

Maybank 2023 Year-long TREATS Points Rewards Programme General Terms and Conditions

1. **Validity of Maybank 2023 Year-long TREATS Points Rewards Programme (“TREATS Points Rewards Programme” or “programme”)**
 - 1.1 This programme is valid from 1 April 2023 till 31 March 2024, 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 With effect from 1 January 2023, eligible Credit Cardmembers will be awarded 5 TREATS Points for every S\$5 spent on retail transactions charged to their **Maybank Credit Card**.

For example:

Amount Spent	TREATS Points
S\$12.99	10
S\$16.99	15
S\$4.99	0

Eligible Debit Cardmembers will be awarded 1 TREATS Point for every S\$5 spent on retail transactions charged to their **Maybank Debit Card**.

For example:

Amount Spent	TREATS Points
S\$12.99	2
S\$16.99	3
S\$4.99	0

For avoidance of doubt, all TREATS Points awarded shall be calculated based on each block of S\$5 charged to the Card per transaction, and Cardmembers shall not be entitled to any partial or pro-rated award of any TREATS Points for any amount charged that is less than a S\$5 block. Amounts charged in multiple transactions will not be combined to make up a S\$5 block. For avoidance of doubt, a Cardmember who spends S\$4.99 or less in a single transaction, or who spends S\$2.50 in one transaction and S\$2.50 in another transaction, will **not be** awarded any TREATS Points.

If TREATS Points are awarded for spend on retail transactions in foreign currency, such spend in foreign currency will be converted into Singapore Dollars (per the applicable terms and conditions of the Card), and TREATS Points will be awarded on the Singapore Dollar equivalent of the foreign currency spend.

- 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 institutions and services (court cases, fines, bail and bonds, tax payment, postal services, parking lots and garages, intra-government purchases and any other government services not classified here)
 - (b) Betting or gambling transactions;
 - (c) Brokerage/securities transactions;
 - (d) Payments to insurance companies (does not apply to Maybank Visa Infinite Card for

- payments up to S\$3,000 per calendar month and Maybank Horizon Visa Signature Card);
- (e) Transactions classified under the following Merchant Category Codes (“MCC”):
 - MCC 6012 - Financial Institutions - Merchandise, Services, and Debt Repayment
 - MCC 6051 - Non-Financial Institutions - Foreign Currency, Non-Fiat Currency (including but not limited to Cryptocurrency), Money Orders, Account Funding, Travelers Cheques, and Debt Repayment
 - MCC 6540 - Non-Financial Institutions - Stored Value Card Purchase/Load (including but not limited to Grab mobile wallet top-ups)
 - (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)	□ NETS VCASHCARD
□ EZ Link	□ OANDA ASIA PAC*
□ EZ-LINK*	□ PAYPAL* BIZCONSULTA
□ EZLINK	□ PAYPAL* CAPITALROYA
□ EZ-Link	□ SKR*Skrill.com
□ EzLink	□ SKR*xglobalmarkets.com*
□ EZLINKS.COM	□ SKYFX.COM*
□ EZ Link transport	□ TRANSIT*
□ EZ-LINK (IMAGINE CARD)	□ TRANSITLINK*
□ EZ-Link EZ-Reload (ATU)	□ TRANSIT LINK*
□ BANC DE BINARY	□ WWW.IGMARKETS.COM.SG
□ BANCDEBINARY.COM	□ WWW.PLUS500.CO.UK
□ Flashpay ATU	□ WWW.MYEZLINK.COM.SG
□ MB * MONEYBOOKERS.COM	□ YOUTRIP*
 - (i) (for Cardmembers holding personal Cards) any transaction deemed by Maybank at its sole discretion to be beyond personal consumption or of a business and/or corporate nature; and
 - (j) 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 a Credit Cardmember’s supplementary cardmember(s) will be automatically combined and 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 invalid, 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 if the Cardmember has breached one or more of the terms and conditions of the applicable Card or this TREATS Points Rewards Programme, 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 or on Maybank TREATS SG App. 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.
- 2.9 TREATS Points that have expired cannot be reinstated. No extension of validity period of TREATS Points will be permitted. In particular, Maybank will not accede to requests to reinstate or extend the validity period of TREATS Points by Cardmembers whose Card Account has been closed or terminated by the Cardmember or Maybank, or whose Card Account has been suspended, blacklisted or tagged as deceased by Maybank.
- 2.10 All redemption requests must be made by the Cardmember via 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 Where a Cardmember has successfully made a redemption for a Reward that is offered in the form of electronic voucher or e-voucher, an eCoupon ("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).
- 2.14 Lost, misplaced, stolen, defaced, damaged, misused or wrong-used Redemption Letters, Vouchers or eCoupons 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.
- 2.15 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, Voucher or eCoupon will cease to be valid after the date of expiry as indicated on the Redemption Letter, Voucher or eCoupon. There shall be no extension of the expiry date. In particular, Maybank will not accede to requests to revalidate or extend the expiry date of Redemption Letters, Vouchers or eCoupons by Cardmembers whose Card Account has been closed or terminated by the Cardmember or Maybank, or whose Card Account has been suspended, blacklisted or tagged as deceased by Maybank.

