



Terms and Conditions Governing Privileges of Maybank Visa Infinite Credit Card

1. General Terms and Conditions for Maybank Visa Infinite Credit Card

All prices are quoted in Singapore Dollars, unless otherwise stated. Maybank TREATS Points Rewards Programme General Terms and Conditions apply, please visit maybank.sg/rewards for details. All payments must be made with a Maybank Visa Infinite Card ("Card"). In these Terms and Conditions, a "Cardmember" shall mean a Cardmember who holds a valid Card. Maybank may vary, delete or add to any of these Terms and Conditions, or withdraw, suspend or discontinue the privileges at any time without any notice or liability to any person. All privileges are subject to the terms and conditions of participating merchants which may change from time to time without notice. All privileges are not valid in conjunction with other promotions, in-house offers, discount cards, loyalty programmes and vouchers offered by Maybank or a participating merchant unless otherwise stated. All visuals used are strictly for illustrative purposes and are not representative of actual goods/services provided. Maybank is not the supplier of the good(s) or service(s) and makes no representation as to the quality of the good(s) or service(s) provided. Maybank and/or Visa are not responsible for the failure of any participating merchant to provide Cardmember the benefits stated herein, or recognise and accord a high standard of service, to any Cardmember. Maybank will not be liable to any Cardmember or any third party for any loss, damage, cost or expense suffered or incurred by a Cardmember or any other person arising from or in connection with any of the privileges or promotions, or the termination or substitution of any service provided by any participating merchant. In the event that a Cardmember's Card account is closed or terminated by whichever party for whatever reason within twelve (12) months from the date of opening of the Card account, Maybank reserves the right to claim from the Cardmember an amount equivalent to the prevailing annual fee for the Card account as well as the value of all utilised privileges and benefits of the Card, and Maybank may debit such amounts from the Card Account prior to the closure or termination of the Card Account or deduct it from any other account that the Cardmember maintains with Maybank. By participating in or enjoying a privilege a Cardmember agrees to abide by the terms and conditions attached to such privilege as stated herein. The terms and conditions stated in the Maybank (Personal) Credit Card Agreement apply. These Terms and Conditions are governed by Singapore law. Terms and conditions are subject to change without prior notice. All offers are valid until 31 December 2023 unless otherwise stated.

2. TREATS Points

TREATS Points will not be awarded in respect of any transactions that Maybank deems to be corporate/commercial transactions. In the event if a Card transaction is cancelled or reversed by any party for any reason or if TREATS Points was awarded in respect of any transaction that Maybank deems to be a corporate/commercial transaction, Maybank shall have the right to reverse all TREATS Points awarded for that Card transaction. The general terms and conditions governing TREATS Points Rewards Programme and the Cardmember's Card Account shall apply.

3. Minimum Qualifying Spend Criteria for Airport Limousine Transfers and Quayside Service at JetQuay

Principal Cardmembers who have charged a minimum of S\$3,000 ("Minimum Qualifying Spend Criteria") in Eligible Transactions (defined below) to their Card in a calendar month will be eligible to book in the next calendar month ("Booking Month") either:

- one (1) complimentary single-trip airport limousine transfers ("Limousine Transfers") available on Mercedes E-Class or Alphard only; or
- one (1) complimentary Quayside single-trip service at JetQuay ("JetQuay Service"), subject to a maximum of 8 complimentary Limousine Transfers bookings and 8 complimentary JetQuay Services bookings in a calendar year. For avoidance of doubt, booking of complimentary Limousine Transfer together with JetQuay Service in the same Booking Month is strictly not allowed. Any unutilized portion of the entitlements stated above shall not be carried forward to the next calendar year. The date on which a booking is made is determined by when Maybank receives the booking request.



These bookings are to be made in advance, at least 3 days and up to 2 months before the actual date of Limousine Transfer or JetQuay Service. In the event that a Cardmember made bookings in excess of either one (1) complimentary Limousine Transfers or JetQuay Service in a Booking Month, or more than 8 Limousine Transfers or 8 JetQuay Services in a calendar year, S\$60 per Limousine Transfer and S\$400 per JetQuay Service will be charged to the Cardmember's Card within 2 calendar months from the scheduled date of such additional Limousine Transfers or JetQuay Service.

