

**Maybank 2021 Year-long TREATS Points Rewards Programme General Terms and Conditions**

- 1. Validity of Maybank 2021 Year-long TREATS Points Rewards Programme (“TREATS Points Rewards Programme” or “programme”)**
  - 1.1 This programme is valid till 31 March 2022, unless otherwise stated by Maybank, and only applies to principal Cardmembers (each a “Cardmember”) of a Maybank Credit Card or Debit Card (“Card”).
  - 1.2 TREATS Points earned can only be redeemed by a Cardmember for rewards offered by Maybank under this programme (“Rewards”).
  
- 2. Issuance and Redemption of TREATS Points**
  - 2.1 Eligible Cardmembers will be awarded 1 TREATS Point for every S\$1 spent on retail transactions charged to their Maybank Credit Card. Eligible Debit Cardmembers will be awarded 1 TREATS Point for every S\$5 spent on retail transactions charged to their Maybank Debit Card.
  - 2.2 Transactions charged to a Card which will not be eligible for the awarding of TREATS Points include (but are not limited to) the following:
    - (a) Payments made to government or government-related institutions or statutory boards or for services provided by government or government-related institutions or statutory boards (such as court fees, fines, bail and bonds, tax payments, charges for postal services, fees for parking lots and garages, payments for intra-government purchases and any other government services);
    - (b) Betting or gambling transactions;
    - (c) Brokerage/securities transactions;
    - (d) Payments to insurance companies (does not apply to Maybank Visa Infinite for payments up to S\$3,000 per calendar month and Maybank Horizon Visa Signature);
    - (e) (With effect 1 May 2021) Transactions classified under the following Merchant Category Codes (“MCC”):
      - Financial Institutions - Merchandise, Services, and Debt Repayment (MCC 6012)
      - Non-Financial Institutions - Foreign Currency, Non-Fiat Currency (for example: Cryptocurrency), Money Orders (Not Money Transfer), Account Funding (not Stored Value Load), Travelers Cheques, and Debt Repayment (MCC 6051)
      - Non-Financial Institutions - Stored Value Card Purchase/Load (MCC 6540)
    - (f) Transactions made via AXS or SAM;
    - (g) FlexiCash, FlexiPay, 0% Interest Instalment Plans, funds transfers, cash advances, finance charges, late payment charges, annual fees, reversals, interest charges, or any other miscellaneous charges charged to the Cardmember;
    - (h) payment of funds to prepaid accounts such as those listed below (such list is not exhaustive and Maybank reserves the right to amend the list from time to time without giving prior notice or reason to any party):

