

## AEON：系統升級及賬單截數日更改通知

1. 為提供更優質的客戶服務，AEON 將於 **2023 年 3 月 9 日凌晨 00 時 00 分至 2023 年 3 月 10 日上午 09 時 00 分\***進行系統升級。屆時，部分服務將會受影響，建議客戶於系統升級前，就所需服務預先做好安排，不便之處，敬請原諒。

以下將維持有限度服務：

- 分行信用卡申請
- 分行貸款申請
- 購物簽賬
- 網上購物簽賬 (銀聯信用卡除外)
- 現金預支(經櫃員機提款)
- 報失信用卡

以下服務將會**暫停**：

- AEON 網上客戶服務
- 「AEON 香港」手機應用程式^
- 信用卡申請服務 (包括經網上、手機應用程式申請及分行 30 分鐘出卡服務)
- 貸款服務 (包括經電話、網上、手機應用程式申請及辦理確認貸款)
- 網上購物簽賬 (銀聯信用卡)
- 購物簽賬分期
- 現金預支及現金套現分期服務 (經電話、網上及手機應用程式申請)
- 確認新卡

2. 由 2023 年 3 月的月結單開始，現有信用卡客戶的**賬單截數日將由每月 10 號更改為每月 12 號**，敬請留意。

如有任何查詢，請致電 AEON 客戶服務熱線：2895 6262。

**AEON 信貸財務（亞洲）有限公司 謹啟**

\* 本公司會按實際需要調整系統升級時間，而不會另行通知。

^ 客戶須於 App Store/Google Play 商店更新「AEON 香港」手機應用程式，服務恢復時間將取決於該程式在商店上的發行時間。

## **AEON: Notification of System Upgrade & Change of Sales Cutoff Date**

1. For better customer service, AEON will **conduct system upgrade from 9 March 2023 00:00 to 10 Mar 2023 09:00\***. During system upgrade, some services will be affected, we would advise customers to make necessary arrangements in advance. Sorry for any inconvenience this may cause.

Limited services will be provided:

- Credit card application via branch
- Loan application via branch
- Credit purchase
- Online credit purchase (except UnionPay credit card)
- Cash advance (via ATM)
- Lost card reporting

The following services will be **suspended**:

- AEON Netmember service
- “AEON HK” mobile app^
- Card application (include website, mobile app application and branch 30 minutes instant card issuing service)
- Loan service (include phone, website, mobile app application and loan drawdown)
- Online credit purchase (UnionPay credit card)
- Credit purchase instalment plan
- Cash advance and cash instalment plan (via phone, website and mobile app)
- New card activation

2. Starting from the statement of March 2023, the **sales cutoff date for existing credit card customers will be changed from 10<sup>th</sup> day of each month to 12<sup>th</sup> day of each month.**

For any enquiries, please call AEON Customer Service Hotline at 2895 6262.

Yours faithfully,

**AEON Credit Service (Asia) Co., Ltd**

\* The system upgrade schedule could be adjusted without prior notice.

^ Customers must update the “AEON HK” mobile app in App Store/ Google Play store, and the service resumption will depend on its release time on the stores.