

## ICBC UNIONPAY AND VISA DUAL CURRENCY CREDIT CARD PROGRAMME FREQUENTLY ASKED QUESTIONS (“FAQ”)

### 1. What are the Cashback available under ICBC UnionPay and Visa Dual Currency Credit Card?

Cardmembers will be entitled to cashback under the following structure defined below. Actual overall cashback will vary depending on the criteria Cardmembers meet.

a) Base Cashback: Cardmembers will earn 0.5% Cashback on all Qualifying Spend up to S\$500 in a calendar month.

b) Tiered Cashback: Cardmembers who spend more than S\$500 for three (3) consecutive months within the Promotion Period will be entitled to earn up to 8% Cashback on the portion of Qualifying Spend above S\$500.

Please refer to the table below for the maximum Cashback entitlement applicable to each tier in each month of a Qualifying Quarter. Each set of three (3) consecutive calendar months shall be considered a Qualifying Quarter, during which Cardmembers may be eligible to enjoy up to 8% Cashback.

For example: If you use your ICBC UnionPay Dual Currency Credit Card to spend more than S\$500 for every month of the Qualifying Quarter, in the last month of the Qualifying Quarter when you spend S\$570, you will enjoy 0.5% Cashback on S\$500 and 8% Cashback on S\$70.

The mechanics of the Cashback Promotion are as follows:

| Each month of the Qualifying Quarter | Cashback on Qualifying Spend up to S\$500 | Cashback on Qualifying Spend above S\$500 | Maximum Cashback per Month |                  |
|--------------------------------------|---|---|----------------------------|------------------|
|                                      |   |   | UnionPay Credit Card       | Visa Credit Card |
| 1 <sup>st</sup> Month                | 0.50%                                     | 2%  | S\$50                      | S\$30            |
| 1 <sup>st</sup> Consecutive Month    | 0.50%                                     | 5%  | S\$60                      | S\$40            |
| 2 <sup>nd</sup> Consecutive Month    | 0.50%                                     | 8%  | S\$80                      | S\$60            |

**Important note:**

- a) 1st Consecutive Month: The second month of the two consecutive calendar months which Cardmember spends more than S\$500.
- b) 2nd Consecutive Month: The third month of three consecutive calendar months which Cardmember spends more than S\$500.

**2. What are considered qualifying transactions?**

Qualifying transactions shall refer to retail transactions with transaction date falling within the relevant calendar month and successfully posted at the time of fulfillment. Kindly refer to the ICBC UnionPay and Visa Dual Currency Credit Card Terms and Conditions for transactions that are excluded from earning cashback.

**3. How do I earn Cashback on transactions on overseas qualifying transactions?**

Qualifying Transactions made in foreign currency will be converted to SGD at the prevailing foreign exchange rate as determined by ICBC at its absolute discretion for the calculation of cashback.

**4. Under what circumstances will I not be entitled for this Cashback?**

You will not be eligible for this Cashback Rewards 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;
- f) we believe or suspect that any transaction is illegal, fraudulent, dishonest or unauthorised;
- g) you transfer or cancel your Card and/or Card Account before the Cashback Rewards is credited to you.

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

Cashback will be credited into the Card Account within thirty (30) business days from the last day of the month.

**6. How can I use the Cashback Rewards?**

Cashback earned in the relevant calendar month shall only be used to offset Singapore dollar transactions incurred in the following twelve (12) months.

**7. Do the cancelled, void or reversed transactions affect how much Cashback I will be entitled to?**

Yes. Transactions that are cancelled, void or reversed transactions will not be considered as a Qualifying Transaction for calculating the entitled Cashback. ICBC Bank reserves the rights to revoke, deduct, or make adjustments to the Cashback if a Qualifying Transaction is subsequently cancelled, void or reversed.

Information correct as at October 2025.

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