

A. Cash Advance Service

Steps for Cash Advance Service at ATM:

1. Select FINANCIAL SERVICE.



2. Select CASH ADVANCE.



3. Select AMOUNT. If Cash Advance amount is HK\$8,500, please press the appropriate button.



4. Select CONFIRM, and collect cash and receipt.

Handling fee and interest shall be charged for Cash Advance Service. For details, please refer to Fee Schedule and Key Facts Statement. Fee Schedule and Key Facts Statement can be obtained from AEON Branches or AEON Official Website at <https://www.aeon.com.hk/feeschedule>.

B. Cash Instalment Plan Service

Customer can select Cash Instalment Plan at ATM, and enjoy special offers as follow:

- **0% interest rate**
- **Up to 24 months repayment period**
- **Self-determined Cash Instalment Plan amount**
- **2% handling charge per month**

The above offers may help to manage your financial need with ease.

Steps for Cash Instalment Plan application at ATM:

1. Select FINANCIAL SERVICE, then select CASH INSTALMENT PLAN.

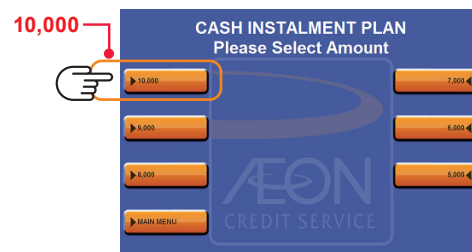


2. Available credit amount and monthly handling charge will be shown on the screen, please press "CONTINUE".

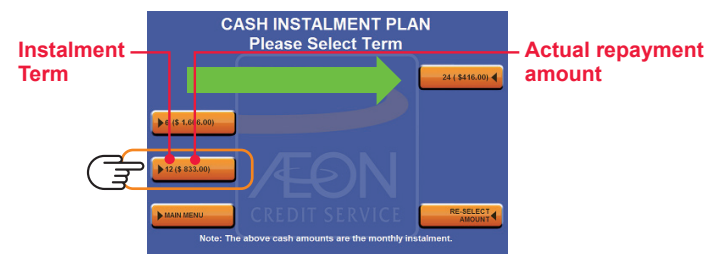


AEON Cash Instalment Plan ("Cash Instalment") Terms & Conditions: 1. Cash Instalment amount is regarded as credit card cash advance amount. 2. The monthly handling charge is 2%. The calculation of monthly handling charge is based on the selected tenor and total amount. Monthly handling charge will be debited from the credit card account starting from the first month until last month during the repayment period. 3. Minimum amount for using Cash Instalment is HK\$5,000 and set HK\$1,000 as an unit. 4. The early settlement fee of Cash Instalment is 4% of the original Cash Instalment amount. 5. For early settlement, cardmember has to visit an AEON branch personally (except Central and Tai Wo Hau branches) and settle the outstanding balance and early settlement fee by cash. 6. The Cash Instalment amount and handling charge will be debited from the designated card account as cash advance and credit purchase transactions respectively according to the terms of 6, 12 and 24 can be chosen. 7. If cardmember cannot make full payment for the monthly Cash Instalment payment and monthly handling charge, cardmember shall pay finance charge on the monthly unsettled due amount. 8. Cardmember should maintain the designated card account in good standing; in the event of payment default, AEON reserves the right to terminate the monthly instalment payment arrangement and demand immediate payment of all sums payable. 9. The Cash Instalment amount is not applicable to the AEON bonus point program. 10. Once Cash Instalment is approved, no change or cancellation is allowed. 11. The Cash Instalment cannot be used in conjunction with any other offer. 12. In the event of dispute, the decision of AEON shall be final.

3. Select AMOUNT. If Cash Advance amount is HK\$10,000, please press the appropriate button.



4. Select Instalment Term (Actual repayment amount of Cash Advance will be shown in the bracket).



5. Check the correctness of amount and instalment term. If there is no change, please press "CONFIRM".



6. Please collect cash and receipt.

Customer can withdraw cash at all ATMs in Hong Kong and worldwide under the network of Visa¹/PLUS¹, Mastercard², Cirrus³/JCB³, American Express⁴ and UnionPay⁵.



¹ Only applicable to Visa cardholders ² Only applicable to Mastercard cardholders ³ Only applicable to JCB cardholders

⁴ Only applicable to American Express® cardholders ⁵ Only applicable to UnionPay cardholders

C. ATMs and Branches Location

AEON ATMs and Branches are conveniently located in Hong Kong for financial services to you. Customer can enquire the location of ATMs and Branches through ATMs.

Steps for ATMs and branches location enquiry:

1. Select OTHERS, then select ATM LOCATION or BRANCH LOCATION.



2. Select AREA, then select LOCATION.



3. The selected ATM or Branch location will be shown on the screen.

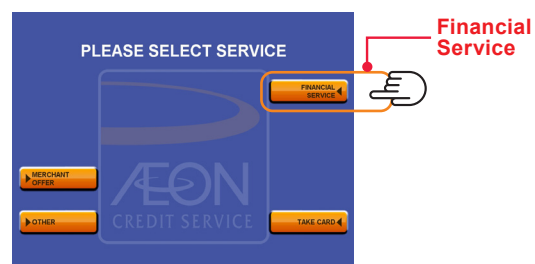
Customers can also visit www.aeon.com.hk Search

to enquire about the location of ATMs and Branches. Please visit AEON website for information on ATM function and the latest update.

D. Bill Payment Service

Steps for Bill Payment Service:

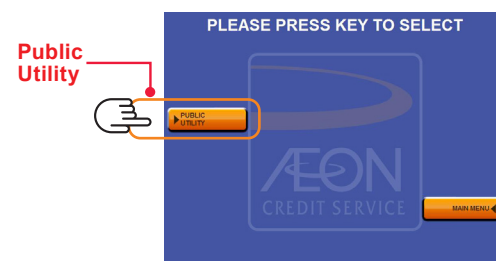
1. Select FINANCIAL SERVICE.



2. Select BILL PAYMENT.



3. Select PUBLIC UTILITY, then select the appropriate type.

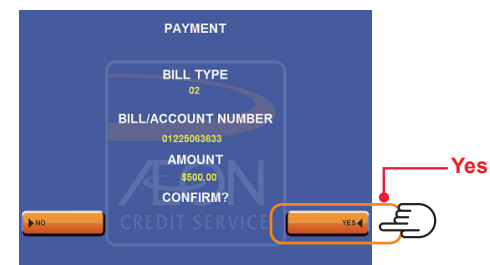


4. Select INPUT DATA.



5. Please input bill type, bill/account number and billing amount, then press “NEXT”.

6. Please check correctness of the bill type, bill/account number and billing amount. If there is no change, please press “YES” for confirmation.



7. Please collect your AEON Credit Card and receipt.

If you want to reissue Personal Identification Number, please call the Customer Service Hotline **2895 6262**. Press **2** to select English, and then press **2**. Press **2** again to request Personal Identification Number reissue. At last, please input your Credit Card number.



AEON ATM

Service Guide

**Cash
Instalment Plan**
Cardmember can
choose from
6, 12 or 24
months
instalment



www.aeon.com.hk
Customer Service Hotline 2895 6262



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