

Membership Rewards Terms and Conditions

Definitions

1. “BDO” means Banco de Oro Unibank Inc.
2. There are two rewards categories in the American Express Membership Rewards Program (“Program”):
 - a. “Frequent Traveller Rewards” permits the conversion of Points into any one or more participating airlines’ or hotels’ frequent or preferred customer programs and such other rewards that may be added from time to time. The participating airlines and hotels are known as “Transfers Partners”
 - b. “Choices” involves all other rewards provided by the Program and such other rewards that may be added from time to time.
3. “American Express Card” (“Card”) is the American Express Peso Platinum Credit Card.
4. “Basic Cardmember” means the person in whose name a Card Account is opened.
5. “Cardmember(s)”, unless otherwise specified means the holder(s) of an American Express Card(s).
6. “Main Agreement” means the agreement between us the terms of which are contained in your Credit Card Terms and Conditions in force for the time being.
7. “Points” means Membership Rewards Points.
8. “Program” means the American express Membership Reward Program.
9. “Program Account” means the membership Rewards Program Account opened for a Cardmember.

Participating Programs

1. A Cardmember who holds an American Express Peso Platinum Credit Card in good standing can participate in the program.
2. A cardmember is automatically enrolled into the Program on the day that the Card is approved.
3. Points is earned by Supplementary Cardmembers will automatically accrue to the Basic Card account on which the supplementary Cards are issued. Supplementary Cards cannot accrue Points separately under an independent Program account.

Fees

There are no fees charged for enrollment and participation in the Program. BDO reserves the right, by giving the Cardmember prior written notice, to impose fees to process certain transactions related to the maintenance of a Cardmember’s Program Account including but not limited to a transfer for the American Express Cards’ Program Accounts and a transfer fee to Transfer Partners.

Earning Points in the Program

1. Every eligible American Express Card will earn one Point in the Program account for every eligible Philippine Pesos 45 charged and billed on the Cardmember’s Account.
To illustrate, please see the following examples of calculation of Points:
 - a. Points are calculated on the basis of each Charge rather than the sum of Charges billed in a Statement.
 - b. A Charge that results in a Point calculation that is equal to or more than 0.50 of Points (up to 2 decimal places) will be rounded up to 1 Point. Accordingly, a single Charge of Philippine Pesos 67.50 earns 2 Points.
 - c. Foreign currency Charges earn Points based on the equivalent Peso amount billed in the Statement.
2. The Goods and services Charges are for accruing Points.
3. The following charges are not eligible for accruing Points.
 - a. Balance Transfer amounts
 - b. Installment Payment Plan (IPP) Charges.
 - c. Cash Advances
 - d. Annual Card Fees
 - e. Fees and Charges
 - i. Charges for dishonored check payments
 - ii. Financial Charges
 - iii. Late payment fee and collection charges
 - f. Purchase of Points under Points Top- Up.
4. Points earned in any Program account do not constitute Property of the Cardmember and are not transferable by operation of law or otherwise to any other person of entity and cannot be transferred to or combined with any other Program Account.
5. Adjustment will be made to the Points earned in the Cardmember’s Program Account if there are any credit(s), including those arising from returned goods or services from billing disputer, or debit(s) posted to a Cardmember’s Account.
6. Points earned in the Program Account have no cash or monetary value.

Expiry of Points

1. Points earned by a Cardmember do not expire, as long as he/she is a Basic Cardmember of American Express and all his/her Accounts are kept in good standing. However, BDO reserves the right to institute an expiry date for Points whether Points have already been earned or earned thereafter.
2. If an Account is not in good standing (overdue or in collection), the Points earned in the Program account

may be forfeited. The Program Account may also be cancelled or Points earned may be forfeited due to the Cardmember's failure to adhere to the Terms and Conditions governing the Card account.

3. If a Cardmember who has more than one American Express Basic Card Account voluntarily cancels any such Card account, the Cardmember shall not be entitled to transfer unused Points in the Program Account linked to the cancelled Card to another American Express Basic Card Account. On a case by case basis, BDO may permit transfer of unused Points to another Basic Card Account in the Cardmember's name, subject always to such conditions as American Express may impose in its sole discretion, including (without limitation) adjustment to the number of points to reflect differences between the programs concerned.
4. Subject to these Terms and Conditions, if a Cardmember voluntarily cancels his/her Card, the unused Points in the Program Account may be redeemed up to 60 days after the date of cancellation. If the Cardmember subsequently reinstates his/her Basic Card Account within 6 months, the unused Points will be reinstated into the Program account. Unused Points will be forfeited after 6 months from the date of voluntary cancellation.
5. Subject to these Terms and Conditions, if a Cardmember's Card is involuntarily cancelled, the unused Points in the Program Account will be forfeited at the same time.

Notice of Accumulated Points

1. BDO will notify the Basic Cardmember through the monthly Card Statement of his/her Account, of the number of Points earned under the same Program Account up to the point Accumulated date preceding the Card Statement Date.
2. In the Event that a Point Accumulation date precedes the Statement Date, a Charge by a Cardmember that occurs after the Point Accumulation date but before the Statement Date may not be reflected as earning Points in the same Statement, and the Points earned would then be reflected in the Statement for the following Billing Period.

Points Top-up

A Cardmember can only purchase Points with the redemption of a Choices Reward.

