

Standard Chartered 360° Rewards Programme

1. The programme at a glance

- 1.1 You can earn *360° Rewards Points* (also referred to as “points” throughout these terms) under this *360° Rewards programme* when you use an eligible *credit card* in the manner specified below, and when you establish, and maintain certain products or perform certain activities. Unless we agree otherwise, you may redeem your *360° Rewards Points* for voucher(s) or miles via a mileage transfer programme.
- 1.2 These terms set out how you can earn *360° Rewards Points* and how you can redeem rewards such as vouchers or miles as described online at our website. You must read these terms together with our Customer Terms, our Credit Card Terms, and any other documents forming our banking agreement (“Applicable Terms”). In the event of inconsistency, these terms prevail only to the extent of such inconsistency. Terms printed *like this (in italics)*, if not defined in these terms, are either defined in our Customer Terms or our Credit Card Terms.
- 1.3 By participating in this *360° Rewards programme*, you agree to be bound by the Applicable Terms and any amendment we make to these Applicable Terms, and you consent to, and authorise us to disclose information regarding you and your card account to *merchants* or suppliers who supply the rewards for the purpose of this *360° Rewards programme*.

2. Eligibility

- 2.1 Unless we agree otherwise, in order to participate in this *360° Rewards programme*, you must be a principal *cardholder* holding a Standard Chartered Bank VISA or MasterCard credit card (excluding CashBack Gold, AIA credit card, MANHATTAN credit card, *co-brand card* and any corporate *credit card*) issued in Singapore which is valid, subsisting and in good standing. This *360° Rewards programme* is subject to promotion period and all vouchers or rewards must be redeemed within the time frame stipulated by us. For details, contact us or visit our website.
- 2.2 We reserve the discretion to determine your eligibility to participate in this *360° Rewards programme* from time to time. You are not eligible to participate or will be immediately disqualified from participating in this *360° Rewards programme* if:
 - 2.2.1 any of your principal *credit card accounts* has been suspended, terminated or closed;
 - 2.2.2 you face any legal proceeding or any threat thereof;
 - 2.2.3 any of your *accounts* with us is or becomes not in good standing, delinquent or unsatisfactorily conducted for any reason;
 - 2.2.4 you die or become incapacitated;
 - 2.2.5 you become insolvent; or
 - 2.2.6 you breach or have breached any other term of our banking agreement.
- 2.3 If you are disqualified from participating in this *360° Rewards programme*, all unused points then accrued shall be immediately forfeited and not be available for use, and all vouchers or rewards that are allocated or issued to you shall not be available for use, without prior notice or any payment or compensation to you.
- 2.4 For clarity, the termination of a *supplementary card account* will not disqualify the principal *cardholder* from participating in this *360° Rewards programme* unless we determine otherwise.
- 2.5 All benefits accrued under this *360° Rewards programme* (whether *360° Rewards Points*, rewards (e.g. vouchers, cash rewards or miles) or redemption points, called in any name) by the *principal cardholder* or the *supplementary cardholder* (including *360° Rewards Points* earned by a *supplementary cardholder*) will be given to the *principal cardholder* and may be used only by the principal *cardholder* for redemption of rewards.

3. How do you earn 360° Rewards Points?

- 3.1 Under this *360° Rewards programme*, you can earn monthly *360° Rewards Points* when:
 - 3.1.1 you spend on an eligible *credit card* issued by us in Singapore (“Credit Card Spend Rewards”); and
 - 3.1.2 you hold the *products* in the *Product Categories*, and meet other qualifications and requirements (for example, minimum balance or minimum spend requirements) (“Relationship Rewards”), in the applicable calendar month.
- 3.2 For clarity, you are able to earn *360° Rewards Points* for both *Credit Card Spend Rewards* and *Relationship Rewards* if you meet all of the conditions set out for each category. The number of *360° Rewards Points* rewarded differs depending on the customer segment you are in (i.e. whether you are our Private Banking, Priority Banking, Preferred Banking or Personal Banking customer).

3.3 Credit Card Spend Rewards

- 3.3.1 *Cardholders* will earn monthly *360° Rewards Points* based on the amount of card retail transactions posted to the applicable *card account* on a daily basis and rounded to the nearest whole number in the applicable statement month.
- 3.3.2 Unless otherwise stated, all eligible *credit cards* earn 1 point for every S\$1 of retail transaction that is successfully charged to the *credit card*. This is known as 1x reward. However, you may be rewarded with more *360° Rewards Points* (i.e. on a multiplier of more than 1x) depending on the customer segment you are in and/or the *Credit Card spend*.
- 3.3.3 You will not earn *360° Rewards Points* for the following transactions:
- (a) *cash advances*;
 - (b) *balance/fund transfers*;
 - (c) monthly instalment of an EasyPay transaction;
 - (d) AXS or ATM transactions made using the eligible *credit card*;
 - (e) certain insurance premium charged to the eligible *credit card*;
 - (f) online bill payment through Standard Chartered Online Banking;
 - (g) any fees or charges (including but not limited to annual card fees, service fees, interest charges, cheque processing fees, administrative fees, finance charges, and/or late payment charges and other miscellaneous fees and charges);
 - (h) fees and charges reversed from the *credit card accounts*;
 - (i) amounts which have been rolled over from any preceding month's statement;
 - (j) charges incurred by the *cardholder* or the *supplementary cardholder* but not submitted or posted to the *credit card accounts* during the promotion period of the *360° Rewards programme*;
 - (k) any fraudulent retail transaction; and
 - (l) any other charge, fees or payments as we may stipulate from time to time.

