



CELCOM AIRCASH

User Guide

CELCOM
AIRCASH

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INTRODUCTION OF CELCOM AIRCASH

Celcom AirCash is an innovative method for Celcom subscribers to:

- *Transfer money to other Celcom AirCash users*
- *Transfer money internationally*
- *Reload prepaid airtime for yourself and other Celcom & Xpax prepaid numbers*

immediately, anytime, anywhere using your mobile phone.

Just dial *133# now to register.

Here's why Celcom AirCash is the way to go:

Convenient

- *Celcom AirCash service is available on all types of mobile phones. No special phones are needed for this service*
- *Register for Celcom AirCash through your mobile phone - no need to fill up any form*
- *Reload prepaid airtime and transfer money instantly through your mobile phone:*

*Celcom AirCash service is available 24 hours a day, 7 days a week. Just key in *133# on your mobile phone and press *

Highly Secure

- *Your Celcom AirCash account is only accessible from your mobile phone (similar to your ATM Card)*
- *You can only log-in to your Celcom AirCash account with your 6-digit M-PIN (similar to your ATM PIN)*
- *Through Celcom's USSD platform, all your transactions are secure. No storing of M-PIN on your mobile phone*

Innovative

- *FREE access to Celcom AirCash*
- *Simple-to-use menu for all your transactions. No complicated SMS commands to remember and no downloading of applications needed*
- *View your transactions on your mobile phone or online at www.celcom.com.my/aircash*

IMPORTANT

Each time you use all Celcom AirCash service on your mobile phone, you are given 6 minutes to complete your transaction after which you will be logged out of the session. You will need to restart your session again by dialing *133# and log in again. However, you will have the option to continue from the previous session.

2

GETTING STARTED

Registration

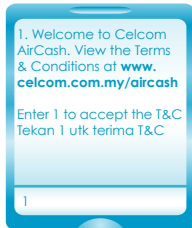
You need to register before you're able to access and use Celcom AirCash. Here's how:

First-time User

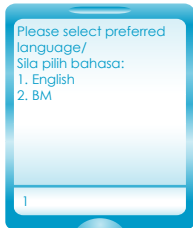
Step 1



Step 2



Step 3



Step 4

You must be a registered user to access Celcom AirCash. For more info, please visit www.celcom.com.my/aircash. Register now?

1. Yes
2. Demo

1

Step 5

Please enter your full name as stated in your NRIC or Passport
e.g. Ali Bin Salim

Chris Chan

*You can enter up to a maximum of 50 characters

Step 6

Please enter your NRIC or Passport No.
e.g. 801231148888 or A1234567

791212141234

*You can enter up to a maximum of 20 characters

Step 7

Please enter your preferred 6 digit M-PIN

123456

Step 8

Please re-enter your 6 digit M-PIN

IMPORTANT:
For security purposes, you should not share your M-PIN with anyone.

123456

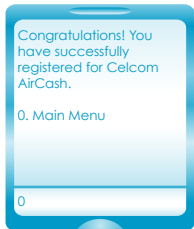
Step 9

Please confirm your details:
Name: Chris Chan
NRIC or Passport No.: 791212141234

1. Confirm
0. Back

1

Step 10

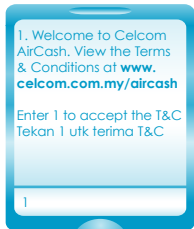


Registered User

Step 1



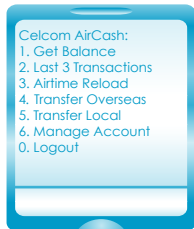
Step 2



Step 3



Step 4





USING YOUR CELCOM AIRCASH ACCOUNT

With Celcom AirCash, you are able to easily access your Celcom AirCash account anywhere, anytime via Celcom's widest network.