1. A cardmember can purchase Points with a minimum of 5,000 Points and a maximum of 20,000 Points per redemption. Points can be purchased in multiples of 1,000.
2. The price of Points purchased is indicated on the current Membership Rewards Catalogue sent to you or in any subsequent written notice to you.

3. The cost of any Points purchased will be billed directly to the Cardmember's Card Account and will appear on his/her Statement immediately following the redemption.

Redeeming Points

1. To redeem points, call the 24-Hour Customer Service Hotline and inform the Customer Service Officer of the reward(s) or conversion(s) selected. The Customer Service Officer will guide you through the redemption process.
2. Upon accumulating the required number of Points for the selected reward item(s), a Cardmember can redeem the reward item(s).
3. Point earned in a Cardmember's Program Account can only be redeemed by the Basic Cardmember.
4. Points may be redeemed provided the Cardmember's Card Account and all other Accounts with American Express in good standing (meaning not overdue or in collection) and not cancelled or terminated by American Express or by the Cardmember (except as provided below) at the time of redemption request.
5. Upon redeeming a reward, the cardmember releases American express, its subsidiaries and affiliates from any and all liability in respect of the redemption or use or such reward or other participation in the Program.
6. Any dispute concerning goods or services received as a reward under the Program shall be settled between the Cardmember and the merchant and or/ supplier which supplied the goods or services, in coordination with BDO.
7. BDO is not responsible for lost or stolen rewards, rewards vouchers, certificates or tickets.
8. Redeemed rewards, rewards vouchers, certificate or tickets are not exchangeable for other rewards, nor refundable, replaceable, or transferable for cash or credit under any circumstances.
9. Points in a Cardmember's Program Account that have been redeemed fro any reward in the program including a transfer of Points to participating Transfer Partner's Program, cannot be transferred back into the Cardmember's Program Account.
10. Information supplied on the redemption of certain rewards may be used by BDO or the merchants that provide the rewards for administrative and marketing purposes.

Redeeming Choices Rewards

1. Any additional meals, transportation or accommodation arrangements made in the connection with any reward will be the sole responsibility of the Cardmember.
2. The Cardmember shall be responsible for the cost of goods and services purchased in excess of the value noted on the voucher.

3. Shopping rewards in the form of gift vouchers must be redeemed in the Philippines, unless otherwise stated.
4. Issuance of travel, dining or hotel rewards certificates does not constitute a reservation. The rewards certificate holder is responsible for making all reservations and notifying the participating merchant of the reward(s) they are going to redeem.
5. Hotel rewards include the cost of a standard room, unless otherwise stated. Prior booking is essential and subject to availability. Some block out dates may apply.

Redeeming Frequent Traveller Reward

1. The Basic Cardmember may transfer Points from the Program Account into any one or more participating programs offered by a Transfer Partner(s) in his/her name only (and not in anyone else's name) and thereafter cannot transfer points back into the Program Account.
2. To convert earned Points into any participating Transfer Partner's Program, the Cardmember must first join or be a member of the applicable Transfer Partner's Program. Enrollment in such programs [including any fees and charged by Transfer Partner(s)] is the Cardmember's responsibility.
3. The minimum point requirements, incremental points to transfer and conversion rates to Partner's Rewards Programs vary among participating Transfer Partners. Details are communicated on a regular basis. In any event, Cardmembers should call Customer Service Hotline for an update on details or by visiting American Express website.
4. Cardmembers are subject to and must comply with the terms and conditions applying to participating Transfer Partner's Program in which they are enrolled.
5. BDO assumes no responsibility for Points resulting from conversion to a participating Transfer Partner's Program or for the actions of any Transfer Partner in connection with its program or otherwise.
6. American Express Card travel insurance and benefits, including but not limited to those listed below, will not apply to flights taken with frequent flyer tickets, including frequent flyer tickets obtained by using Points converted from a Program Account:
 - a. Travel Accident Insurance
 - b. Travel Inconvenience Insurance
 - c. Card member insurance and travel benefit programs expressly offering an option for frequent flyer ticket coverage are an exception to the foregoing but only if the Cardmember has enrolled in such and has paid the fee for, and otherwise complied with the terms and conditions of a particular program.

Points in the Membership rewards Programs. Any tax liability arising from the redemption of rewards is the sole responsibility of the Cardmember. BDO makes no warranty or representation in relation to such tax liability and therefore assumes no liability therefor.

2. Fraud and abuse relating to the earning of Points in the Program or redemption of rewards including transfer of Points to participating Transfer Partner's Program, may result in forfeiture of earned Points as well as cancellation of a Cardmember's account Program.
3. All questions or disputes regarding eligibility for the Program of Points to a Transfer Partner's Program will be resolved by BDO at its sole discretion.
4. The Program Account and Points earned are not transferable.
5. BDO's failure to enforce a particular Term or Condition does not constitute a waiver of that Term and Condition by BDO.
6. BDO reserves the right to change the Program Terms and Conditions at any time with or without notice to the Cardmember.

These Membership Rewards Terms and Conditions supplement the Main Agreement. In the event that any provisions in these Membership Rewards term and Conditions are inconsistent with the Main Agreement, the provisions in these Membership Rewards Terms and Conditions shall prevail for the purpose of your participation in the Program

General

1. BDO assumes no responsibility for any loss or damage of whatever nature resulting from the redemption of