3.4 Relationship Rewards

- 3.4.1 If you are our:-
- (a) Private Banking or Priority Banking customer, we will reward you with *360° Rewards Points* based on the average or outstanding balances maintained in the applicable *Product Categories* held with us; or
 - (b) Preferred Banking or Personal Banking customer, we will reward you with *360° Rewards Points* based on *Product Categories* held with us.

4. Priority Banking 360° Rewards programme

Please read this part together with our Priority Banking Services And Privileges International Terms And Conditions. This Part applies only if you meet the eligibility criteria set out in Clause 4.1 below.

4.1 Eligibility

- 4.1.1 If you are our Private Banking or Priority Banking customer holding Standard Chartered Visa Infinite Credit Card ("*Visa Infinite Card*"), you are eligible to be rewarded under this Priority Banking 360° Rewards programme. For clarity, Private Banking customers will not earn *360° Rewards Points* on any private banking product under this Priority Banking 360° Rewards programme.
- 4.1.2 The *Visa Infinite Card account* must be valid, subsisting, and in good standing to participate in this Priority Banking 360° Rewards programme.
- 4.1.3 The *Relationship Rewards* awarded under this Priority Banking 360° Rewards programme, in the form of *360° Rewards Points*, will be credited to the valid principal *Visa Infinite Card account*.
- 4.1.4 You will not be able to participate or will be immediately disqualified from participating in this Priority Banking 360° Rewards programme if your *Visa Infinite Card* becomes suspended, terminated or delinquent at any time.

4.2 Priority Banking Credit Card Spend Rewards

- 4.2.1 If you are our Private Banking or Priority Banking customers holding *Visa Infinite Card*, you get 2.5 points for every S\$1 you spend.

- 4.2.2 If you are our Preferred Banking or Personal Banking customer holding *Visa Infinite Card*, you get 1 point for every S\$1 you spend.
- 4.2.3 Subject to Clause 2.2 above, your *360° Rewards Points* earned on your *Visa Infinite Card* do not expire as long as your *Visa Infinite Card* remains valid.

4.3 **Priority Banking Relationship Rewards**

4.3.1 If you:

- (a) are the principal *cardholder* of the *Visa Infinite Card*;
- (b) are the primary *account* holder of any of the *products* within the applicable *Product Category*;
- (c) charge at least S\$500 worth of retail transaction(s) to your *Visa Infinite Card* in a particular calendar month; and
- (d) hold a current account (whether in joint names or single name) with us,

you can earn the number of *360° Rewards Points* described in the applicable *Product Category* sections below for the calendar month in which the above and the terms here are satisfied.

4.3.2 For clarity, you will not earn *360° Rewards Points* for any calendar month in which you fail to meet any of the requirements set out in Clause 4.3.1. Clause 4.3.1(d) above does not apply to existing *Visa Infinite Cards* approved and issued before 1 August 2011.

4.3.3 If you are our Preferred Banking or Personal Banking customer holding a *Visa Infinite Card*, you will be eligible for *Credit Card Spend Rewards* set out in Clause 4.2 but you will not be eligible for the *Relationship Rewards* set out in Clause 4.3.

4.3.4 If you hold multiple *accounts* within the same *Product Category*:

- (a) the points awarded for such multiple *accounts* will be computed based on the combined balance of such *products*. For example, if you have 2 *Current and/or Savings Accounts* where each account has a balance of \$5,000 (i.e. combined balance of \$10,000), the points to be awarded will be computed based on the combined balance of \$10,000, and you will receive 10 points; and
- (b) you can only earn up to the maximum *360° Rewards Points* that can be awarded under the applicable *Product Category* per calendar month.

4.4 **Mortgage Loans**

4.4.1 If you hold at least one *Mortgage Loan* with an outstanding balance of at least S\$100,000 in a calendar month, you will be awarded 10 points for every S\$10,000 of outstanding balance that remains outstanding on all of your *Mortgage Loans* for that calendar month.

4.4.2 *360° Rewards Points* awarded for holding *Mortgage Loans* in any calendar month will be calculated based on the combined balance that remains outstanding on all of your *Mortgage Loans* at the close of the preceding calendar month.

4.4.3 The maximum *360° Rewards Points* that can be awarded under this *Product Category*, regardless of the number of *accounts* you hold within this *Product Category*, is 5,000 points per calendar month.