AirCash IN (Add money) & AirCash OUT (Withdraw money) at Celcom Branches

AirCash IN (Add money)

- *Fill in a Requisition Form at the counter (Full name, NRIC or Passport No., Mobile No. and AirCash IN amount)*
- *The Customer Service Representative will confirm your transaction*
- *The deposited amount will be credited into your Celcom AirCash account instantly*
- *Upon successful transaction, you will receive a printed receipt showing your AirCash IN amount and new Celcom AirCash balance*

** Celcom AirCash Account can hold a maximum of RM1,500.00 at any one time.*

AirCash OUT (Withdraw money)

- *Fill in a Requisition Form at the counter (Full name, NRIC or Passport No., Mobile No. and AirCash OUT amount)*
- *You will need to present your NRIC / Passport / Identification to the Customer Service Representative when you submit your Requisition Form*
- *A message will be sent to your mobile phone to enter your 6 digit M-PIN and authorise your AirCash OUT request**
- *Upon successful transaction, you will receive a printed receipt showing your AirCash Out amount and new Celcom AirCash balance*
 - * *A fee is chargeable for AirCash OUT services. Please remember to bring your mobile phone and your NRIC / Passport / Identification to authorise this transaction.*

AirCash IN (Add money) & AirCash OUT (Withdraw money) at Celcom Dealers

AirCash IN (Add money)

- *Fill in the Celcom AirCash IN memo (Full name, Mobile No. and AirCash IN amount)*
- *The dealer will transfer money from his/her account to the requested AirCash account*
- *You will need to verify your transaction details (Mobile No. and AirCash IN amount) on the dealers mobile phone. A dealer transaction fee is chargeable for AirCash IN (Add money) service*
- *Upon successful transaction, a confirmation message via SMS will be sent to both the dealer's and recipient's mobile phone*

AirCash OUT (Withdraw money)

- *Fill in the Celcom AirCash memo (Full name, Dealer's Mobile No. and AirCash OUT amount)*
- *You will need to transfer money to the dealer's Celcom AirCash account (Please refer to AirCash Transfer Local for steps)*
- *The Dealer will verify the transaction details (Dealer's Mobile No. and AirCash OUT amount) on your mobile phone*
- *A message will be sent to you to enter your 6 digit M-PIN and authorise your withdrawal request**
- *Upon successful transaction, you will receive a confirmation message via SMS. The dealer will disburse the AirCash OUT amount and memo sheet*

** A dealer transaction fee is chargeable for AirCash OUT services.*

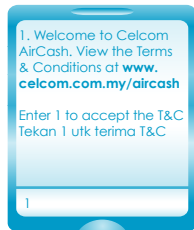
Get Balance

Here's how you can check your up-to-date balance anytime, anywhere:

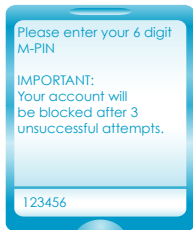
Step 1



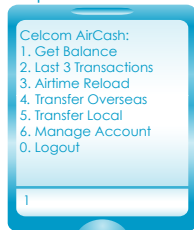
Step 2



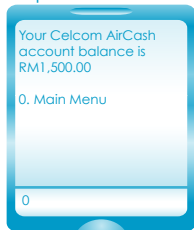
Step 3



Step 4



Step 5



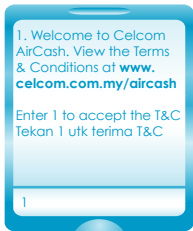
Last 3 Transactions

Check your last 3 transactions:

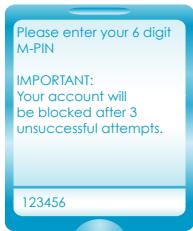
Step 1



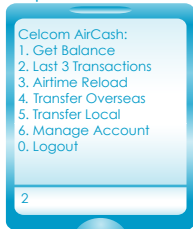
Step 2



Step 3



Step 4



Step 5



Manage Account

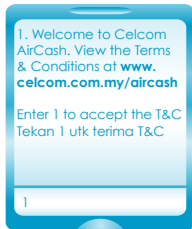
Change M-PIN, Name, NRIC or Passport No. and Default Language