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| <ul style="list-style-type: none"><li>• EZ LINK PTE LTD (FEVO)</li><li>• EZ Link</li><li>• EZ-LINK*</li><li>• EZLINK</li><li>• EZ-Link</li><li>• EzLink</li><li>• EZLINKS.COM</li><li>• EZ Link transport</li><li>• EZ-LINK (IMAGINE CARD)</li><li>• EZ-Link EZ-Reload (ATU)</li><li>• BANC DE BINARY</li><li>• BANCDEBINARY.COM</li><li>• Flashpay ATU</li><li>• MB * MONEYBOOKERS.COM</li></ul> | <ul style="list-style-type: none"><li>• NETS VCASHCARD</li><li>• OANDA ASIA PAC*</li><li>• PAYPAL* BIZCONSULTA</li><li>• PAYPAL* CAPITALROYA</li><li>• SKR*Skrill.com</li><li>• SKR*xglobalmarkets.com*</li><li>• SKYFX.COM*</li><li>• TRANSIT*</li><li>• TRANSITLINK*</li><li>• TRANSIT LINK*</li><li>• <a href="http://WWW.IGMARKETS.COM.SG">WWW.IGMARKETS.COM.SG</a></li><li>• <a href="http://WWW.PLUS500.CO.UK">WWW.PLUS500.CO.UK</a></li><li>• <a href="http://WWW.MYEZLINK.COM.SG">WWW.MYEZLINK.COM.SG</a></li><li>• YOUTRIP*</li></ul> |
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- (i) any other transactions that Maybank may determine from time to time without prior notice.
- 2.3 In addition to the list stated in clause 2.2, TREATS Points will not be awarded for amounts that exceed the approved credit limit of the Cardmember.
- 2.4 TREATS Points earned by an eligible supplementary cardmember will be credited to the Card Account of the Cardmember and may be used by the Cardmember for the redemption of Rewards.
- 2.5 Subject to clause 2.1 and clause 2.2, purchases made with a Card which have not been posted to the Cardmember's Card Account shall not be included for the purpose of computation of the TREATS Points to be awarded.
- 2.6 Maybank reserves the right to revoke, deduct and/or recompute any TREATS Points awarded in the event that there turns out to be no transaction corresponding to any purported transaction for which TREATS Points were awarded, or the Card transaction is cancelled or reversed at any time by any party for any reason, or if the Cardmember fails to effect due payment for the Card transaction, or for any other reason as Maybank may determine at its discretion.
- 2.7 TREATS Points accumulated shall expire on the expiry date indicated in the monthly Card Account Statement, on Maybank's website or on the TREATS Points redemption portal, whichever has the latest publication date. If there is any inconsistency between the aforementioned modes of publication, the Cardmember should seek clarification from Maybank directly. Any TREATS Points not utilised by the expiry date will be forfeited.
- For Cardmembers not enrolled into the Rewards Infinite programme, TREATS Points earned will expire one year from the quarterly period in which they were earned.
- For Visa Infinite, World MasterCard, Catholic High Alumni Platinum Associates Cardmembers and Cardmembers enrolled into the Rewards Infinite programme, TREATS Points earned do not expire as long as the Cardmember maintains the Rewards Infinite membership.
- 2.8 Eligible Cardmembers can accumulate up to a maximum of 1,000,000 TREATS Points. Maybank reserves the right to forfeit any TREATS Points earned in excess of the aforesaid amount without notice or liability to any person. Any TREATS Points earned by supplementary cardmembers from spending on their Maybank Credit Cards will be automatically combined and credited to the Cardmember's Card Account.
- 2.9 TREATS Points that have expired cannot be reinstated. No extension of validity period of TREATS Points will be permitted.
- 2.10 All redemption requests must be made by the Cardmember via [maybank.sg/rewards](https://maybank.sg/rewards), Maybank TREATS SG App or a Manual redemption form.
- 2.11 All redemption requests are subject to the availability of the Reward and, provided that the Cardmember has sufficient TREATS Points to redeem the Reward requested, Maybank will issue to the Cardmember a letter for redemption ("Redemption Letters") and/or redemption voucher ("Vouchers"). Please allow at least 14 business days for processing of redemption requests.
- 2.12 The Redemption Letter and/or Voucher will be sent to the Cardmember's latest billing address in Maybank's record.
- 2.13 Lost, misplaced or damaged Redemption Letter or Voucher will not be replaced. TREATS Points redeemed or purported to be redeemed in any request form cannot be refunded or transferred back to the Card Account.

- 2.14 Where a Cardmember has successfully made a redemption under the “Maybank TREATS SG App Exclusive” category, an eCoupon will be issued via Maybank TREATS SG App (under “MY COUPONS”). The Cardmember shall redeem the Reward either by presenting the eCoupon on Maybank TREATS SG App to the Merchant or copying the unique code set out in the eCoupon and pasting it into the Merchant’s web/application in accordance with the terms and conditions set out in the Reward page or eCoupon (whichever is applicable).
- 2.15 Cancellation of redemption requests by the Cardmember will not be accepted once the redemption has been processed i.e. when TREATS Points and/or cash have been deducted from the Card Account.
- 2.16 The Redemption Letter or Voucher or eCoupon will cease to be valid after the date of expiry as indicated on the Redemption Letter or Voucher or eCoupon. There shall be no extension of dates.