For example, if you have S\$6,000,000 of outstanding balance on your *Mortgage Loan* at the end of January, you will be awarded the maximum *360° Rewards Points* of 5,000 points under this *Product Category* for January even though the actual computation of points to be earned works out to be:

$$\text{S\$6,000,000} \times 10 / 10,000 = 6,000 \text{ points}$$

4.5 **Investments**

4.5.1 If you hold selected *Investments* with us in a calendar month, you will be awarded 25 points for every S\$10,000 of average monthly balance maintained in your all of your selected *Investments* for that calendar month. Please contact us for the selected *Investments* where *360° Reward Points* will be awarded.

4.5.2 *360° Rewards Points* awarded for this *Product Category* will be calculated based on the average daily balance maintained in all of your selected *Investments* accounts for the applicable calendar month.

4.5.3 The maximum *360° Rewards Points* that can be awarded under this *Product Category*, regardless of the number of *accounts* you hold within this *Product Category*, is 5,000 points per calendar month.

4.6 **Current and/or Savings Accounts**

4.6.1 If you hold at least one *Current and/or Savings Account* in a calendar month, you will be awarded 10 points for every S\$10,000 of average monthly balance maintained in all of your local and foreign currency *Current and/or Savings Accounts* for that calendar month.

4.6.2 *360° Rewards Points* awarded for this *Product Category* will be calculated based on the average daily balance of all local and foreign currency *Current and/or Savings Accounts* maintained for the applicable calendar month.

4.6.3 *Current and/or Savings Accounts* held in foreign currency, will be converted to local currency, SGD(S\$) at a rate we determine for the purposes of computing the number of *360° Rewards Points* to be awarded based on the converted balance.

4.6.4 The maximum *360° Rewards Points* that can be awarded under this *Product Category*, regardless of the number of *accounts* you hold within this *Product Category*, is 5,000 points per calendar month.

4.7 **Fixed Deposits**

4.7.1 If you hold at least one *Fixed Deposit* account in a calendar month, you will be awarded 10 points for every S\$10,000 of average monthly balance maintained in all of your local and foreign currency *Fixed Deposit Accounts* for that calendar month.

4.7.2 *360° Rewards Points* awarded for this *Product Category* will be calculated based on the daily balance of all local and foreign currency *Fixed Deposit* accounts maintained for the applicable calendar month.

4.7.2 *Fixed Deposits* held in foreign currency, will be converted to local currency, SGD(S\$) at a rate we determine for the purposes of computing the number of *360° Rewards Points* to be awarded based on the converted balance.

4.7.4 The maximum *360° Rewards Points* that can be awarded under this *Product Category*, regardless of the number of *accounts* you hold within this *Product Category*, is 5,000 points per calendar month.

Please see Clause 13 for a summary table of the Priority Banking 360° Rewards Programme.

5. **Preferred Banking 360° Rewards Programme**

Please read this part together with our Singapore Preferred Banking Services and Privileges Terms and Conditions. This Part applies only if you meet the eligibility criteria set out in Clause 5.1 below

5.1 **Eligibility**

5.1.1 If you are our Preferred Banking customer holding:
(a) Standard Chartered Preferred World MasterCard credit card ("*Preferred World Credit Card*"); and
(b) Preferred *line of credit* or current account with us,
you are eligible to be rewarded under this Preferred Banking 360° Rewards programme.

5.1.2 The *Relationship Rewards* awarded under this Preferred Banking 360° Rewards programme, in the form of *360° Rewards Points*, will be credited to the valid *Preferred World Credit Card* account.

5.1.3 Your *Preferred World Credit Card* or Preferred *line of credit* or current account must be valid, subsisting, and in good standing to participate in this Preferred Banking 360° Rewards programme.

16.1.4 You will not be able to participate or will be immediately disqualified from participating in this Preferred Banking 360° Rewards Programme if your *Preferred World Credit Card* becomes suspended, terminated or delinquent at any time.

5.2 **Preferred Banking Credit Card Spend Rewards**

5.2.1 You get 1 point for every S\$1 you spend, in the first month of your *Preferred World Credit Card account* opening.

- 5.2.2 You get 1.5 points for every S\$1 you spend from the second month onwards, if your total *Credit Card spend* reflected in your statement in any particular month is less than S\$1,500.
- 5.2.3 You get 2.5 points for every S\$1 you spend from the second month onwards, if your total *Credit Card spend* reflected in your statement in any particular month is S\$1,500 or more.
- 5.2.4 If you are our Private Banking, Priority Banking or Personal Banking customers holding a *Preferred World Credit Card* and a Preferred current account, you will be eligible for the following *Credit Card Spend Rewards*:
 - (a) 1 point for every S\$1 you spend, if your total *Credit Card spend* reflected in your statement in any particular month is less than S\$1,500; and
 - (b) 2 points for every S\$1 you spend, if your total *Credit Card spend* reflected in your statement in any particular month is S\$1,500 or more.

However, you will not be eligible for the *Relationship Rewards* set out in Clause 5.3.1 below.

