Earn IOI Point with every RM1 spent = 1 Point
- You may utilize your IOI Points at any CLUB IOI participating outlets. (100 Points = RM1)

IOI SHOPZ

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

Register an account with us before you start shopping:

- a) Download CLUB IOI app and sign up as member.
- b) Login CLUB IOI app and click on IOI SHOPZ to purchase online.

24) Do I need to sign up for CLUB IOI in order to be an 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 Store Pick Up or Drive Thru Pick up or Delivery options
- b) Fill in your phone number, vehicle model & plate number for Drive Thru 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, click the Cart appeared on the bottom right corner and check your Cart Summary.
- f) At Cart Summary, you may redeem your CLUB IOI points by clicking 'Redeem Points'. Check your available points and key in the amount you want to (RM1 = 100 Points). You are required to key in your 6-digit pin number upon redemption.
- g) Once redeemed, the amount will apply 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) Once payment made, you'll receive a confirmation and order number in app. Your receipt with order number will be sent via email.
- i) 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, click on 'My Order' in homepage Key Highlights 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 items 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 ioishopz@ioiproperties.com.my or Hotline at 012-257 9101 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: ioishopz@ioiproperties.com.my or Hotline at 012-257 9101 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: ioishopz@ioiproperties.com.my or Hotline at 012-257 9101 within mall operating hours, we'll be glad to help.

30) Where does IOI SHOPZ ship /deliver to?

- a) We deliver within 15KM radius from IOI City Mall and IOI Mall Puchong.
- b) Delivery of your meals will take approximately 1 hour (subject to confirm) 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 11am to 9pm daily. Last order 8.30pm.

31) What are the available delivery methods?

You can opt for standard delivery for goods to be delivered to your doorstep based on your order quantities & delivery distance or simply In Store / Drive Thru Pick Up your purchased goods from our counter.

32) 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 Mall's specified location to pick up your online purchases (Drive Thru Pick Up). No need to get out of your car! Our porters will bring your order to your car. Or select to pick up your order from merchant's store by own (Store Pick Up).

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.

33) How do I track my order?

In CLUB IOI app, click on 'My Order' in homepage Key Highlights to see your recent orders and rate. Check your in app Notification or Contact our Hotline at 012-257 9101 to check your order status.

34) Does IOI SHOPZ accept COD (Cash On Delivery)?

No, we do not offer COD at the moment.

35) Where do I go if need assistance?

You may email at ioishopz@ioiproperties.com.my or Hotline at 012-257 9101.