### **3. Eligibility**

- 3.1 The rights of the Cardmember to redeem the Rewards shall be automatically forfeited if the Card is suspended and/or terminated whether voluntarily or involuntarily. All TREATS Points will be forfeited automatically when a Cardmember closes his/her Card Account with Maybank.
- 3.2 A Cardmember shall be entitled to participate in the TREATS Points Rewards Programme if his/her Card Account is in good standing, as may be determined by Maybank in its sole discretion.
- 3.3 All Cardmembers who hold a Maybank personal Credit/Debit Card issued in Singapore, are automatically enrolled into the programme, except Maybank Family & Friends Platinum MasterCard, Maybank Family & Friends World MasterCard, Maybank Platinum Visa and Maybank eVibes Cardmembers who are not eligible to participate in the programme, unless otherwise stated in promotions or programmes offered by Maybank.
- 3.4 By using a Card, a Cardmember agrees to be bound by the terms and conditions stated herein and any amendment made thereto.

### **4. Redemption of TREATS Voucher and/or Merchant Voucher**

- 4.1 Vouchers/eCoupons can be combined for use unless otherwise stated.
- 4.2 Vouchers and eCoupons will only be accepted at participating merchant’s outlets.
- 4.3 Vouchers and eCoupons can be used in conjunction with Maybank TREATS discounts and privileges at selected merchant’s outlet, unless otherwise stated.
- 4.4 When a Voucher or eCoupon is used in conjunction with TREATS discounts, the discounts only apply to the balance amount of the bill after the total value of the Voucher is deducted.
- 4.5 Redemption of Vouchers and eCoupons is subject to the terms and conditions imposed by the participating merchant’s outlets.
- 4.6 Voucher/eCoupon and Maybank Credit/Debit Card must be presented in person during payment/redemption.
- 4.7 Vouchers and eCoupons are neither refundable nor exchangeable for cash/credit. Vouchers and eCoupons are not transferrable. Unused balances will not be refunded.
- 4.8 For purchases exceeding the value of the Voucher/eCoupon, the Cardmember must charge the difference to his/her Maybank Credit/Debit Card.

- 4.9 Issuance of a Voucher or eCoupon does not constitute any reservation at any participating merchant's outlet. The Cardmember is responsible for making all reservations and notifying the merchant's outlet of the Voucher or eCoupon he/she is going to use.
- 4.10 A Voucher/eCoupon must be redeemed on or before the date of expiry indicated on the Voucher/eCoupon. There shall be no extension of dates.
- 4.11 Maybank is not obliged to replace any lost, defaced, damaged or stolen Voucher, or any misplaced or wrongly-used eCoupon.
- 4.12 If Maybank at its sole discretion decides to replace any lost or stolen Voucher or any misplaced or wrongly-used eCoupon, Maybank reserves the right to charge the Cardmember the value of the Voucher or eCoupon accordingly if the allegedly lost or stolen Voucher or allegedly misplaced or wrongly-used eCoupon is utilised howsoever or for any reason.
- 4.13 Maybank reserves the right to vary the TREATS Points Rewards Programme and to amend any terms and conditions herein at any time without prior notice.

