

Rewards Programme Terms and Conditions

A. General Terms and Conditions

Who may participate in Rewards Programme

- We may offer, vary, suspend or withdraw different benefits, schemes or arrangements under the Rewards Programme. The availability or redemption of some benefits, schemes or arrangements may be governed by further terms and conditions specified by us from time to time. Such benefits, schemes or arrangements may include Rewards Catalogue and Mileage Programme.
- Only personal credit cards issued by us in Macau and of the types specified by us from time to time are eligible for the Rewards Programme. We have the right to specify and vary the types of credit cards that are eligible for the Rewards Programme. We may exclude (a) any types of credit cards from the Rewards Programme, or (b) any benefits, schemes or arrangements under the Rewards Programme. Unless we specify otherwise, eligible credit cards include Visa and MasterCard credit cards. Eligible credit cards may be primary cards or additional cards and may be denominated in Macau Patacas or Hong Kong dollar.
- Your participation in the Rewards Programme is governed by these Terms and Conditions and any other terms and conditions specified by us from time to time. If any dispute arises in relation to the Rewards Programme, our decision or (if applicable) the relevant merchant's decision is final. Such dispute may include (a) any dispute over your eligibility for participation, your entitlement to benefits, records of redemption or other activities or transactions, or (b) any dispute between you and any merchant participating in the Rewards Programme.

Earning Reward Points

- Except as specified in Clause 5, you may earn 1 Reward Point for: (a) every MOP\$1 spent with your eligible card denominated in Macau Patacas; or (b) every HK\$1 spent with your eligible card denominated in Hong Kong dollar.
- We have the right not to award or allow you to use Reward Points unless your eligible credit card and card account are valid and in good standing. We also have the right to specify and vary from time to time the Reward Points earning rate and the types of spending that do not earn Reward Points. At present, spending types that do not earn Reward Points include the following: (a) cash advance; and (b) fees and charges.
- A card transaction does not earn Reward Points if: (a) it is unposted; or (b) it is posted but subsequently cancelled, reversed or refunded (including tax refund on purchases) in whole or in part.
- We will credit Reward Points earned by you to your card account. For the purpose of calculating Reward Points entitlement, any figure reading less than 1 Reward Point will be forfeited.
- For a purchase under an instalment plan, you earn Reward Points as and when an instalment amount is posted to your card account. Posting of such amount may be in a lump sum or in instalments depending on the types and features of instalment plan.

Expiration of Reward Points

- Reward Points earned are usually valid for at least one year and for up to two years. The expiry date for Reward Points earned on a card will be the date of the card statement of the expiry month (regardless of the year) of the card. The expiry month will be shown in the card statement.

Pooling and redemption of Reward Points

- Reward Points are not transferable but you may pool Reward Points earned with various credit cards issued to you under the same Macau Identity Card or Passport number, unless otherwise specified in these Terms and Conditions. If you are a primary cardholder, you may also pool Reward Points earned with additional cards.
- We have the right to specify and vary the amount of Reward Points for redeeming various products and services from time to time. We have the right to accept or decline your request to redeem Reward Points. If you have not accumulated sufficient amount of Reward Points to redeem a product or service, any request to redeem or any purchase order will be cancelled automatically.
- Once a redemption request or purchase order has been accepted by us or a participating merchant, you are not allowed to change, cancel or seek refund on it or exchange any redeemed item.
- We have the right to forfeit or cancel any accumulated Reward Points and terminate your credit card if, in our reasonable opinion, there is fraud or abuse relating to the earning, pooling, redeeming or using (including transfer or conversion) of your Reward Points. Such fraud or abuse may include obtaining refund of the amount of a transaction by any means after earning Reward Points for that transaction.

Participating merchants

- We have the right to specify and vary from time to time without notice (a) the merchants participating in the Reward Points Programme, or (b) any scheme or arrangement under the Reward Points Programme. We are not liable to you for any change of merchants. You may visit our website for the latest list of participating merchants.
- Redemption of goods, services, vouchers, certificates, coupons or other benefits at a participating merchant is subject to the merchant's policy and the terms and conditions specified by the merchant.

