

## **ICBC Credit Card - Up to 8% Cashback Promotion**

### **FAQ**

#### **Is my Qualifying Spend calculated separately or with my Supplementary Cardmember(s)?**

Any amount charged to the Supplementary Card(s) will be included in the calculation of Principal Cardmember's Qualifying Spend.

#### **If I have both the UnionPay credit card and VISA credit card, will my Qualifying Spend for both cards be combined?**

The Qualifying Spend on your UnionPay credit card and VISA credit card will be calculated separately.

#### **In what instances will I not be entitled to receive my Cashback?**

You will not be entitled to the Cashback if your ICBC Credit Cards are no longer in good standing or otherwise under any other circumstances as determined by us as not eligible.

All spending on the Credit Card must be fully paid before the payment due date (25<sup>th</sup> of the following month), otherwise the bank reserves the right to debit and/or set-off the Cashback from your ICBC Credit Card or any other accounts you may have with us.

#### **Can I receive Cashback when I spend below S\$500 in a Qualifying Quarter?**

If your Qualifying Spend amounts to S\$500 and below within a month, no Cashback is awarded.

Please refer to the Terms and Conditions for more details on what transactions will amount to a Qualifying Spend.

**Can you provide some examples of how the Cashback Promotion will work?**

Example for UnionPay Credit Card Cardmembers:

Scenario		September 2017	October 2017	November 2017	Total Cashback Entitlement for a Qualifying Quarter
1	Qualifying Spend	S\$200	S\$3000	S\$1700	S\$110
	Cashback on amount above S\$500	N.A.	2%	5%	
	Total Amount of Cashback for the month	S\$0	S\$50	S\$60	
2	Qualifying Spend	S\$3000	S\$200	S\$3000	S\$100
	Cashback on amount above S\$500	2%	N.A.	2%	
	Total Amount of Cashback for the month	S\$50	S\$0	S\$50	
3	Qualifying Spend	S\$3000	S\$1700	S\$200	S\$110
	Cashback on amount above S\$500	2%	5%	N.A.	
	Total Amount of Cashback for the month	S\$50	S\$60	S\$0	
4	Qualifying Spend	S\$3500	S\$1700	S\$1500	\$190
	Cashback on amount above S\$500	2%	5%	8%	
	Total Amount of Cashback for the month	S\$50	S\$60	S\$80	

*For illustration purposes only, the actual cashback amount will vary depending on the actual Qualifying Spend.*

**Do I earn Cashback on foreign currency transactions?**

Yes, Qualifying Spend made in foreign currency will be converted to Singapore dollars at the prevailing foreign exchange rates as determined by us. The Cashback entitlement shall then be calculate according to the converted Singapore dollar amount.

**When can I expect to receive the Cashback?**

The Cashback will be credited into the respective UnionPay and Visa Principal Credit Card Account within 30 business days from the end of month.

**How can I utilise the Cashback?**

Cashback can be utilized to offset any Singapore Dollar equivalent retail purchases made in Singapore or any other countries.

**Under what circumstances will I not be eligible for this promotion?**

You will not be eligible for this Promotion if at the time of fulfillment:

- Your Card Account is not in good standing and is overdue;
- Your Card has been reported lost or stolen;
- Your Card has been frozen for any reason;
- Your Card is cancelled or terminated for any reason;
- You violated the terms of your ICBC Dual Currency Credit Card Cardmember's Agreement or ICBC Rewards Terms and Conditions;
- We believe or suspect that any transaction is illegal, fraudulent, dishonest or unauthorized; or
- You transfer or cancel your new Card before the Cashback credited to you.

**Will I still earn Rewards Points under this promotion?**

Rewards Points will not be awarded during the Cashback Promotion Period. However, your existing Rewards Points will remain as it is and you can continue to accumulate Rewards Points under other credit card promotions for redemption.

**Do the cancelled, voided or reversed transactions affect my Qualifying Spend for the month?**

Yes, cancelled, void and reversed transactions will not be entitled to receive Cashback. Further, the Bank will offset a Qualifying Spend or debit the Card Account of an equivalent amount of any Cashback paid on a Qualifying Spend that is subsequently cancelled, void or reversed.

For example, if you make a Qualifying Spend of S\$400 in June and subsequently cancel the transaction in August after Cashback has been awarded to you, the Bank will offset Qualifying Spend(s) of an equivalent amount in August. If you do not have sufficient Qualifying Spend(s) to meet the amount of the cancelled transaction, the Bank shall debit the equivalent amount of Cashback that has been awarded from your Card Account.