## **5. Item Redemption**

- 5.1 All Rewards are subject to availability and are redeemable on a first-come, first-served basis. Maybank reserves the right in its absolute discretion to cancel, change, substitute or remove the Rewards or make amendments to, change or substitute the conditions relating to the Rewards at any time with or without prior notice to Cardmembers.
- 5.2 Redeemed Rewards cannot be returned or exchanged for other Rewards and are not refundable for cash, credit or TREATS Points under any circumstance whatsoever. Without prejudice to the aforesaid, if Maybank in its sole discretion agrees to allow any of the foregoing, Maybank shall be entitled to charge the Cardmember such fee as Maybank deems fit.
- 5.3 Merchants are not obliged to reserve stock or goods for Cardmembers and neither Maybank nor its merchants shall be liable or responsible in the event of any shortage of stocks.
- 5.4 Redemptions can only be made within the redemption hours indicated (1) on the Redemption Letters or Vouchers or eCoupons (as applicable), or otherwise prescribed by Maybank and/or the merchant. Cardmembers shall adhere strictly to the stipulated redemption hours, failing which, redemptions will not be entertained.
- 5.5 Redemptions of Rewards are subject to the individual merchant's terms and conditions.
- 5.6 Cardmembers are advised to examine all Rewards upon collection and to reject any damaged or defective goods immediately at the participating merchant's outlet or at any other venue at which the redemption is made.
- 5.7 In the event of any defect or damage in goods or services, the Cardmember shall contact and liaise directly with the merchant or manufacturer. For the avoidance of doubt, Maybank shall not be liable to the Cardmember in any way for any such event. Maybank makes no representation or warranty on the description, condition, quality, fitness or suitability for any purpose of the goods or services redeemed, whether implied or express, under the Consumer Protection (Fair Trading) Act (Cap. 52A), Sale of Goods Act (Cap. 393), Supply of Goods Act (Cap. 394), Hire Purchase Act (Cap. 125) or any other written law or common law. The Cardmember acknowledges and agrees that the contract for the sale or supply of the goods or services is made solely between the Cardmember and the merchant. The Cardmember agrees to hold Maybank harmless and free from all liabilities, loss, damages and costs arising from any defect or non-conformity of the goods or services redeemed, and the Cardmember shall look to the merchant or manufacturer directly for any claim or recourse arising from or in connection with any such defect or non-conformity of the goods or services redeemed.

- 5.8 Maybank shall not be liable for any loss, injury, liabilities, expenses or damages howsoever incurred or sustained by the Cardmember and/or any other person by reason of, arising from or in connection with the redemption of any goods or services of any merchants or retailers or for any other reasons.
- 5.9 Any disputes concerning any Rewards shall be between the Cardmember and the merchant or manufacturer of such Rewards. The Cardmember shall not involve Maybank in any such disputes.
- 6. Auto Cash Credit Programme (“ACC Programme”)**
- 6.1 If a Visa Infinite Card, World MasterCard, Visa Signature or a Platinum Credit Cardmember (excluding Maybank Family & Friends Platinum MasterCard, Maybank Family & Friends World MasterCard, Maybank Platinum Visa and Maybank eVibes Cardmembers) participates in the ACC Programme, the provisions of this clause 6 shall apply in addition and without prejudice to the other terms and conditions stated herein.
- 6.2 To participate in the ACC Programme, a Cardmember must successfully enrol in the ACC Programme by completing and submitting the Auto Cash Credit enrolment form to Maybank.
- 6.3 The ACC Programme enables the Cardmember to automatically convert their TREATS Points to SGD cash which will be credited to such Card Account of the Cardmember’s as may be determined solely by Maybank. For the avoidance of doubt, crediting to other accounts with Maybank or receipt of cash over the counter is not allowed.
- 6.4 Conversion of TREATS Points under the ACC Programme must be in multiples of 17,000 TREATS Points or such other number as Maybank may determine from time to time in its sole and absolute discretion.
- 6.5 The Cardmember is responsible for providing the accurate and valid Card account number in the Auto Cash Credit enrolment form.
- 6.6 Once the Cardmember successfully enrolls into the ACC Programme and the crediting transaction has been approved by Maybank, no cancellation or reversal of transaction or use of the utilised TREATS Points for redemption of any other redemption items will be allowed.
- 6.7 The Cardmember understands and agrees that the conversion and crediting (of SGD cash) process will be performed on a monthly basis on the first business day of each month. Notwithstanding anything stated herein, Maybank shall not be liable for any delay in processing for any reason whatsoever (including without limitation, delay due to incorrect information in the system or due to system constraints and errors).
- 6.8 Each successful conversion of TREATS Points to a cash rebate will be reflected in the Cardmember’s Card Account Statement.
- 7. Best Petrol Cash Credit (“BPDS Cash Credit”)**
- 7.1 If a Cardmember applies for BPDS Cash Credit then, in addition and without prejudice to the other terms and conditions stated herein, the provisions of this clause 7 shall apply.
- 7.2 BPDS Cash Credit is only available to Maybank Visa Infinite and Maybank World MasterCard (excluding Maybank Family & Friends World MasterCard) Cardmembers, unless otherwise stated.
- 7.3 BPDS Cash Credit enables the Cardmember to automatically convert his/her TREATS Points to SGD cash which will be used to offset the amount outstanding on the Cardmember’s Best Petrol & Diesel Supply bi-weekly invoice.

