

ICBC Mastercard Credit Card Cardmember Usage Campaign 2019 ("Campaign")

FAQ

1) What is the Promotion Period for the Campaign?

The Promotion is valid from 1 August 2019 to 31 January 2020, both dates inclusive.

2) Who is eligible to participate, and how will I be enrolled into this Campaign?

The campaign is open to all Cardmembers who spend with or apply for an ICBC Mastercard Credit Cards issued by ICBC Singapore Branch ("Cards"). For the avoidance of doubt, existing ICBC Mastercard Credit Card Cardmembers will be auto-enrolled to participate in the Mastercard Usage Campaign 2019.

3) What are the Qualifying Transactions?

Please refer to the Terms and Conditions for the definition of a Qualifying Transaction.

Local Qualifying Transactions refer to Qualifying Transactions made in Singapore dollars.

Overseas Qualifying Transactions refer to Qualifying Transactions made in foreign currencies same as cross border transactions.

4) Can Supplementary Cardmembers participate?

Supplementary Cardmembers are not entitled to participate. However, all Qualifying Transactions charged to the Supplementary Credit Card will be calculated as a Qualifying Transaction of the Principal Credit Card Cardmember.

5) Who will not eligible for this campaign?

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

- a) your Card Account is not in good standing and is overdue;
- b) your Card has been reported lost or stolen;
- c) your Card has been frozen for any reason;
- d) your Card is cancelled or terminated for any reason;
- e) you violated the terms of your ICBC Credit Card Cardmember's Agreement or ICBC Rewards Terms and Conditions;
- f) We believe or suspect that any transaction is illegal, fraudulent, dishonest or unauthorized.

Please also note that all spending on the Mastercard Credit Card must be fully paid for before the payment due date (25th of the following month or any other date specified by the Bank from time to time).

6) What Campaigns are available during the Promotion Period?

- 1) **From 1st August 2019 – 31st January 2020**, the top 20 highest cross border spenders will be entitled to a free Singapore Airlines Economy Class return ticket to Phuket/ Bangkok/ Yogyakarta
- 2) **From 1st August 2019 – 31st October 2019**, the first 45 customers to spend S\$ 10,000 in equivalent foreign currency (non-SGD) will be entitled to Resorts World Sentosa dining experience at Tangerine worth \$160 (for 2 pax).
- 3) **From 1st November 2019 – 31st January 2020**, the first 280 customers to spend S\$5,000 (either in Local Currency or Foreign Currency) will be entitled to a pair of South East Asia (SEA) Aquarium and Maritime Experiential Museum Tickets worth \$45 each.

The Qualifying Transactions on your Card will be accumulated based on the posted transactions on your monthly statement. Cross Border transactions refers to any Qualifying Transactions made in foreign currency.

7) How do I accumulative transactions on Overseas Qualifying Transactions?

Qualifying Transactions made in foreign currency will be converted to Singapore dollars at the prevailing foreign exchange rates as determined by us. The percentage of Cashback entitlement shall then be applied to the converted Singapore dollar amount.

8) How do I know if I am a prize-winner?

The results of this campaign will be published on our website within thirty (30) working days after the end of the respective campaign, and a redemption letter will be posted to the winners within sixty (60) working days after the end of the respective campaign. You are reminded to redeem your prize within the date stipulated in the redemption letter, failing which we will deem that you have forfeited the prize. Should you need to update your residential address, please visit any ICBC Singapore sub-branch or complete and mail this [instruction form](#) to us.

9) What happens to unclaimed prizes? Can I exchange my prize for cash?

Unclaimed prizes will be deemed forfeited by the winner. All prizes are not transferable or exchangeable for credit, cash or in kind.

For more details, please log on to www.icbc.com.sg