

**ICBC Mastercard Travel Rewards**  
**Frequently Asked Questions**

**General Information**

**1. What is Mastercard Travel Rewards?**

Mastercard Travel Rewards offers registered ICBC Mastercard cardholders enrolled access to a range of exclusive and cashback offers whenever they travel or shop. Simply pay with an ICBC Mastercard at participating overseas merchants online or instore to participate.

**2. How do I enroll in Mastercard Travel Rewards?**

Individual ICBC Mastercard cardholders do not need to enroll or register for Mastercard Travel Rewards, for offers that are specified as “spend in-store” offers or offers specified as “online offers automatic rewards”. All eligible cashback transactions will be processed automatically.

Individual eligible ICBC Mastercard Travel Rewards cardholders (“**Eligible Cardholders**”) are required to register on [mtr.mastercardservices.com](http://mtr.mastercardservices.com) to be eligible for offers specified as “unlock additional online offers”. You’ll earn cashback when you access the merchant’s site through the provided link on [mtr.mastercardservices.com](http://mtr.mastercardservices.com). However, do take note that each cardholder can only register for one Mastercard Travel Rewards Account, and only one Card can be linked to a single Account. This means that the cashback can only be earned on a single Account and Card.

**3. What ICBC Mastercard is eligible under Mastercard Travel Rewards?**

ICBC Zodiac Credit Card or ICBC Global Travel Credit Card issued by ICBC Singapore Branch.

**4. What is a “qualifying transaction” or “eligible purchase”?**

A qualifying transaction or eligible purchase is one where an Eligible Cardholder makes a purchase that meets the cashback offer’s published criteria. These criteria include the use of your ICBC Mastercard at a participating merchant, paying in the specified currency, and satisfying all of the applicable terms and conditions stated in the offer’s advertisement. Dynamic currency conversion transactions are not eligible for Mastercard Travel Rewards offers.

For all offers that are specified as “unlock additional online offers” cashback is not earned on shipping, handling, tax, or the purchase and/or use of gift vouchers, which for avoidance of doubt, includes gift cards, gift certificates, or any other similar cash equivalents.

**5. Why was merchant logo previously featured on ICBC promotion materials but merchant offer is no longer available now?**

Logo featured is for illustration purposes only. Actual merchant offers and offers’ validity period may vary. Please refer to Mastercard Travel Rewards website for actual offers details.

## Cashback

### **1. Can I earn cashback from purchases in my home country with Mastercard Travel Rewards?**

For all offers that are specified as “spend in-store,” you need to travel to the advertised destination to be eligible for the offer. For offers that are specified for “spend online,” you can qualify for the offer in your home country provided you make a purchase using an enrolled ICBC Mastercard and at a participating merchant while using the offer’s specified currency and meeting all of the cashback offer’s applicable advertised terms.

### **2. How is the cashback processed? Do I need to do anything to make sure it is processed?**

Cashback is processed automatically if you have followed the terms of the offer, which may require registration and shopping via the link provided on the Mastercard Site. Each rebate will include an identifier such as “Mccashback” in the description on your card statement.

### **3. I forgot to sign in to the Mastercard Site before shopping with a merchant. Can I still receive my cashback?**

Mastercard will not be able to allocate cashback for any purchases that did not originate from the [mtr.mastercardservices.com](http://mtr.mastercardservices.com) site. The next time you shop, always access the merchant’s website via the link provided on the Mastercard Site so Mastercard can track your visit and allocate cashback.

### **4. Is cashback processed immediately at the point of sale?**

The cashback is not processed immediately and will not reduce the purchase price of goods and services at the point of sale. The processing of cashback offers is undertaken quickly, but not instantly, by automated Mastercard systems, and appears as a credit on your card statement. Cashback will take up to 30 days to be processed for offers classified as “spend in-store,” or “spend online.”

### **5. Is cashback for offers specified as “unlock additional online offers” immediately credited to my Mastercard Travel Rewards Account?**

When you make an eligible purchase from a participating merchant, via the link provided on the Mastercard site, the transaction will appear in your Mastercard Travel Rewards Transaction History as ‘Pending’ within 5 working days.

Mastercard will confirm the transaction with the merchant before updating the transaction status to ‘Approved’. This process can typically take 60-120 days but sometimes longer and is subject to the merchant’s Terms & Conditions.

Please note that for hotel and travel bookings, your cashback award will be approved within 90-120 days from the last day of your stay, travel booking or policy, contract or subscription start date, but in some cases it can take longer and is subject to the Merchant’s Terms & Conditions.

Once shown as “Approved”, the cashback will be reflected in your Mastercard Travel Account within 24 hours and be pushed to your enrolled card within an estimated 72 hours. However, it will take some time for it to be credited to the Card registered to the Account with the exact timeframe being dependent on your bank.

### **6. What happens if I cancel a purchase I’ve made or want a refund?**

You can cancel purchases and get a refund in the usual way that you would do directly with the merchant, subject to the merchant’s Terms & Conditions. However, you will not earn cashback for any cancelled or refunded orders. If you cancel a purchase after the cashback has been posted to your

Mastercard Travel Rewards account, Mastercard reserve the right to deduct such cashback from your account.

**7. What if I receive my card statement and I have not been credited any cashback from a qualifying transaction?**

The processing of cashback offers by automated Mastercard systems and appears as a credit on your card statement within 30 business days from the date of the transaction and is subject to the merchant's terms and conditions. ICBC is not an agent of any Merchant and will not accept any liability in relation thereto.

**8. Do the cashback earned under Mastercard Travel Rewards affect how much cashback I am entitled to under respective ICBC Mastercard cashback scheme?**

Cashback earned under the Mastercard Travel Rewards will be treated as a refund, and therefore will be deducted from qualifying transaction for calculation of cashback entitlement under respective ICBC Zodiac Credit Card or ICBC Global Travel Credit Card. Please refer to the illustration table below for computation of cashback you can earn:

Category	Mastercard Travel Rewards participating merchant's cashback	ICBC Zodiac Credit Card cashback	ICBC Global Travel Credit Card cashback
Transaction Amount	S\$100	S\$98 <sup>^</sup>	S\$98 <sup>^</sup>
Cashback rate*	2%	1.6%	1.5%
Cashback Amount	S\$2	S\$1.57	S\$1.47

\* Example Cashback rate for illustration purposes only. The Cashback rate and terms of each promotion offered will vary depending on the Merchants and subject to respective Credit Card Cashback Terms and Conditions.

<sup>^</sup> Cashback amount earned under the Mastercard Travel Rewards participating merchant's cashback will be deducted from qualifying transaction for calculation of cashback entitlement.

- I. For payment made by ICBC Zodiac Credit Card:  
Based on the above illustration table, if the Mastercard Travel Rewards participating merchants offer 2% cashback, cardholder can enjoy cashback of up to S\$3.57 for S\$100 spend. Total cashback received consist of participating merchant's cashback and ICBC Zodiac Credit Card 1.6% cashback.
- II. For payment made by ICBC Global Travel Credit Card:  
Based on the above illustration table, if the Mastercard Travel Rewards participating merchant offer 2% cashback, cardholder can enjoy cashback of up to S\$3.47 for S\$100 spend. Total cashback received consist of participating merchant's cashback and ICBC Global Travel Credit Card 1.5% cashback.

For more information, please refer to Mastercard Travel Rewards – Frequently Asked Questions: <https://mtr.mastercardservices.com/en/faq>

All information correct as of 31 March 2022.