- 7.4 To convert TREATS Points to BPDS Cash Credit, Cardmembers must have successfully applied and linked their Best Petrol & Diesel Supply Pte Ltd's invoice to their eligible Maybank Credit Card Account.
- 7.5 An acknowledgement letter will be sent to inform the Cardmember that the conversion request has been received and will be processed. The Cardmember may then validate with their Best Petrol & Diesel Supply's invoice on the redemption.
- 7.6 Subject to clause 2.6, no cancellations, request to exchange the redemption of BPDS Cash Credits to other redemption items will be entertained once a conversion request has been submitted to Maybank.
- 7.7 The Cardmember acknowledges that the transfer process will take 24 business days (excluding Saturdays, Sundays and Public Holidays) and no urgent requests will be entertained by Maybank. Notwithstanding anything stated herein, Maybank will not be liable for any delay in the transfer process for any reason whatsoever.
- 7.8 Maybank will not be responsible for any fraud, delay in transfer process and/or unsuccessful transfer. In the case where there is an unsuccessful transfer, Maybank will refund the TREATS Points to the Cardmember's Card Account.
- 7.9 The Cardmember's Best Petrol & Diesel Supply bi-weekly invoice must exceed S\$50, before the BPDS Cash Credit can be used to offset the invoice.
- 7.10 Participation in the BPDS Cash Credit is subject to the terms and conditions of Best Petrol & Diesel Supply Pte Ltd.
- 8. Maybank Frequent Flyer Programme**
- 8.1 If the Cardmember participates in the Maybank Frequent Flyer Programme ("FFP") then, in addition and without prejudice to the other terms and conditions stated herein, the terms of this clause 8 shall apply.
- 8.2 The FFP enables the Cardmember to convert his/her TREATS Points to frequent flyer miles under the Cardmember's designated airlines' frequent flyer programme at the conversion rate as notified by Maybank to Cardmembers through its website or such other modes of notification as determined by Maybank.
- 8.3 In order to participate in the FFP, the Cardmember must already be enrolled in the Cardmember's designated airline's frequent flyer programme before submitting a request for conversion of TREATS Points to the airlines' frequent flyer miles.
- 8.4 Frequent flyer miles of designated airlines under the FFP will be transferred in such blocks as notified by Maybank to Cardmembers through its website or such other modes of notification as determined by Maybank. All frequent flyer miles will be transferred to the Cardmember's frequent flyer membership account only. For the avoidance of doubt, transfers to another person's membership account is not allowed. It is the responsibility of the Cardmember to provide an accurate and valid frequent flyer membership number belonging to him/her.
- 8.5 A conversion fee of S\$25, subject to GST, will be charged to the Cardmember's account for each conversion request of TREATS Points to frequent flyer miles.
- 8.6 Notwithstanding the foregoing, the conversion fee is waived for:
- (a) Maybank Visa Infinite and Maybank World MasterCard (excluding Maybank Family & Friends World MasterCard) Cardmembers; and
  - (b) all conversion requests received by Maybank on or before 31 March 2022 for the conversion of TREATS Points by Cardmembers to AirAsia BIG points.