Miscellaneous

- We are not the supplier of any products or services redeemable under the Reward Points Programme. We do not accept any liability relating to them. We are not responsible for lost, damaged or stolen products, vouchers, certificates or coupons redeemed or exchanged by you under the Reward Points Programme.
- The general terms and conditions set out in Section A of these Terms and Conditions apply to all benefits, schemes or arrangements under the Reward Points Programme. If any such benefit, scheme or arrangement is also governed by further terms and conditions, the further terms and conditions prevail over the general terms and conditions to the extent of any inconsistency between them. Such further terms and conditions may be set out in these Terms and Conditions or separately. We have the right to vary these Terms and Conditions and any other terms and conditions relating to the Reward Rewards Programme from time to time by notice.
- These Terms and Conditions are governed by and will be construed according to Macau laws. You submit to the non-exclusive jurisdiction of the Macau courts.
- The English version of these Terms and Conditions prevails to the extent of any inconsistency between the English and the Chinese versions. Any Chinese version of these Terms and Conditions is for reference only.

B. Rewards Catalogue

- We have the right to change or remove items available at Rewards Catalogue from time to time without notice. An item is available only while stocks last.
- You can redeem items at Rewards Catalogue by returning a duly completed redemption form to us. We will mail a notification letter relating to the request to redeem Reward Points to the correspondence address within four to six weeks after we receive the request to redeem.

C. Mileage Programme

- You are eligible to participate in the Mileage Programme only if you are eligible to participate in the Rewards Programme.
- We have the right to vary the airlines that participate in the Mileage Programme at any time by notice.
- (a) You have to apply for participating in the Mileage Programme with respect to Asia Miles, even if you are already a member of the Asia Miles frequent flyer programme. You have to apply by filling in the Mileage Programme Enrolment Form prescribed by Asia Miles. Asia Miles may accept or decline your application at its discretion. (b) Your eligibility and participation in the Mileage Programme with respect to Asia Miles is subject to (i) the terms and conditions in the Mileage Programme Enrolment Form, (ii) the terms and conditions in Mileage Programme Reward Points Transfer Form, and (iii) any further terms and conditions which may be specified or varied by Asia Miles from time to time.
- You can pool accumulated and unused Reward Points in your eligible credit card accounts (whether primary or additional credit card accounts).
- (a) You may transfer Reward Points from your credit card account to Asia Miles account maintained in your personal capacity, as long as your credit card account is valid and in good standing, but where you pool Reward Points from both primary and additional cards, you may transfer the Reward Points only to the primary cardholder's Asia Miles account. You are not allowed to transfer Reward Points to Asia Miles account in the name of another person who participates in the Mileage Programme. (b) You must transfer the minimum required Reward Points stated on Mileage Programme Reward Points Transfer Form each time. (c) You are allowed to transfer Reward Points only prior to its expiry date. (d) After transferring Reward Points from your credit card account to Asia Miles account, you are not allowed to transfer it back to your credit card account.
- The conversion rate of Reward Points to miles may be varied from time to time by notice. The latest conversion rate is available at our website.
- You agree to pay us an annual fee for participating in the Mileage Programme prevailing at the time of payment and as varied and notified to you from time to time. You authorise us to debit the fee from any credit card account when it is due. The fee is non-refundable. The latest annual fee is available at our website.
- You understand and agree that the (a) We can take no responsibility for (i) Reward Points transferred by you to Asia Miles account, nor (ii) the acts or omissions of Asia Miles and that (b) Asia Miles may vary its policies or terms and conditions relating to the Mileage Programme or its frequent flyer programme at any time without notice, even if a variation affects mileage calculation, your accumulated mileage or other benefit entitlements, or benefit redemption.

Definitions

Macau means the Macau Special Administrative Region of the People's Republic of China.

we, us, our means The Hongkong and Shanghai Banking Corporation Limited, Macau Branch and its successors and assigns.

you or your means the person to whom we issue a credit card (whether a primary card or an additional card).

NOTE: In case of discrepancies between the English and Chinese version, the English version shall apply and prevail.