5.3 Preferred Banking Relationship Rewards

5.3.1 If you:

- (a) are principal cardholder of the *Preferred World Credit Card*;
- (b) are the primary *account* holder of a *product* within the *Product Category*; and
- (c) charge at least S\$250 worth of retail transaction to your *Preferred World Credit Card* in a particular calendar month,

you will earn the following *360° Rewards Points* :

- (i) 125 points for each of the following *Product Categories* maintained with us in that calendar month: *Mortgage Loans*, *Current and/or Savings Accounts*, and *Fixed Deposit*, where the minimum average balance of any *Current and/or Savings Account* and/or *Fixed Deposit* account is more than S\$1;
- (ii) 125 points for performing at least one *Online Banking* transaction in that calendar month;
- (iii) 250 points for holding selected *Investments* in that calendar month.

5.3.2 For clarity, (a) you will not earn *360° Rewards Points* for any calendar month in which you fail to meet any of the requirements set out in Clause 5.3.1, and (b) the points described in Clause 5.3.1 are the maximum number of *Relationship Rewards* points you can earn in a calendar month regardless of the number of *accounts* you may hold within the same *Product Category* in that calendar month. For example, if you have 3 *Current and/or Savings Accounts* with us in January, you will only be awarded 125 points for holding 3 products within the same *Product Category* of *Current and/or Savings Accounts*.

Please see Clause 13 below for a summary table of the Preferred Banking 360° Rewards programme.

6. Personal Banking 360° Rewards Programme

This Part applies only if you are our Personal Banking customer holding a *Platinum Card* and maintaining a current account or Salary Advance *account*.

6.1 Eligibility

6.1.1 If you are our Personal Banking customer holding the following with us:

- (a) *Platinum Card*; and
 - (b) Salary Advance *account*; or
 - (c) current account (except a current account that is linked to a *Personal Credit account*),
- you are eligible to be rewarded under this Personal Banking 360° Rewards programme.

6.1.2 The current account must not be linked to a *Personal Credit account*. The *accounts* of all of the above-mentioned products must be valid, subsisting, and in good standing to participate in this Personal Banking 360° Rewards programme.

6.1.3 The following cards are not eligible to earn rewards under this Personal Banking 360° Rewards programme: Standard Chartered Platinum Access credit card, Standard Chartered Business Platinum credit card, MANHATTAN credit card, Standard Chartered CashBack cards, Standard Chartered corporate cards or any other Standard Chartered *co-brand* cards.

- 6.1.4 The *360° Rewards Points* awarded under this Personal Banking 360° Rewards programme will be credited to the principal *Platinum Card account*. If you have more than one *Platinum Card*, the *360° Rewards Points* will be credited to the valid principal *Platinum Card* with the smallest 16-digit *Platinum Card* number.
- 6.1.5 You will not be able to participate or will be immediately disqualified from participating in this Personal Banking 360° Rewards programme if any of the accounts of the products listed in Clause 6.1.1 becomes suspended, terminated or delinquent at any time.

6.2 Personal Banking Credit Card Spend Rewards

- 6.2.1 You get 1 point for every S\$1 you spend, if your total *card* spend reflected in your statement in any particular month is less than S\$1,000.
- 6.2.2 If you hold a current account with us, you get 2 points for every S\$1 you spend, if your total *Credit Card spend* reflected in your statement in any particular month is S\$1,000 or more (“double reward points”). You will enjoy the double rewards points automatically if you already have an existing current account with us.
- 6.2.3 If you are our Private Banking, Priority Banking or Preferred Banking customer holding a *Platinum Card* and maintain a current account with us, you will be eligible for the *Credit Card Spend rewards* stated in Clauses 6.2.1 and 6.2.2. However, you are not eligible for *Personal Banking Relationship Rewards* in Clause 6.3.

6.3 Personal Banking Relationship Rewards

- 6.3.1 If you:
- (a) are the *principal cardholder* of one or more *Platinum Cards*;
 - (b) are the *primary account holder* of a *product* within the *Product Category*; and
 - (c) charge at least S\$250 of retail transactions to any single *Platinum Card* in a particular calendar month, you can earn the following *360° Rewards Points* in respect of the applicable *Product Category*:
- (i) 50 points for each of the following *Product Categories* maintained with us in that calendar month: *Mortgage Loans*, *Current and/or Savings Accounts*, and *Fixed Deposit*, where the minimum average balance of any *Current and/or Savings Account* and/or *Fixed Deposit* account is more than S\$1;
 - (ii) 50 points for performing at least one *Online Banking* transaction in that calendar month;
 - (iii) 100 points for holding selected *Investments* in that calendar month.
- 6.3.2 For clarity, the points described in Clause 6.3.1 are the maximum number of *Relationship Rewards* points you can earn in a calendar month regardless of the number of *Platinum Cards* you hold with us, and the number of accounts you may hold within any *Product Category* in that calendar month. For example, if you fulfill the requirements set out in Clauses 6.3.1(a) to (c) for both *Platinum Cards* that you hold with us in a calendar month, and hold 3 *Mortgage Loans* in such calendar month, you will only be awarded with 50 points for these *Mortgage Loans*.