Eligible Transactions refer to local and overseas retail purchases, including recurring payments and interest-free Instalment Payment Plans (where only the monthly amount charged to the Card will be counted), but excluding fund transfers, financial charges, late charges and fees. All Eligible Transactions must be posted to the Card account before the end of each calendar month to be counted for the Booking Month. Maybank will not be responsible for any late submission of any transactions by any merchant for whatever reason. Maybank reserves the right to charge the full cost or retail value of the Limousine Transfer or JetQuay Service should the transactions counted towards the Minimum Qualifying Spend Criteria for the redemption of Limousine Transfer(s) or JetQuay Service(s) be cancelled or reversed by any party for any reason.

4. Specific Terms and Conditions for Complimentary Airport Limousine Transfers

Complimentary Airport Limousine Transfer is available on Mercedes E-Class or Alphard only. Travelling companions and the amount of luggage must be kept to the recommended capacity of the vehicle. Only one (1) vehicle to be used per transfer. Principal Cardmembers will need to provide the details of the arriving flight or departing flight, as applicable. The booking confirmation will be sent via SMS to the principal Cardmember. The full price of S\$90 will be charged to the Principal Card account for late cancellations (with less than 24-hour notice) and "no-shows". For avoidance of doubt, Customers who do not show up at the pick-up point within 30 minutes of the scheduled pick up time will be treated as "no-shows". In the event of vehicle breakdown or unavailability of vehicle for use at specific pick-up time, the Cardmember may seek a reimbursement of taxi claims (which must be supported with valid receipts) of not more than S\$45 and such reimbursement will be credited to principal Cardmember's Card account. Requests for stop(s) along the way to/from airport will not be accommodated. The principal Cardmember acknowledges that the Limousine Transfers will be managed by a third party limousine contractor ("Limousine Vendor") and shall not hold Maybank liable for any loss or damage caused to the principal Cardmember or any other person by the Limousine Vendor or, if applicable, a replacement vendor that Maybank may engage from time to time at the sole and absolute discretion of Maybank.

5. Specific Terms and Conditions for Complimentary JetQuay Services

Principal Cardmembers will need to provide flight details for their arrival flight or departure flight, as applicable, when booking a JetQuay Service. 1 JetQuay Service refers to either an arrival Quayside service or a departure Quayside service only. JetQuay Services are limited and bookings are on a first-come-first-served basis. Advanced bookings can be made **within 2 months prior to the date of use**. Cardmember is required to present their Card for verification upon arrival at JetQuay for the JetQuay Service. Each JetQuay Service is limited to one principal Cardmember and up to one companion who must be travelling on the same flight. Any child above 24 months of age will be considered a full passenger. The Quayside services will be subject to a tariff of S\$400+ per JetQuay Service during Public Holidays and eve of Public Holidays in Singapore as well as the following blackout dates:

- IMDEX (1 to 7 May 2023), F1 2023 (13 Sep to 19 Sep 2023) and Christmas (23 Dec to 26 Dec 2023)

The JetQuay management reserves the right to amend the blackout dates.

No onward selling or transfers of JetQuay Services are permitted. Amendments/cancellations must be communicated at least 48 hours in advance. Cardmember will be charged with the full price of S\$400 per booking of JetQuay Services for late cancellations (less than 48 hours before flight departure/arrival time) and no shows. Complimentary car parking at JetQuay's premises will be extended to Cardmembers who are utilising both arrival and departure JetQuay Services. Complimentary car parking is available for a maximum of 3 days only and parking area is subject to availability. Additional parking charges apply at S\$20 per day. Passengers are subject to respective airlines' conditions of carriage for passengers and baggage. In addition, JetQuay baggage handling



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service is limited to two standard-sized check-in baggage per passenger. S\$50 (subjected to GST and surcharges) will be charged for each additional baggage. Additional charges may also apply for odd-sized luggage. Cardmember and their companions (if any) is limited to having a maximum of 2 receiving/sending off persons. S\$50 will be charged for each additional person receiving or sending off the Cardmember and his/her companion(s). Any payment made to JetQuay in connection with the JetQuay Services is to be made using the Card. Service is available only for passengers travelling through Changi Airport Terminals 1, 2 and 3. Departure service is not available for passengers travelling on US-based Airlines, Malaysian Air and Swiss Air. Restrictions apply for certain airlines. Arrival and departure services for all low-cost carriers are unavailable. Please contact the JetQuay team for more information. JetQuay reserves the right to reject any customers without prior reservation. JetQuay's Terms and Conditions apply.