- 8.7 An acknowledgement letter will be sent to inform the Cardmember that the conversion request has been received and will be processed. The Cardmember may then contact his/her designated airline for an update of accumulated frequent flyer miles.
- 8.8 Subject to clause 2.6, no cancellations, request to refund conversion fee or request to exchange the redemption of frequent flyer miles to other redemption items will be entertained once a conversion request has been submitted to Maybank.
- 8.9 Subject to clause 2.6, no reversal of frequent flyer miles will be entertained once the frequent flyer miles have been credited into the Cardmember's frequent flyer membership account.
- 8.10 The Cardmember acknowledges that the transfer process will take 7 - 14 business days (excluding Saturdays, Sundays and Public Holidays), except for KrisFlyer Miles conversion which will take up to 15 business days to process. Urgent transfer requests will not be entertained by Maybank and Maybank will not be liable for any delay in the transfer process for any reason whatsoever.
- 8.11 Maybank will not be responsible for any fraud, delay in transfer process and/or unsuccessful transfer. In the case where there is an unsuccessful transfer, Maybank will refund the TREATS Points and the conversion fee to the Cardmember's Card Account.
- 8.12 Maybank will not be responsible for any unsuccessful transfer resulting from the actions of the Cardmember's designated airline in connection with but not limited to the airlines' frequent flyer programme.
- 8.13 Participation in the FFP is subject to the terms and conditions of the individual airlines' frequent flyer programme.
- 8.14 The Cardmember's designated airline must be a participant of the Maybank FFP. The airlines' frequent flyer programmes participating in the Maybank FFP which are as published on Maybank's website or as notified by Maybank using such other modes of notification as determined by Maybank, and the TREATS Points conversion rate and conversion blocks, are subject to change by Maybank from time to time without prior notice to the Cardmember.
- 9. Maybank DUO Programme**
- 9.1 Maybank DUO Programme is only available to Maybank DUO Platinum MasterCard, unless otherwise stated.
- 9.2 If a Cardmember applies for Maybank DUO Programme then in addition and without prejudice to the other terms and conditions stated herein the provisions of this clause 9 shall apply.
- 9.3 The DUO Programme enables the Cardmember to convert his/her TREATS Points to DUO points under the Cardmember's DUO Rewards Programme by TC Connections Pte Ltd.
- 9.4 In order to participate in the Maybank DUO Programme, the Cardmember must already be enrolled in the DUO Rewards Programme by TC Connections Pte Ltd before submitting a request for conversion of TREATS Points to DUO Points.
- 9.5 DUO Points will be transferred at the conversion rate as notified by Maybank to Cardmembers through its website or such other modes of notification as determined by Maybank. All DUO Points will be transferred to the Cardmember's DUO Rewards account only. For the avoidance of doubt, transfers to another person's membership account is not allowed. It is the responsibility of the Cardmember to provide an accurate and valid DUO ID belonging to him/her.
- 9.6 An acknowledgement letter will be sent to inform the Cardmember that the conversion request has been received and will be processed. The Cardmember may then contact TC Connections Pte Ltd for an update of accumulated DUO Points.

- 9.7 Subject to clause 2.6, no cancellations or request to exchange the redemption of DUO Points to other redemption items will be entertained once a conversion request has been submitted to Maybank.
- 9.8 Subject to clause 2.6, no reversal of DUO Points will be entertained once the DUO Points have been credited into the Cardmember's DUO Rewards account.
- 9.9 The Cardmember acknowledges that the transfer process will take 14 business days (excluding Saturdays, Sundays and Public Holidays) and no urgent requests will be entertained by Maybank. Notwithstanding anything stated herein, Maybank will not be liable for any delay in the transfer process for any reason whatsoever.
- 9.10 Maybank will not be responsible for any fraud, delay in transfer process and/or unsuccessful transfer. In the case where there is an unsuccessful transfer, Maybank will refund the TREATS Points and the conversion fee to the Cardmember's Card Account.
- 9.11 Maybank will not be responsible for any unsuccessful transfer resulting from the actions of TC Connections Pte Ltd in connection with but not limited to the DUO Rewards Programme.
- 9.12 Participation in the DUO Programme is subject to the terms and conditions of TC Connections Pte Ltd.
- 9.13 The Maybank DUO Programme is subject to change without prior notice to the Cardmember.
- 10. Rewards Infinite ("RI")**
- 10.1 If the Cardmember participates in the RI programme then in addition and without prejudice to the other terms and conditions stated herein the terms of this clause 10 shall apply.
- 10.2 Cardmembers who hold any of the following cards will automatically be enrolled into the RI programme: Maybank Visa Infinite Card and Maybank World MasterCard (excluding Maybank Family & Friends World MasterCard).
- 10.3 For a Cardmember to be granted RI membership or to renew his/her RI membership through the accumulation of minimum spending of S\$24,000 in the preceding year, only eligible transactions charged on Maybank Horizon Platinum Visa Card, Maybank Horizon Visa Signature Card, Maybank FC Barcelona Visa Signature Card and Maybank DUO Platinum MasterCard will be considered. Transactions which will not be taken into account as an eligible transaction include (but are not limited to) the following:
- (a) Payments made to government or government-related institutions or statutory boards or for services provided by government or government-related institutions or statutory boards (such as court fees, fines, bail and bonds, tax payments, charges for postal services, fees for parking lots and garages, payments for intra-government purchases and any other government services);
  - (b) Betting or gambling transactions;
  - (c) Brokerage/securities transactions;
  - (d) Payment to insurance companies (does not apply to Maybank Visa Infinite for payments up to S\$3,000 per calendar month and Maybank Horizon Visa Signature);
  - (e) (With effect 1 May 2021) Transactions classified under the following Merchant Category Codes ("MCC"):
    - Financial Institutions - Merchandise, Services, and Debt Repayment (MCC 6012)
    - Non-Financial Institutions - Foreign Currency, Non-Fiat Currency (for example: Cryptocurrency), Money Orders (Not Money Transfer), Account Funding (not Stored Value Load), Travelers Cheques, and Debt Repayment (MCC 6051)
    - Non-Financial Institutions - Stored Value Card Purchase/Load (MCC 6540)
  - (f) Transactions made via AXS or SAM;