Please see Clause 13 below for a summary table of the Personal Banking 360° Rewards programme.

7. 360° Rewards Points Transfer

- 7.1 If you terminate the *account* of an eligible *credit card*, and subsequently establish another *credit card account* that is eligible to earn *360° Rewards Points*, any *360° Rewards Points* credited to the terminated *credit card account* will not be transferred to the new *credit card account*.
- 7.2 Subject to Clause 7.1, you can transfer *360° Rewards Points* to any nominated family member or friend (“nominee”) who holds a *credit card* that is eligible to earn *360° Rewards Points* and such *credit card* is valid, subsisting, and in good standing. For clarity, *360° Rewards Points* can only be transferred to principal cardholders.
- 7.3 A fee of S\$10 will be charged for every 100,000 of *360° Rewards Points* transferred to each nominee’s *credit card account*. For *cardholders* of the *Visa Infinite card*, no charges will apply.
- 7.4 You can nominate up to a maximum of 5 nominees to transfer the *360° Rewards Points* to.

- 7.5 You can only transfer *360° Rewards Points* if you and the nominee are not disqualified from participating in this *360° Rewards programme* under Clause 2.2, and both of you comply with these terms.
- 7.6 *360° Rewards Points* transferred will follow the expiry date of the points of the nominated *account*.
- 7.7 All expired *360° Rewards Points* cannot be transferred.
- 7.8 Unless we agree otherwise, once the application to transfer the *360° Rewards Points* has been processed, it is irrevocable and cannot be reversed, cancelled or altered.

8. Redemption of 360° Rewards Points

8.1 If you comply with all of the conditions of the *360° Rewards programme* and have the required *360° Rewards Points*, you may select and redeem any one or more of the rewards featured in the *360° Rewards programme* catalogue, our website or in any other publications in any medium, via any redemption channel we make available to you from time to time. The use of any particular channel for redemption will be governed by its applicable terms and conditions which are then in force, and the use of such channel or your act of redeeming through such channel indicates your acceptance of such terms.

8.2 For clarity:

8.2.1 only principal cardholders whose *credit card accounts* are valid, subsisting, and in good standing at the point of redemption are eligible to redeem the awarded *360° Rewards Points*; and

8.2.2 only *360° Rewards Points* that are awarded and reflected in the latest issued monthly statement or such other date as may be determined by us at our reasonable discretion are redeemable.

8.3 *360° Rewards Points* may be deducted to offset, in full or in part, the annual fee of the applicable *credit card* when the annual fee is due. Sufficient *360° Rewards Points* must be set aside if you would like to offset the annual fee of your applicable *credit card* with *360° Rewards Points*.

8.4 Redemption requests made via our hotline or any other redemption channel provided by us are deemed to be made by the principal *cardholder* when points have been deducted to process the redemption requests, or, in the case of an online redemption, an acknowledgement of redemption is reflected on the redemption webpage.

8.5 The estimated period for processing of a redemption request is 5-7 working days or more. For clarity, this processing period excludes the time period for delivery of the voucher or transferring the miles. Vouchers for successful redemptions will be mailed to the principal *cardholder's* billing address. For cash rewards, the amount will be credited into the principal *cardholder's credit card account* within 5-7 working days, barring any unforeseen technical delays.

8.6 *360° Rewards Points* required for redemptions will be deducted from the *cardholder's credit card account* when the redemption request is accepted and processed successfully by us. In events where redemptions are made using a combination of *360° Rewards Points* and cash, the cash amount required for the applicable redemption will be immediately charged to the *cardholder's credit card account* when the redemption request is accepted and processed successfully by us. Such redemption where a combination of *360° Rewards Points* and cash is used is also referred to as partial redemption. No instruction from a *cardholder* relating to any redemption request can be revoked or cancelled once the *360° Rewards Points* are deducted.

8.7 All redemption requests will be processed on a first-come, first-served basis, and no request to expedite any redemption request will be entertained. All requests are subject to the accumulation of sufficient *360° Rewards Points*, credit limit of the *credit card* and availability of rewards. If a *credit card account* does not contain sufficient *360° Rewards Points* or credit limit required for the charging of the cash amount for a partial redemption, then the redemption request will be rejected.

8.8 All *360° Rewards Points* deducted for purpose of processing redemption request cannot be refunded or restored or transferred back to any *credit card account*.

9. Redemption Of Vouchers

9.1 When you redeem your *360° Rewards Points* for a voucher, the voucher will be issued in the name and billing address of the principal *cardholder*, and shall specify the reward that is selected by the principal *cardholder*.

9.2 To redeem a reward, you must present the original voucher and the *credit card* used for the rewards redemption to the merchant as proof of eligibility.