Change your 6 digit M-PIN

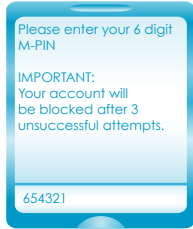
Step 1



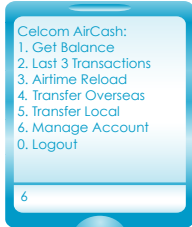
Step 2



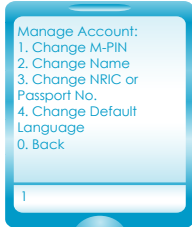
Step 3



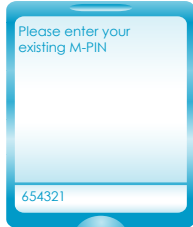
Step 4



Step 5



Step 6



Step 7

Please enter your new 6 digit M-PIN

0. Back

123456

Step 8

Please re-enter your new 6 digit M-PIN

0. Back

123456

Step 9

Your M-PIN has been changed. Please re-login with your new M-PIN.

123456

*Your USSD session will be terminated. Please login to *133# again with your new M-PIN

Change Your Name

Step 1

MY CELCOM

Dial *133#

123456

Step 2

1. Welcome to Celcom AirCash. View the Terms & Conditions at www.celcom.com.my/aircash

Enter 1 to accept the T&C
Tekan 1 utk terima T&C

1

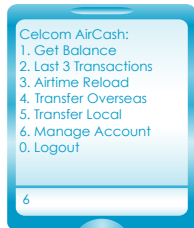
Step 3

Please enter your 6 digit M-PIN

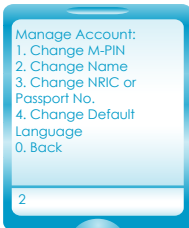
IMPORTANT:
Your account will be blocked after 3 unsuccessful attempts.

123456

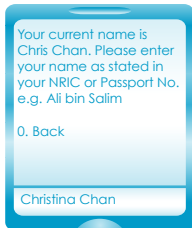
Step 4



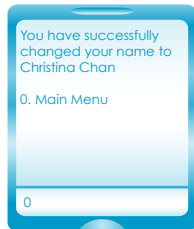
Step 5



Step 6



Step 7

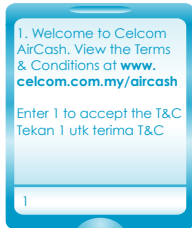


Change Your NRIC or Passport No.

Step 1



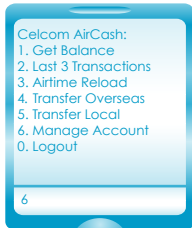
Step 2



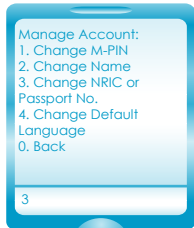
Step 3



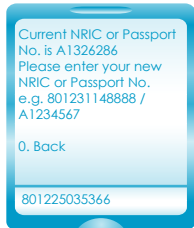
Step 4



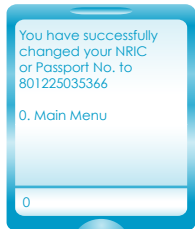
Step 5



Step 6



Step 7

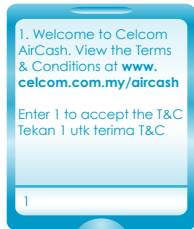


Change Your Default Language

Step 1



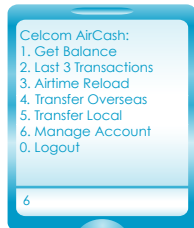
Step 2



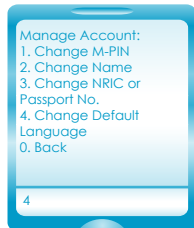
Step 3



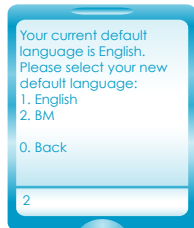
Step 4



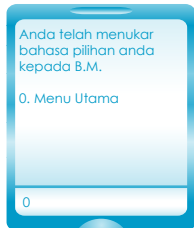
Step 5



Step 6



Step 7



4

AIRCASH AIRTIME RELOAD

Reload your prepaid number or other Celcom and Xpax prepaid numbers using your Celcom AirCash account.