- (g) FlexiCash, FlexiPay, 0% Interest Instalment Plans, funds transfers, cash advances, finance charges, late payment charges, annual fees, reversals, interest charges, or any other miscellaneous charges charged to the Cardmember;
- (h) payment of funds to prepaid accounts such as those listed below (such list is not exhaustive and Maybank reserves the right to amend the list from time to time without giving prior notice or reason to any party):
- EZ LINK PTE LTD (FEVO)
  - EZ Link
  - EZ-LINK\*
  - EZLINK
  - EZ-Link
  - EzLink
  - EZLINKS.COM
  - EZ Link transport
  - EZ-LINK (IMAGINE CARD)
  - EZ-Link EZ-Reload (ATU)
  - BANC DE BINARY
  - BANCDEBINARY.COM
  - Flashpay ATU
  - MB \*MONEYBOOKERS.COM
  - NETS VCASHCARD
  - OANDA ASIA PAC\*
  - PAYPAL\* BIZCONSULTA
  - PAYPAL\* CAPITALROYA
  - SKR\*Skrill.com
  - SKR\*xglobalmarkets.com\*
  - SKYFX.COM\*
  - TRANSIT\*
  - TRANSITLINK\*
  - TRANSIT LINK\*
  - [WWW.IGMARKETS.COM.SG](http://WWW.IGMARKETS.COM.SG)
  - [WWW.PLUS500.CO.UK](http://WWW.PLUS500.CO.UK)
  - [WWW.MYEZLINK.COM.SG](http://WWW.MYEZLINK.COM.SG)
  - YOUTRIP\*

(i) any other transactions that Maybank may determine from time to time without prior notice.