- 9.3 You are required to sign on the applicable section of the voucher upon redemption.
- 9.4 Any payments required in connection with the redemption of the voucher are to be made with the *credit card*.
- 9.5 Unless otherwise agreed by the *merchant*, the voucher cannot be used to purchase items on promotional or special offer, sale or discount; or used in conjunction with any other discount or privilege or membership card or promotional voucher.
- 9.6 Redemption of the voucher is subject to availability and additional conditions as may be imposed by the merchant. These are specified either in the rewards catalogue or by the *merchant* at the point of redemption. If the *merchant* is, for any reason, unable to supply the product or service stated in the voucher, the *merchant* may supply alternative products or services of similar quality and price to you.
- 9.7 It is your responsibility to arrange or make, any additional meals, transportation or accommodation arrangement or any other incidental arrangements made in connection with any voucher.
- 9.8 Unless otherwise indicated, no minimum purchase is required and multiple vouchers can be used in the redemption of any reward.
- 9.9 A redemption once made, may not be cancelled nor is it refundable or exchangeable for cash or kind, *360°Rewards Points*, any other voucher or merchandise.
- 9.10 We may, but are not obliged to, replace a lost, damaged or stolen voucher on your written request. If the voucher is damaged, we may exchange the damaged voucher for another, upon the production of the original voucher. We may charge a service fee of S\$10 for the replacement or exchange of any voucher and the full retail value of any used/ redeemed voucher which was reported lost by you.
- 9.11 Issuance of a dining, hotel or resort stay, and spa etc, voucher does not constitute a reservation. You are responsible for making any and all reservations or other arrangements as may be appropriate or required, and notifying the *merchant* and paying any ancillary costs in connection with using any voucher.
- 9.12 We are not an agent of the *merchant* and make no representation as to the quality of the goods and services provided. Any disputes about the quality of the product or the services rendered should be resolved directly with the respective *merchant*.
- 9.13 Unless otherwise stated, all vouchers must be utilised by the expiry date as stated on the voucher. No extensions or cancellations or replacement will be granted beyond the expiry date.

10. Mileage Transfer Programme

These terms apply if you participate in the Asia Miles™ programme or Singapore Airlines KrisFlyer programme. You must be our principal *cardholder* to participate in any of the mileage transfer programmes.

- 10.1 Participation in our mileage programme is also subject to the terms and conditions stipulated by the individual airline's frequent flyer programme.
- 10.2 To participate in the Asia Miles™ programme, you must first be enrolled with the Standard Chartered Bank's Mileage Transfer Asia Miles™ Programme. An annual enrolment fee of S\$20 will be charged to your *credit card account* upon the registration and enrolment.
- 10.3 There is no enrolment fee to participate in the Singapore Airlines KrisFlyer Programme.
- 10.4 If you are enrolled in either the Asia Miles™ Programme or Singapore Airlines KrisFlyer Programme, you can effect the transfer of miles at the conversion rate of 5 points for 2 miles or such other rate as we may specify from time to time.
- 10.5 Each mile transfer to your designated airline's frequent flyer programme must be in minimum blocks of 2500 *points*.
- 10.6 For each conversion of *360°Rewards Points* to your designated airline's frequent flyer miles, a transfer fee of S\$25 (exclusive of government service tax) is chargeable. Government service tax will be charged accordingly.
- 10.7 Approximately 5-7 working days and 3 weeks is required to process the transfer of *360°Rewards Points* to miles for Krisflyer Miles and Asia Miles respectively. Urgent requests to expedite such a transfer will not be entertained. Once an application to transfer *360°Rewards Points* to miles has been approved by us, no

amendment or cancellation or reversal will be allowed.

- 10.8 You will not receive any voucher or confirmation regarding the transfer. However, you can check with the respective airline for an update of accumulated miles.
- 10.9 We are not responsible for any fraud or unsuccessful transfer. In the latter case, your *360°Rewards Points* will be reinstated to your *credit card account* and no notification will be given if transfer is unsuccessful due to insufficient *360°Rewards Points*.
- 10.10 We are not responsible for the miles, which have been successfully transferred, or for the actions of the individual airline in connection with the Asia Miles™ mileage programme or Singapore Airlines KrisFlyer mileage programme.
- 10.11 The individual airline may change its mileage programme terms and conditions, including regulations, policies, benefits, conditions of participating or mileage levels, in whole or in part at any time with or without notice, even though such changes may affect the value of the mileage already accumulated.
- 10.12 All miles redeemed by you must be credited to your own individual Asia Miles™ or KrisFlyer account under your name.