Reload Own Prepaid Number

Step 1

MY CELCOM

Dial *133#

Step 2

1. Welcome to Celcom AirCash. View the Terms & Conditions at www.celcom.com.my/aircash

Enter 1 to accept the T&C
Tekan 1 utk terima T&C

1

Step 3

Please enter your 6 digit M-PIN

IMPORTANT:
Your account will be blocked after 3 unsuccessful attempts.

123456

Step 4

Celcom AirCash:

1. Get Balance
2. Last 3 Transactions
3. Airtime Reload
4. Transfer Overseas
5. Transfer Local
6. Manage Account
0. Logout

3

Step 5

Please select the recipient:

1. Own mobile number
2. Other mobile number

0. Back

1

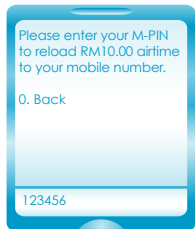
Step 6

Your balance is RM1,500.00.
Please enter the airtime reload amount (RM):
(Min:3 Max:50)

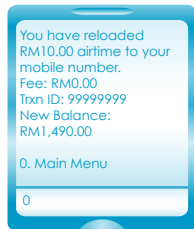
0. Back

10

Step 7



Step 8

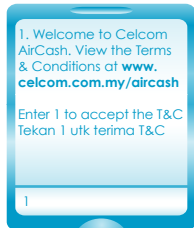


Reload Other Prepaid Numbers

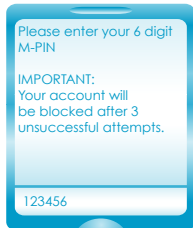
Step 1



Step 2



Step 3



Step 4

Celcom AirCash:

1. Get Balance
2. Last 3 Transactions
3. Airtime Reload
4. Transfer Overseas
5. Transfer Local
6. Manage Account
0. Logout

3

Step 5

Please select the recipient:

1. Own mobile number
2. Other mobile number

0. Back

2

Step 6

Please enter the recipient's mobile number for Airtime Reload.
e.g. 0193338888

0. Back

0132684182

Step 7

Your balance is

RM1,500.00.

Please enter the airtime reload amount (RM):
(Min:3 Max:50)

0. Back

10

Step 8

Please enter your 6 digit M-PIN to reload RM10.00 airtime to 0132684182
Fee: RM0.00

0. Back

123456

Step 9

You have reloaded RM10.00 airtime to 0132684182
Fee: RM0.00
Trxn ID: 99999999
New Balance:
RM1,490.00

0. Main Menu

0

**If you have insufficient funds, you need to re-enter an amount not exceeding your current balance.*

5

AIRCASH TRANSFER (LOCAL & OVERSEAS)

AirCash Transfer via Celcom AirCash lets you transfer money between your Celcom AirCash account and other Celcom AirCash users. You can also perform international money transfers via Celcom AirCash.

AirCash Transfer is a real-time service which means the recipient will receive the amount instantly.

