

**ICBC Credit Card – Year end Spend and Receive Shopping Vouchers worth up to S\$300**  
**(“Promotion”)**

**Frequently Asked Questions**

**1. When is the Promotion Period (“Promotion Period”)?**

This Promotion is valid from 1 December 2021 till 31 December 2021 (both dates inclusive).

**2. What are the qualifying cards (“Qualifying Card(s)”) under this Promotion?**

All ICBC Credit Card issues by Singapore branch.

**3. What are the eligibility criteria and what can I receive under this Promotion?**

This Promotion is open to all ICBC Credit Cards Cardmembers (“**Eligible Cardmembers**”) who satisfy the eligibility criteria below:

- a) you are an existing customer that holds a Qualifying Card issued by ICBC Singapore, and your card account is satisfactorily conducted and remains active; and
- b) you have been invited to participate in this Promotion via SMS from “74770” sent to you directly by ICBC Singapore to your registered mobile number with ICBC Singapore (“Registered Number”); and
- c) you reply ‘ICBC’ to the above SMS by 10 December 2021 (23:59pm) to register your participation in this Promotion using your Registered Number and have received an acknowledgment of successful registration sent to your Registered Number; and
- d) you meet the minimum spend amount in qualifying transactions on your Qualifying Card(s) within the Promotion Period and is one of the top spenders for the corresponding tier.

<b>Tier</b>	<b>Minimum Spend Amount</b>	<b>Shopping Voucher</b> (e.g., Takashimaya/ NTUC/CapitaLand)	<b>Number of Eligible Cardmembers</b>
1	S\$ 10,000	S\$ 300	40
2	S\$ 3,000	S\$ 100	260

**4. How will I receive the voucher if I satisfied the Eligibility Criteria?**

Upon satisfying the Eligibility Criteria, you will be notified via SMS and receive the shopping voucher within thirty (30) working days from the end of Promotion Period via registered mail to your last known mailing address on record with ICBC Singapore. ICBC Singapore assumes no liability for any letter that is lost during mailing.

**5. What can I do if I did not receive my voucher within thirty (30) working days?**

If you did not receive your voucher within forty-five (45) working days from the end of Promotion Period, please call ICBC Singapore’s customer hotline at +65 6369 5588.

**6. Will the qualifying transactions across my Qualifying Card(s) be combined for the purposes of this Promotion?**

Yes. Qualified Spend is the sum of all qualifying transactions across Qualifying Card(s) during the Promotion Period. For example, if you have ICBC UnionPay credit card and Mastercard credit card, we will calculate both your UnionPay and Mastercard credit card total qualifying transactions.

**7. Can my Supplementary Cardmember enjoy this Promotion?**

Yes, all qualifying transactions charged to the supplementary card will be calculated as qualifying transaction under the principal card.

**8. What are qualifying transactions for this Promotion?**

Qualifying transactions shall refer to retail transactions, online transactions and foreign currency transactions charged to the Qualifying Card and posted from now till 31 December 2021. For the avoidance of doubt, if transaction was made on 31 December and posted on 1 January 2022, this transaction would not be considered as qualifying transaction under this Promotion.

**9. I am holding ICBC UnionPay Card, will my qualifying transactions be included in the calculation for the spend amounts under both of the ICBC UnionPay Card – Spend and Receive Shopping Vouchers Worth up to S\$100 Promotion and this Promotion?**

Yes, the Qualifying Transactions under this Promotion will also be included in calculation of minimum spend for the **ICBC UnionPay Card – Spend and Receive Shopping Vouchers Worth up to S\$100 Promotion** provided you also satisfy all the eligibility criteria and meet the terms and conditions of the **ICBC UnionPay Card – Spend and Receive Shopping Vouchers Worth up to S\$100 Promotion**. For example, if you satisfied the Eligibility Criteria with minimum spend amount of S\$10,000 in qualifying transactions in December 2021 with your ICBC UnionPay Card, you will receive shopping vouchers up to S\$400, with S\$100 earned under **ICBC UnionPay Card – Spend and Receive Shopping Vouchers Worth up to S\$100 Promotion** and S\$300 earned under **ICBC Credit Card – Year end Spend and Receive Shopping Vouchers worth S\$300 Promotion**.

**10. 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:

- a) your Qualifying Card is not in good standing and is overdue;
- b) your Qualifying Card has been reported lost or stolen;
- c) your Qualifying Card has been frozen for any reason;
- d) your Qualifying Card and/or card account is suspended, cancelled or terminated for any reason during the Promotion Period;
- e) where applicable, you violated the terms of your ICBC Credit Card Cardmember's Agreement; or
- f) we believe or suspect that any transaction is illegal, fraudulent, dishonest, or unauthorized.

All information correct as of 1 December 2021.

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