11. General Terms

- 11.1 For *Relationship Rewards*, your *360°Rewards Points* will be calculated at the close of the preceding calendar month. For *Credit Card Spend rewards*, your *360°Rewards Points* will be calculated based on the statement period. *360°Rewards Points* balance will be reflected in the *credit card* statement.
- 11.2 For clarity, you will not be rewarded with *Relationship Rewards* in any calendar month in which:
- (a) you fail to maintain the applicable balance or hold the applicable *Product Category* with us; and/or
 - (b) if all *accounts* within that *Product Category* are terminated within that month.
 - (c) If you are upgraded or downgraded to a different segment where different eligibility conditions are applied (for example, if you are upgraded from a Personal Banking customer to a Preferred Banking customer in January 2013, you will need to meet the eligibility conditions set out under the Preferred Banking *360° Rewards Programme* section in January 2013 to earn *360° Rewards Points* under such programme for that month).
- 11.3 You will not earn *Relationship Rewards* for the following *products* held within the applicable *Product Category*:
- (a) CPF purchased funds;
 - (b) balance maintained in *MortgageOne account*;
 - (c) commercial mortgage loans; and
 - (d) *Mortgage Loans* that are approved but not disbursed.
- 11.4 If you have more than 1 eligible *credit card*:
- (a) unless we agree otherwise, *360° Rewards Points* (including *Credit Card Spend Rewards* and *Relationship Rewards*) credited to other eligible *card accounts* cannot be aggregated for purposes of redemption of rewards or for a fee waiver;
 - (b) the relevant *360° Rewards Points* required for any of the rewards redemption will be deducted from any of the eligible *credit card account* with the *360° Rewards Points* expiring at the earliest date. You are not allowed to specify any particular *credit card account* for which the *360° Rewards Points* will be deducted; and
 - (c) if you have attempted to redeem any rewards through more than one reward redemption channel, we reserve the discretion to assign and effect the redemption through any channels in any order as we may deem fit.
- 11.5 All *360° Rewards Points* are rounded down to the nearest *360° Rewards Points*. The awarding of *360° Rewards Points* is subject to our discretion. *360° Rewards Points* do not have any cash or monetary value and may only be used in the manner specified in these terms. The accumulation and usage of *360° Rewards Points* will be reflected in your monthly credit card statement. *360° Rewards Points* are not considered available for use until they appear on your *credit card* statement.
- 11.6 Any vouchers or rewards issued are subject to individual merchant's terms and conditions.
- 11.7 *360° Rewards Points* awarded are valid for 3 years from the date of opening of the *credit card account* to which the points are credited to ("Initial Period"). *360° Rewards Points* awarded after the Initial Period will be valid for a further period of 3 years from the date the Initial Period ends ("Further Period"). Thereafter, subject to Clause 4.2.3 and Clause 7, any *360° Rewards Points* that remain in the *360° Rewards Points* balance after the Initial Period or Further Period will expire automatically. All *360° Rewards Points* that have expired cannot

be reinstated.

- 11.8 We reserve the right to:
- 11.8.1 vary, modify or amend these terms (including adding or deleting any terms);
 - 11.8.2 terminate or modify this *360° Rewards programme*;
 - 11.8.3 revoke, adjust and/or recalculate any *360° Rewards Points* awarded in the event that
 - (a) you fail to pay for the applicable card retail transaction(s) for which such *360° Rewards Points* are awarded; and/or
 - (b) there are any credits posted to the applicable *credit card account* including those posted in connection with returned goods or services or from billing disputes or chargeback transactions;
 - 11.8.4 change the number of points required for redemption of specific rewards or substitute any reward with another of a similar value;
 - 11.8.5 modify the number of points that can be earned for *Credit Card Spend Rewards* or *Relationship Rewards*;
 - 11.8.6 modify the qualifications and eligibility for earning *Credit Card Spend Rewards* or *Relationship Rewards* (including the qualifications and eligibility under the applicable customer segment);
 - 11.8.7 modify the activities that earn points;
 - 11.8.8 modify the methods used to calculate the number of points to be awarded to you; and
 - 11.8.9 withhold or cease the awarding points to you, without prior notice provided that such rights are not exercised improperly.
- 11.9 We may suspend the calculation and accrual of *360° Rewards Points* to rectify any errors in the calculation or adjust the calculation as we reasonably deem fit without giving you prior notice or reason
- 11.10 If an adjustment to your *360° Rewards Points* causes you to receive a reward that you would not otherwise be entitled to or if you redeem more *360° Rewards Points* than you are entitled to, you agree that you owe us the value of such excess redemption. Under such circumstances, we reserve the right to (a) reduce your *360° Rewards Points* accordingly, (b) withhold the awarding of any subsequent *360° Rewards Points* or redemption of any subsequent reward, and (c) chargeback the value of the *360° Rewards Points* or reward to the principal *credit card account*. The value of the reward or *360° Rewards Points* in such instances shall be determined by us in our reasonable discretion.
- 11.11 Fraud or abuse of the redemption may result in the forfeiture of accumulated points or *360° Rewards Points* as well as the cancellation of a *credit card*.

12. Meaning of Words

co-brand card means any co-branded credit card issued by us in collaboration with another business partner with the branding of card association on an account in accordance with the product terms.

Credit Card spend means retail transactions charged to the credit card reflected in the statement in any particular month except any interest, fees, charges, funds transfer, balance transfer and cash advance.

Credit Card Spend rewards means rewards given to you (in the form of *360° Reward points* or any other form or name we may decide) when you spend on a credit card issued by us in Singapore.

Current and/or Savings Accounts means any valid product holdings in current accounts (regardless of denominations) or saving accounts (regardless of denominations).