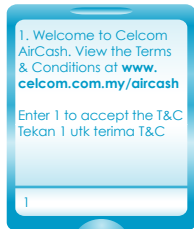
AirCash Transfer Local

To transfer money from your Celcom AirCash to other Celcom AirCash users, just follow these simple steps:

Step 1



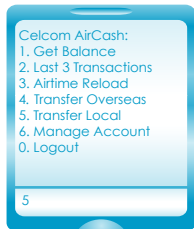
Step 2



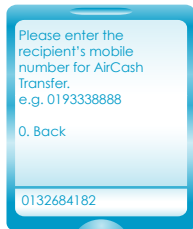
Step 3



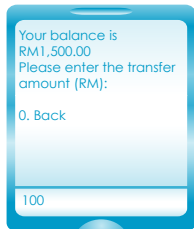
Step 4



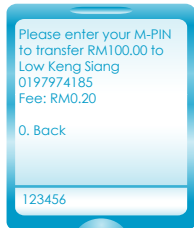
Step 5



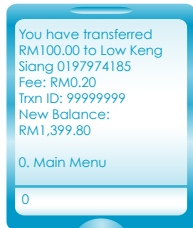
Step 6



Step 7



Step 8



* The recipient must be a registered Celcom AirCash user.

AirCash Transfer Overseas to Indonesia

You're required to pre-register your favourite recipient's details in order to perform the AirCash Transfer Overseas service.

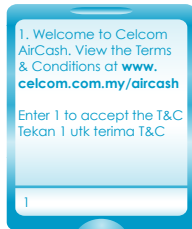
To pre-register & manage your favourite recipient account:

Managing Your Recipient List – To Add Recipient

Step 1



Step 2



Step 3



Step 4

Celcom AirCash:

1. Get Balance
2. Last 3 Transactions
3. Airtime Reload
4. Transfer Overseas
5. Transfer Local
6. Manage Account
0. Logout

4

Step 5

Please select an option:

1. Send Money
2. Manage Recipients

0. Back

2

Step 6

Please select an option:

1. Add
2. Edit
3. Delete
4. View

0. Back

1

Step 7

Please select the recipient's country:

1. Indonesia
0. Back

1

Step 8

Please select the Cash-Out method:

1. Cash-Over-Counter
0. Back

1

Step 9

Please enter the recipient's full name as stated in the recipient's ID.

0. Back

Mahzan Mohd Mahfudz

Step 10

Please enter the recipient's ID number.

0. Back

123456123456

Step 11

Please enter the recipient's mobile number.

e.g. +6287755577888

0. Back

+6201234567

Step 12

Please confirm the details:

Name: Mahzan Mohd Mahfudz
ID: 123456123456
Mobile No: +6201234567
Country: Indonesia

1. Confirm
0. Back

1

Step 13

You have successfully added Mahzan Mohd Mahfudz to your recipient list.

