

Frequently Asked Questions (FAQ)

Regarding Cessation of MUJI Rewards Programme and Launch of MUJI passport Application

1) Why are you terminating MUJI Rewards Programme?

In order to align with MUJI global marketing strategy, MUJI Rewards Programme will be ceased. We shall soon launch our new MUJI passport mobile app for greater convenience.

MUJI passport app allows both the headquarters and stores to communicate with customers, disseminating first-hand information about new products, campaigns, activities and lifestyle recommendations. More than just a loyalty programme, it is a platform to establish a unified global community platform for MUJI fans around the world.

Do refer <https://www.muji.com/my/passport/> for more information about MUJI passport.

2) What will happen to my current MUJI Dollars accumulated under MUJI Rewards Programme? With the cessation of the rewards programme, is there a period that I have to redeem my MUJI Dollars?

Accumulated MUJI Dollars for year 2020 are redeemable till 31 December 2021; while Accumulated MUJI Dollars for year 2021 are redeemable till 30 June 2022. All MUJI Dollars that are not utilized/redeemed within the given period will expire and automatically written off from the system.

You may login to your e-portal account (<http://www.muji.com/my/membersportal/>) to check your MUJI Dollars balance and expiry date. Alternatively, you can write an email to rewards@muji.com.my for more information.

3) How will my birthday voucher at MUJI Rewards Programme be like for the next year?

The last issuance of birthday voucher for the MUJI Rewards Programme will be December 2021, there will be no birthday voucher issued under MUJI Rewards Programme from January 2022.

As for MUJI passport, we are looking at introducing new birthday voucher through the app from year 2022, more details to be announced by end of the year. Please check back our website for more information nearer to date: <https://www.muji.com/my/passport/>

4) What is the difference between MUJI Rewards Programme and MUJI passport app?

MUJI Rewards Programme is a loyalty programme, while MUJI passport, on another hand, has more advanced features that not only serve as a communication platform, but also building a community with MUJI fans not just locally but a global sharing of information across MUJI in different countries.

You may like to refer to the official website (<https://www.muji.com/my/passport/>) of Malaysia's MUJI passport for more details about the app.

5) Can MUJI migrate the existing members from MUJI Rewards Programme to MUJI passport?

As MUJI Passport is an entirely different platform, we are unable to do a migration of members from MUJI Rewards Programme to MUJI passport. We encourage current members to download the passport app to begin their journey of earning their first mile.

6) Can I transfer my current MUJI Dollars from MUJI Rewards Programme to MUJI passport app?

MUJI Passport and MUJI Membership Program are of different entities and have different functions and membership mechanics. As such we are unable to convert the existing MUJI Dollars to MUJI Passport Mile. We encourage MUJI members to utilize the remaining MUJI Dollars balance before its expiry date.

7) If I forget to redeem my MUJI Dollars by next year before June 2022, can it still be carried forward?

As we are ceasing the MUJI Rewards Programme, any unused MUJI Dollars will be written off in the system after the stated end date.

8) Do I need to terminate my membership with MUJI Rewards Programme by myself?

No, there isn't a need to terminate the membership by yourself. All membership with the rewards programme will be terminated when the programme ceased.

9) I am living overseas and is unable to utilize my MUJI Dollars. Can MUJI extend the validity of my MUJI Dollars when I visit Malaysia?

We regret to inform that as we are ceasing the MUJI Rewards Programme, any unused MUJI Dollars will be written off from the system after the stated end date.

10) I am a traveller, can I download the MUJI Passport app when I am in Malaysia and use it during the duration of my stay?

No, MUJI passport for the respective country can only be downloaded locally in the country that the app is released, and is only intended for usage by the country's residents.

11) Is there an age requirement for users of MUJI passport?

MUJI passport users should be of age 13 and above, and living in Malaysia. More information can be found on our Terms of Use (<https://www.muji.com/my/passport/terms/>).