Excluded account means one of the following accounts: Standard Chartered credit card, personal credit, home renovation loan, personal loan, overdraft, any Mortgage Loan or any other account we may from time to time designate as an excluded account for the purpose of the funds transfer.

Fixed Deposits means any valid product holding in time deposits denominated in local currency and foreign currency.

Investments means any valid product holding in Unit Trusts, Medium Term Notes, Structured Deposits, Retail Bonds, Premium Currency Investment and Equity Linked Notes. CPF purchased funds do not qualify.

Mortgage Loans means any valid product holding in mortgage loans.

Online Transaction means either online bill payment or Pay-Any-Card service carried out on our Online Banking.

Personal Credit account means personal credit account or CreditOne account or Credit MANHATTAN account or any other account we may designate from time to time.

Platinum Card means the Standard Chartered Platinum Visa/MasterCard credit card issued by us in Singapore.

Preferred World Credit Card means the Standard Chartered Preferred World MasterCard credit card issued by us in Singapore.

Product Categories mean collectively Investments, Fixed Deposits, Mortgage Loans, Current and/or Savings Accounts and Online Banking. Product Category means any one of them.

360° Rewards programme means Standard Chartered 360° Rewards programme.

Promotional transaction is defined in Clause 13.1.

Rule of 78 is a method of computing interest-refund on a fixed instalment loan (with add on interest) that is paid-off before its full duration (maturity). A refund is necessitated because, on such loans, interest is not paid uniformly but forms a larger percentage of the instalment in the early months than in the later months. Therefore, a pre-paying borrower would have already paid more interest than required. To determine how much interest was paid in each month:

- (1) add up the number of the digits of the months of the loan period; and
- (2) divide this total into the numbered payments in reverse order and multiply with the monthly instalment amount;

You means you, your joint account holder or your authorised person who are our Private Banking, Priority Banking, Preferred Banking or Personal Banking customers.

Visa Infinite Card means the Standard Chartered Visa Infinite Credit Card issued by us in Singapore.

Relationship Rewards means rewards given to you (in the form of 360° Rewards Points or any other form or name we may decide) by you holding different Product Categories.

13. Summary of 360° Rewards Programme

Summary for Priority Banking 360° Rewards programme						
	Product Holdings	Monthly Card Spending	Customer Segment			
			Private Banking	Priority Banking	Preferred Banking	Personal Banking
Credit Card	Visa Infinite	All spend	2.5x	2.5x	1x	1x
360° Rewards Points	Mortgage Loans¹⁾	>=S\$500	10 points (up to a maximum of 5,000 points) for every S\$10,000	10 points (up to a maximum of 5,000 points) for every S\$10,000	NIL	NIL
	Selected Investments²⁾		25 points (up to a maximum of 5,000 points) for every S\$10,000	25 points (up to a maximum of 5,000 points) for every S\$10,000	NIL	NIL
	Current and / or Savings Accounts³⁾		10 points (up to a maximum of 5,000 points) for every S\$10,000	10 points (up to a maximum of 5,000 points) for every S\$10,000	NIL	NIL
	Fixed Deposits		10 points (up to a maximum of 5,000 points) for every S\$10,000	10 points (up to a maximum of 5,000 points) for every S\$10,000	NIL	NIL

Summary for Preferred Banking 360° Rewards programme						
	Product Holdings	Monthly Card Spending	Customer Segment			
			Private Banking	Priority Banking	Preferred Banking	Personal Banking
Credit Card	Credit Card + Current Account	< S\$1,500	1x	1x	1.5X	1x
		>= S\$1,500	2x	2x	2.5x	2x
360° Rewards Points	Mortgage Loans¹⁾	>=S\$250	NIL	NIL	125 points	NIL
	Online Banking transactions⁴⁾		NIL	NIL	125 points	NIL
	Selected Investments²⁾		NIL	NIL	250 points	NIL
	Current and / or Savings Accounts³⁾		NIL	NIL	125 points	NIL
	Fixed Deposits		NIL	NIL	125 points	NIL

Summary for Personal Banking 360° Rewards programme						
	Product Holdings	Monthly Card Spending	Customer Segment			
			Private Banking	Priority Banking	Preferred Banking	Personal Banking
Credit Card	Credit Card + #Current Account	< S\$1,000	1x	1x	1x	1x
		>= S\$1,000	2x	2x	2x	2x
360° Rewards Points	Mortgage Loans¹⁾	>=S\$250	NIL	NIL	NIL	50 points

	Online Banking transactions⁴⁾		NIL	NIL	NIL	50 points
	Selected Investments²⁾		NIL	NIL	NIL	100 points
	Current and / or Savings Accounts³⁾		NIL	NIL	NIL	50 points
	Fixed Deposits		NIL	NIL	NIL	50 points

1) Commercial mortgages excluded. Mortgage Loans that are approved but not disbursed are not counted.

2) CPF purchased funds excluded

3) *MortgageOne* account excluded. For Personal Banking, a current account that is linked to a *Personal Credit* account is also excluded.

4) must perform at least one *Online Banking* transaction per calendar month.