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 Card Account is closed or terminated by a Cardmember or Maybank.
- 3.2 In order to participate in the TREATS Points Rewards Programme, the Cardmember's Card Account must be in good standing, as may be determined by Maybank in its sole discretion.
- 3.3 All Cardmembers who hold a Card issued in Singapore are automatically enrolled into the TREATS Points Rewards Programme, except for Maybank Family & Friends, Maybank Platinum Visa and Maybank eVibes Cardmembers who will not be 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, eCoupon and/or Redemption Letter

- 4.1 Vouchers and eCoupons can be combined for use unless otherwise stated.
- 4.2 Vouchers, eCoupons and Redemption Letters will only be accepted at participating merchants' outlets.
- 4.3 Vouchers and eCoupons may 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 or the eCoupon is deducted.
- 4.5 Redemption of Vouchers, eCoupons and Redemption Letters is subject to the terms and conditions imposed by the participating merchants.
- 4.6 Voucher, eCoupon or Redemption Letter and Maybank Card must be presented in person during payment or redemption.
- 4.7 Vouchers, eCoupons and Redemption Letters are neither refundable nor exchangeable for cash or credit. Vouchers, eCoupons and Redemption Letters are not transferrable. Unused balances will not be refunded.
- 4.8 For purchases exceeding the value of the Voucher or eCoupon, the Cardmember must charge the difference to his/her Maybank Card.
- 4.9 Issuance of a Voucher, eCoupon or Redemption Letter 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, eCoupon or Redemption Letter he/she is going to use if necessary.
- 4.10 A Voucher, eCoupon or Redemption Letter must be redeemed on or before the date of expiry indicated on the Voucher, eCoupon or Redemption Letter. There shall be no extension of the expiry date. In particular, Maybank will not accede to requests to revalidate or extend the expiry date of Redemption Letters, Vouchers or eCoupons by Cardmembers whose Card Account has been closed or terminated by the Cardmember or Maybank, or whose Card Account has been suspended, blacklisted or tagged as deceased by Maybank.
- 4.11 Maybank is not obliged to replace any lost, misplaced, stolen, defaced, damaged, misused or wrongly-used Voucher, eCoupon or Redemption Letter.

- 4.12 If Maybank at its sole discretion decides to replace any lost, misplaced, stolen, defaced, damaged, misused or wrongly-used Voucher, eCoupon or Redemption Letter, Maybank reserves the right to charge the full cost or retail value of the Voucher, eCoupon or Redemption Letter to the Cardmember's Card Account or deduct it from any account the Cardmember holds with Maybank accordingly if the allegedly lost, misplaced, stolen, defaced, damaged, misused or wrongly-used Voucher, eCoupon or Redemption Letter is utilised howsoever or for any reason.
- 4.13 Maybank reserves the right to charge the full cost or retail value of a Reward to the Cardmember's Card Account or deduct it from any account the Cardmember holds with Maybank if it is determined by Maybank that (i) the Cardmember is not entitled to all or part of the TREATS Points used to redeem the Reward, (ii) the Cardmember is not entitled to Reward for any reason whatsoever; or (iii) the Cardmember has breached one or more of the terms and conditions of the applicable Card or this TREATS Points Rewards Programme.

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 on the Redemption Letters, 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 Rewards, 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, merchantability, fitness or suitability for any purpose of the Rewards, goods or services redeemed, whether implied or express, under the Consumer Protection (Fair Trading) Act 2003, Sale of Goods Act 1979, Supply of Goods Act 1979, Hire Purchase Act 1969 or any other written law or common law. The Cardmember acknowledges and agrees that the contract for the sale or supply of the Rewards, 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 Rewards, 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 Rewards, goods or services redeemed.