1. Send Money
0. Main Menu

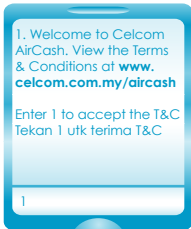
1

Managing Your Recipient List – To Edit Recipient

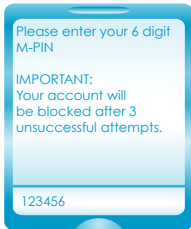
Step 1



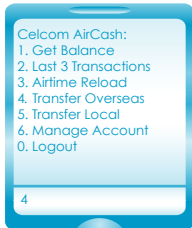
Step 2



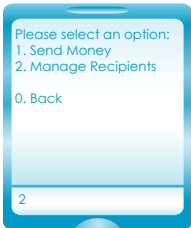
Step 3



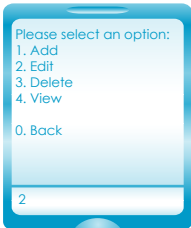
Step 4



Step 5



Step 6



Step 7

Please select the recipient:
1. Mahzan Mohd Mahfudz
0. Back

1

Step 8

Please select the recipient's country:
1. Indonesia
0. Back

1

Step 9

Please select the Cash-Out method:
1. Cash-Over-Counter
0. Back

1

Step 10

Please enter the recipient's full name as stated in the recipient's ID.
0. Back

Mahzan Mohd Mahfudz

Step 11

Please enter the recipient's ID number.
0. Back

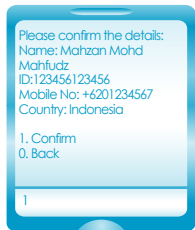
123456123456

Step 12

Please enter the recipient's mobile number.
e.g. +6287755577888
0. Back

+6201234567

Step 13



Step 14

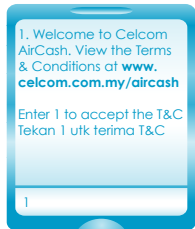


Managing Your Recipient List – To Delete Recipient

Step 1



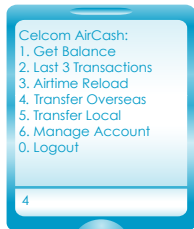
Step 2



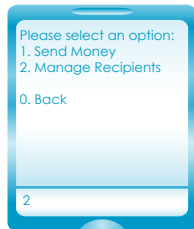
Step 3



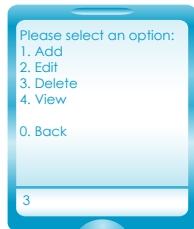
Step 4



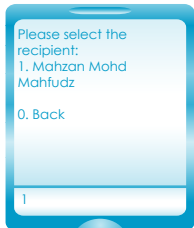
Step 5



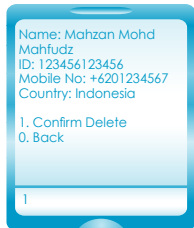
Step 6



Step 7



Step 8



Step 9

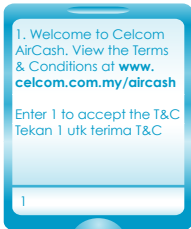


Managing Your Recipient List – To View Recipient

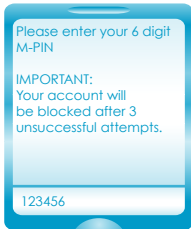
Step 1



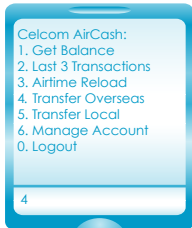
Step 2



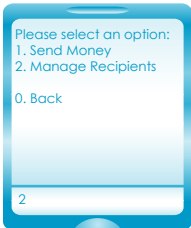
Step 3



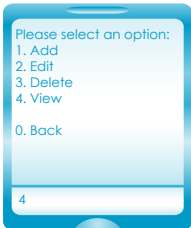
Step 4



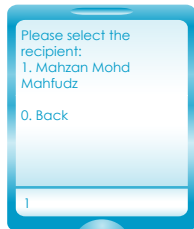
Step 5



Step 6



Step 7



Step 8

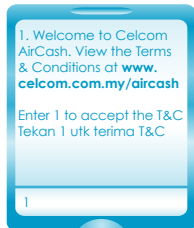


Transfer Money From Your Celcom AirCash Account To An XL User In Indonesia

Step 1



Step 2



Step 3



Step 4

Celcom AirCash:

1. Get Balance
2. Last 3 Transactions
3. Airtime Reload
4. Transfer Overseas
5. Transfer Local
6. Manage Account
0. Logout

4

Step 5

Please select an option:

1. Send Money
 2. Manage Recipients
0. Back

1

Step 6

Please select the recipient:

1. Add New Recipient
 2. Mahzan Mohd Mahfudz
0. Back

2

Step 7

Please confirm the details:

Name: Mahzan Mohd Mahfudz
ID: 791212141234
Mobile No: +62211234567
Country: Indonesia

1. Confirm
2. Edit
0. Back

1

Step 8

Your balance is RM1,500.00
Exchange rate is IDR2850.
Please enter the transfer amount (RM):
(Min:1 Max:1000)

0. Back

500

Step 9

Please enter your M-PIN to confirm transfer of RM500.00 / IDR 1,410,095.00 to Mahzan Mohd Mahfudz +62211234567.
Fee: RM5.00

0. Back

123456

Step 10



** There is a transfer limit of RM1,000.00 per transaction for AirCash Transfer (Overseas) to XL and limit of up to RM50,000 daily per customer.*

How Does The Recipient Receive Money In Indonesia?

