

Terms and Conditions for AmBonus On-The-Spot Redemption Programme (“Programme”)

Definition

“AmBonus or CARz Points” mean the points accumulated by the existing AmBank Credit Card/AmBank Islamic Credit Card-i Cardholders based on their retail spending using the AmBank Credit Card/AmBank Islamic Credit Card-i.

“Full Redemption” means redeeming the product or services via full utilisation of the AmBonus or CARz Points accumulated for the product or service which value is in its Ringgit Malaysia (RM) equivalent.

“On-The-Spot Redemption(s)” means a redemption made by using AmBonus or CARz Points at the participating merchants (“Participating Merchants”) to redeem the products or services of the Participating Merchants.

“Partial Redemption” means redeeming the product or services via a combination of AmBonus or CARz Points and payment in Ringgit Malaysia with the Customer’s Credit Card/-i for the balance of the value after factoring the redemption via AmBonus or CARz Points.

“Participating Cardholders” mean all existing AmBank Credit Card/AmBank Islamic Credit Card-i cardholders who are participating in this Programme.

“Participating Merchants” mean all participating merchants under this Programme listed on www.ambankspot.com.

Eligibility

1. This Programme is applicable to all existing AmBank Credit Card/AmBank Islamic Credit Card-i cardholders only, including both Principal and Supplementary Cardholders but excluding credit cards without the AmBonus or CARz Points feature.

Redemption Mechanism

2. Participating Cardholders are able to redeem products or services at all Participating Merchants by way of Full or Partial Redemptions. Participating Merchants shall, at all times, reserve the right to accept redemptions of products or services by way of Full Redemption or Partial Redemption.
3. The conversion rate for the purpose of On-The-Spot Redemptions under this Programme, whether Full or Partial Redemption, is **600 Points for every RM1.00**. Notwithstanding this, the Bank reserves the right to vary and/or revise the conversion rate at any time by giving twenty-one (21) calendar days’ notice to the Participating Cardholders before the new rate takes effect.
4. The minimum AmBonus or CARz Points required to redeem a single product is 4,500 AmBonus or CARz Points except for products at Mydin, which minimum AmBonus or CARz Points required is 6,000 AmBonus Points. The AmBonus or CARz Points can only be utilised after the entry is recorded in the Participating Cardholder’s credit card statement. Any redemption request with insufficient AmBonus or CARz Points will not be accepted.
5. In the case of a Partial Redemption, the balance value of the products or services shall be charged to the Participating Cardholder’s AmBank Credit Card/-i. The balance

value of the products or services charged to the Cardholder's Credit Card/-i will qualify the Participating Cardholder to earn AmBonus or CARz Points.

6. Any Full Redemption of products or services with AmBonus or CARz Points will not qualify the Participating Customer to earn AmBonus or CARz Points.
7. Before leaving the premises of the respective Participating Merchant's, the Participating Cardholders are required to verify and acknowledge that the products received are in working condition. All On-The-Spot Redemption requests once received by the Bank, shall not be revoked, cancelled, returned or exchanged.
8. Dispute arising from this Programme will be treated as a normal credit card transactions dispute. Refund of AmBonus or CARz Points (if any) will be credited into the Participating Cardholder's Credit Card/-i account.
9. In the case of shortfall of AmBonus or CARz Points deduction, the Bank reserves the right and at its discretion, to debit the Credit Card/-i in the form of:
 - a) AmBonus or CARz Points; or
 - b) the shortfall value in Ringgit Malaysia (RM) at the rate of 600 Points for every RM1.00.
10. The Bank disclaims any liability, obligation or duty and provides no representation or warranty in respects of any products and/or services offered by Participating Merchants, in particular to their merchantability, quality, suitability, use, ancillary services and repairs. The Participating Cardholders are responsible for communicating directly with the Participating Merchants for any matter arising out of the products or services provided by the Participating Merchants.
11. The Bank shall not be liable to any Participating Cardholders for any damage of whatsoever nature or loss suffered (including but not limited to, loss of goodwill, income or profits or consequential, direct or indirect, exemplary, incidental, punitive or special damages) howsoever arising in relation to the participation in this Programme, or the Bank exercising its right pursuant to any of the Terms and Conditions herein except where such actions, claims, losses or expenses are directly attributable to the Bank's gross negligence, wilful default or fraud.
12. For the avoidance of doubt, any cancellation, termination or suspension by AmBank/AmBank Islamic of this Programme shall not entitle the Participating Cardholders to any claim or compensation against AmBank/AmBank Islamic for any and all losses or damages suffered or incurred by the Participating Cardholders as a direct or indirect result of the act of cancellation, termination or suspension.
13. By participating in this Programme, the Participating Cardholders are advised to read, understand and abide by the official terms and conditions herein, including all decisions to be made by the Bank, which will be final and binding. No further correspondences will be accepted. The Bank hereby reserves the right to vary, amend, add or delete any of these terms and conditions by giving twenty-one (21) calendar days' notice to the Participating Cardholders before the new terms and conditions take effect.