- 5.8 Maybank, its related corporations, employees and/or independent contractors 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 programme and/or use of the Voucher, eCoupon or Redemption Letter and/or redemption or consumption of any Rewards, goods or services of any merchants or retailers and/or any Voucher, eCoupon or Redemption Letter which is misdirected or lost and/or transactions that are processed late, incorrectly or lost due to computer or other electronic breakdown or malfunction and/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, Horizon Visa Signature or a Platinum Credit Cardmember 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 or Maybank TREATS SG App
- 6.3 The ACC Programme enables the Cardmember to automatically convert their TREATS Points to SGD cash which will be credited to such Cardmember’s Card Account 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 18,500 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 Programme (“BPDS Cash Credit Programme”)**
- 7.1 If a Cardmember applies for the BPDS Cash Credit Programme 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 Programme is only available to Maybank Visa Infinite and Maybank World Mastercard Cardmembers, unless otherwise stated.
- 7.3 BPDS Cash Credit Programme enables the Cardmember to convert his/her TREATS Points to SGD cash credit which may be used to offset the amount outstanding on the Cardmember’s Best Petrol & Diesel Supply bi-weekly invoice.

- 7.4 Conversion of TREATS Points under this BPDS Cash Credit Programme will be in multiples of 10,300 TREATS Points or such other number as Maybank may determine from time to time in its sole and absolute discretion.
- 7.5 To convert TREATS Points to BPDS Cash Credit, Cardmembers must have successfully applied and linked their Best Petrol & Diesel Supply Pte Ltd's account to their eligible Maybank Visa Infinite or Maybank World Mastercard Account.
- 7.6 By applying to convert TREATS Points to BPDS Cash Credit, the Cardmember agrees to Maybank sharing his/her NRIC number with Best Petrol & Diesel Supply Pte Ltd in order for Best Petrol & Diesel Supply Pte Ltd to identify the Cardmember's Best Petrol & Diesel Supply Pte Ltd account to credit the BPDS Cash Credit to.
- 7.7 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 check their Best Petrol & Diesel Supply's invoice to validate that the BPDS Cash Credit is reflected.
- 7.8 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.
- 7.9 The Cardmember acknowledges that the conversion 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 conversion process for any reason whatsoever.
- 7.10 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 to the Cardmember's Card Account.
- 7.11 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 amount payable under the invoice.
- 7.12 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 ("FFP")**
- 8.1 If the Cardmember participates in 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 converted 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 converted 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 Maybank Visa Infinite and Maybank World Mastercard Cardmembers.
- 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 FFP. The airlines' frequent flyer programmes participating in the 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 Rewards Membership Programme ("DUO Programme")**
- 9.1 Maybank DUO Programme is only available to Maybank DUO Platinum Mastercard Cardmembers, unless otherwise stated.
- 9.2 If a Cardmember applies for 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 credited 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 credited to the Cardmember's DUO Rewards account only. For the avoidance of doubt, crediting 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 conversion to 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 conversion 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 conversion 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.
- 10.3 For a Cardmember (who does not hold a Maybank Visa Infinite Card or Maybank World Mastercard) to be granted RI membership or to renew his/her RI membership through accumulating a minimum spend of S\$24,000 on eligible retail transactions on Maybank Horizon Platinum Visa Card, Maybank Horizon Visa Signature Card, Maybank FC Barcelona Visa Signature Card or Maybank DUO Platinum Mastercard in the preceding year. Transactions which will not be taken into account as eligible retail transactions include (but are not limited to) transactions set out in Clause 2.2 above.
- 10.4 A Cardmember may enjoy up to one RI membership, which applies to all Cards held under the Cardmember's name and/or account, 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 Card, Maybank Platinum Visa Card, Maybank Manchester United Platinum Visa Credit 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 a Credit Cardmember's supplementary cardmember(s) 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.
- 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.
- 10.11 These terms and conditions of the RI Programme shall apply to RI privileges and benefits.
- 11. General**
- 11.1 Maybank, its related corporations, employees and/or independent contractors 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 Maybank reserves the right to vary the TREATS Points Rewards Programme and to vary, delete, amend or add to any terms and conditions herein at any time without prior notice.
- 11.8 These terms and conditions are governed by Singapore law. All Cardmembers submit themselves to the non-exclusive jurisdiction of the courts of Singapore.
- 11.9 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*****