- *The recipient can collect the amount transferred in Indonesia Rupiah (IDR) from many agents throughout Indonesia. Please refer to **www.celcom.com.my/aircash** for full list of agents*
- *All they need to do is show the SMS received to the agent to confirm receipt of the transfer amount, provide the transaction code and necessary ID (KTP) to collect the money*



FEES & CHARGES

ACCESS SERVICES	ONE TIME FEE	ACCESS FEE (RM)
USSD Access	FREE	FREE
SMS Notification	FREE	FREE

CELCOM AIRCASH SERVICES	TRANSACTION FEE (RM)
Registration	FREE
AirCash IN (Add money)	RM1.00 at Dealers FREE at Branches
AirCash OUT (Withdraw money)	RM3.00 (Promotion Period)
Get Balance	FREE
Last 3 Transactions	FREE
Airtime Reload	FREE
AirCash Transfer Overseas	RM5.00 (Promotion Period)
AirCash Transfer Local	RM0.20 (Promotion Period)
Reset 6 digit M-PIN	FREE (Promotion Period)
Dormancy Fee	RM1.00 every 6 months until account balance reaches 0
Termination of Celcom AirCash Account	RM3.00

* Terms and Conditions apply



FREQUENTLY ASKED QUESTIONS (FAQ)/ TERMS & CONDITIONS

I was advised to enter M-PIN. What is this M-PIN?

Your M-PIN is your security Mobile Personal Identification Number which is used to log-in to your Celcom AirCash account and to authenticate transactions. This is similar to your ATM PIN for your banking services. With your Celcom AirCash M-PIN, your transactions are secure as the M-PIN will not be stored on your phone's SMS outbox. Please do not reveal your M-PIN to anyone.

My account is blocked as I have entered my M-PIN wrongly for three times. What should I do?

Just call our Celcom Branch/Call Centre or walk in to Celcom Branch to unblock your account.

I have typed my details wrongly during registration, what should I do?

You can change your name by selecting "Manage Account" in the USSD menu.

Is there any limit for my Celcom AirCash account?

Yes. You can keep a maximum of RM1,500.00 in your Celcom AirCash account.

What is my transaction limit for Celcom AirCash?

For Airtime Reload, you can reload up to RM50.00 per transaction. For Transfer Local, you can transfer up to RM1,500.00 per transaction inclusive of your transaction fee (RM1,499.80 Transaction Value + RM0.20 Transaction Fee) For Transfer Overseas, you can transfer up to RM1,000.00 per transaction. (You can transfer up to RM50,000.00 daily).

I have just lost my mobile phone. Will I lose the money in my Celcom AirCash account?

You should immediately contact Celcom's Call Centre on 1-300 111 000 or 1111 from a land line and inform the Customer Service Representative that you have lost your mobile phone. As long as you have not revealed your M-PIN to anyone, your money in your Celcom AirCash account is safe. In addition, your Celcom AirCash account will be blocked after 3 wrong M-PIN entries.

For details of the Terms and Conditions and Frequently Asked Questions (FAQ) on Celcom AirCash service, please visit our website at www.celcom.com.my/aircash



LOCATE US

You can get more information on our product and AirCash IN and AirCash OUT service at all Celcom Branches, Blue Cube and selected Celcom dealers with Celcom AirCash logo. Please visit our website at www.celcom.com.my/aircash for full list.



CUSTOMER SUPPORT

Our award winning Customer Service is now online 24 hours a day.

You can contact us at:

1-300 111 000 or **1111** from your Celcom mobile

Fax: **603-3630 8889**

Mail: **Customer Service**
P.O. Box 11979
50764 Kuala Lumpur

Email: **careline@celcom.com.my**

Website: **www.celcom.com.my/aircash**