

FAQ

[LiVO Member](#)

1. **What is IOI LiVO?**

IOI LiVO is a cardless loyalty programme which rewards you with points and other special privileges by selected IOI entities and participating merchants

2. **Who is eligible to be a Member of IOI LiVO 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?**

Please download the **IOI LiVO** mobile app from Google Play Store or App Store and follow the instructions in the mobile app to sign-up as a member.

For IOI Homebuyers, IOI LiVO 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?**

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. **What is the validity of the membership?**

There is no expiry to the membership subject to changes to the Terms and Conditions. However, the points awarded are only valid for 24 months from the award date.

7. **Is membership transferable?**

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

8. **How can I retrieve my password if I have forgotten?**

Just click **'forget password'** (on the log in page) in the mobile app and follow the step by step guide to reset your password.

9. How do I know which are the participating outlet?

All our participating outlets are listed and updated in the IOI LiVO mobile app under “Promotions”. When you visit our participating outlets, just launch your app and open ‘MyQR’ for the outlets to recognize you.

10. 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.

11. Can I use awarded points right away?

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

12. How do I check my point balance & expiry?

Step 1: Log into your account

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

13. Can I earn points from previous purchases or backdated receipts?

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

14. How do I redeem my points?

Step 1: Present your IOI LiVO 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.

15. 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.

16. What happens to my points when I get a refund for my purchase?

Your points will not be refunded.

17. 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.

18. What should I do if my points balance is incorrect?

If your points balance is displayed incorrectly, please report to ioilivo@ioigroup.com . Please provide the proof of purchase for the affected transaction.

19. Are the redeemed points returnable or refundable?

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

20. Where do I go if I need assistance?

You may contact the email us at ioilivo@ioigroup.com

[For IOI Homebuyers](#)

21. What is the threshold of the membership tier?

There are 3 categories of membership for IOI LIVO Loyalty Programme depending on the highest property purchase price you have paid for any of IOI Properties Group Berhad's properties as follows: -

Gold

Property value up to RM499,999

Diamond

Property value up to RM500,000 to RM999,999

Platinum

Property value up to RM1,000,000 and above

Eligibility is subject to direct purchase from us i.e subsale is excluded.

22. How is the Buyer rebate given on my next property purchase from IOI Properties Group Berhad?

You may enjoy subsequent property purchase rebate of up to 2%*. Details as below:

Property Nett Purchase Price	Rebate
RM 499,999 & below	1.0%
RM 500,000 - RM 1,999,999	1.5%
RM 2,000,000 & above	2.0%