- 10.4 All Cards held under the Cardmember's name and/or account will entitle the Cardmember to enjoy one RI membership, regardless of the number of Cards issued. However, RI membership is not available to Business or Corporate Cardmembers, or to Cardmembers holding only Maybank Family & Friends Platinum MasterCard, Maybank Family & Friends World MasterCard, Maybank Platinum Visa Card, Maybank Manchester United Platinum Visa Card, Maybank eVibes Visa Card, Maybank Platinum Debit Card or Maybank Manchester United Platinum Visa Debit Card.
- 10.5 Notwithstanding clause 2.7, a Rewards Infinite member's TREATS Points shall not expire for so long as he/she remains a Rewards Infinite member. Rewards Infinite members may accumulate any unused TREATS Points from their various Maybank Credit/ Debit Cards up to a maximum of 1,000,000 TREATS Points. Maybank reserves the right to forfeit any TREATS Points earned in excess of the aforesaid amount without notice or liability to any person. Upon termination or non-renewal of the RI membership, all unutilised TREATS Points rolled over previously will be automatically forfeited. Any TREATS Points earned by supplementary cardmembers from their Maybank Credit Cards will automatically be combined and credited to the Cardmember's Card Account.
- 10.6 The RI membership, privileges and benefits of a Cardmember cannot be transferred to another Cardmember or any other person. If any Cardmember is found to have transferred or allowed someone else to use his/her RI membership, privileges or benefits, the Cardmember will be liable for all charges incurred on the Card and the RI membership will be terminated. These terms and conditions of the RI Programme shall apply to RI privileges and benefits.
- 10.7 Maybank shall be entitled to debit the Cardmember's Card Account with any fees and charges of all RI Programmes payable now or in the future and any other liabilities of the Cardmember to Maybank and all losses and expenses incurred by Maybank arising from the acceptance and/or the use of the RI membership, privileges or benefits by the Cardmember. Any fee reductions or waivers which may be offered by Maybank from time to time is subject to Maybank's discretion.
- 10.8 A Cardmember may terminate his/her RI membership at any time upon notifying Maybank of his/her intention to do so. Maybank reserves the right to terminate a Cardmember's RI membership at any time upon immediate notice or restrict the use of any or all of the privileges without giving reason or cause.

- 10.9 If a Card Account is cancelled or terminated by a Cardmember or by Maybank, the RI membership shall automatically be terminated without any notice. If termination occurs, Maybank shall not be liable to refund any fees and/or charges or any part thereof paid by the Cardmember to Maybank.
- 10.10 Maybank may suspend any or all of the Cardmember's privileges and benefits under the RI membership with or without cause and without notice. If Maybank suspends a Cardmember's RI privileges and benefits, all of Maybank's rights under these terms and conditions and at law are reserved and shall not be prejudiced.

**11. General**

- 11.1 Maybank shall not be liable for any claims, expenses, loss or damages incurred by the Cardmember or any party arising from or in connection with any Reward and/or service provided under this programme, or any incorrect cash rebate or TREATS Points being awarded to the Cardmember in accordance with the terms and conditions stated herein in respect of any transaction due to any reason whatsoever (including but not limited to the incorrect classification of category in respect of any transaction).
- 11.2 In the event that the TREATS Points are over-utilised or incorrectly utilised by a Cardmember, or in the event that there is a negative balance of TREATS Points after a deduction is made by Maybank for whatever reason, Maybank shall have the right to chargeback the value of the TREATS Points in question to the Cardmember. The value of the TREATS Points shall be determined by Maybank in its sole discretion.
- 11.3 Words and expressions respectively defined or construed in the terms and conditions which govern the use of the Cardmember's Credit Card Account and/or Debit Card Account shall have the same meanings when used or referred to herein.
- 11.4 Maybank reserves the right at any time to vary, delete or add to any of these terms and conditions, or to terminate any or all of the programmes mentioned herein by giving 30 days' written notice of such amendments to the Cardmember, provided that the obligation to give the Cardmember advance notice does not apply if the changes are required in an emergency or where it is not practicable or reasonable to give such advance notice. The method of notice shall be determined by Maybank. The Cardmember shall ensure that his/her supplementary cardmembers have, and such supplementary cardmembers shall be deemed to have, full knowledge and notice of any such changes.
- 11.5 Maybank shall be entitled to send any notice to the Cardmember by ordinary post to the Cardmember's last known address with Maybank. The Cardmember agrees that any notice sent by Maybank in such manner shall be deemed received by the Cardmember seven (7) days after the date of posting.
- 11.6 No forbearance, delay or failure on our part to exercise any power or right under these terms and conditions shall operate as a waiver of such power or right, nor shall any single or partial exercise of such power or right preclude any further exercise of that or any other power or right.
- 11.7 These terms and conditions are governed by Singapore law. All Cardmembers submit themselves to the non-exclusive jurisdiction of the courts of Singapore.
- 11.8 In addition to these terms and conditions all Cardmembers are subject to the terms and conditions governing the use of their Card and any other terms and conditions governing the use of other facilities or benefits granted by Maybank to the Cardmember.

\*\*\*\*\*END OF DOCUMENT\*\*\*\*\*