6. Priority Pass™ Membership

Cardmembers will enjoy a complimentary Priority Pass™ Membership for the first year. In the event that a Cardmember's Card is cancelled, his/her Priority Pass™ Membership will also be cancelled and any outstanding charges incurred will be billed to the Cardmember. There will no reinstatement of Priority Pass™ Membership once it is cancelled for any other reason. For renewal of Priority Pass™ Membership after the first year and for new application of Priority Pass™ Membership by a Cardmember, the payment of an annual fee or a minimum spend of S\$60,000 on the Card in the previous Card anniversary year is required. Priority Pass Ltd's terms and conditions apply.

7. VISA Luxury Hotel Collection

Offer is only valid at participating properties. Not applicable on discounted rates and not applicable with other offers at time of enquiry/booking. One complimentary daily breakfast per person during stay. Excludes all applicable taxes, services, gratuities and charges, and payment must be made with a valid and eligible Visa Card. Offer will be void where prohibited, taxed or restricted by law. Please visit www.visaluxuryhotelcollection.com for the full terms and conditions and for more details and for bookings.

8. Airport Meet-and-Greet

Booking must be made online via www.AirportSpeedPass.com with a valid Card. Booking is subject to availability. Booking of the services must be made at least 72 hours prior to commencement of travel. Terms and conditions apply. Please refer to www.AirportSpeedPass.com for details. The full price of the services will be charged for cancellations less than 48 hours before arrival/departure timing or no-shows.

9. Hertz Car Rental

To redeem, book online at <http://www.hertzasia.com/visa>. Subject to availability at time of rental. Terms and conditions apply. For full Terms and Conditions, please visit https://www.visa.com.sg/en_sg/visa-offers-and-perks/hertz/115137.

10. VISA International Airport Limousine Transfer

General Conditions: Offer is valid till 31 December 2023 • Booking must be made online via <https://www.tbglobal.com/visa>. Payment must be settled with Maybank Visa Infinite Card. Booking is subject to availability. Booking for the services must be made at least 72 hours prior to service commencement. Additional charges for extra-stops, cancellation/amendment fees and waiting time charges will apply. For Airport pick-up, 60 minutes waiting time is allowed. For all other pick-up, 15 minutes waiting time is allowed. Luxury airport transfer imposes limits on the number of passengers and luggage per car. The Business Sedan type vehicle service is limited to a maximum of 3 passengers and 2 standard size check-in luggage per car. The People Carrier type vehicle is limited to a maximum of 6 passengers and 4 standard size check-in luggage per car. Please indicate when travelling with baby strollers, wheel chairs and golf bags as vehicle type change & surcharge will apply. For any cancellations made less than 48 hours prior to the scheduled service, 100% charge equivalent to a full invoice applies. For any amendment made less than 48 hours in advance of the service, a US\$10 amendment fee plus a change fee which varies depending on the airport is applicable. If your card is not eligible for the discount fare, the



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fare difference will be charged. Offer not to be used in conjunction with other promotions. Visa will use best efforts to ensure the offers are provided as described, but cardmembers shall not make any claim or seek compensation against Visa, even in the event that any of the offers are not provided or provided as described (whether or not such non provision is due to fault, negligence on the part of Visa). Visa shall not be liable in any manner whatsoever or howsoever for any loss or damage or claims that may arise out of (a) usage or attempted usage of any of the offers, or of any services provided by TBR Global, or (b) any refusal or failure on the part of TBR Global to provide or honor any of the offers, or benefits or privileges given under the offers, for any reason whatsoever. Visa reserves the absolute right to withdraw and/or alter any of the Terms and Conditions of any of the offers at any time without giving any notice. Cancellation and Charges: Cancellations made less than 48 hours prior to the scheduled service and No Shows will be considered as utilisation of the service.

11. Global Concierge

For more information, visit www.concierge-asia.visa.com or search Visa Concierge in the Apple App Store or Google Play. Please visit www.concierge-asia.visa.com/terms-and-conditions for the full Terms and Conditions.