



Dear Valued Cardmember,

Thank you for your interest in participating in the 2020 American Express Overseas Travel Treats Promo with Samsonite.

We have validated the details indicated in your online registration form and we regret to inform you that your redemption request has been declined.

Possible reason/s could be any/or a combination of the following:

- a) You have included transactions that are not qualified for this promotion.
Excluded Transactions:
 - Local Transactions
 - Transactions from gasoline/service stations
 - Transactions from Casinos or from merchants engaged in betting or gambling, including lottery tickets, off-track betting and wagers at race tracks, crypto currency and the like
 - Cash advances made via ATM or over the counter
 - Any type of Bills Payment such as Auto Charge, Charge-on-Demand, utility or recurring bills, loan payments and the like
 - Transactions from stock trading, foreign exchange trading, financial trading, financial trading services, remittance and the like
 - BDO Internal Installment Programs such as Balance Transfer, Balance Convert, EasyPay Cash, EasyPay Convert, Cash it Easy and the like
 - Business-related transactions
 - Any transactions used to register or redeem from other on-going American Express and/or BDO Credit Cards promotion such as, but not limited to: Shop.Choose.Redeem., Activation Offers, American Express Treats Promo or Hotel/restaurant/merchant partner transactions with BDO promotion.
- b) The transactions you have registered do not fall within the spend period.
- c) Your total qualified transactions did not reach the required spend amount of Php500,000 or USD10,000 and Php1,000,000 or USD20,000.
- d) You have included transactions that were made by another account (either your Basic or Supplementary Cardmember).
- e) Your Card is part of the list of **EXCLUDED** American Express Credit Cards that are **NOT** eligible to participate in the promo.
- f) You already redeemed one (1) Samsonite Luggage worth Php15,000 or one (1) Samsonite Luggage worth Php32,000 under the American Express Overseas Travel Treats Promo. Each Cardmember is entitled to a one-time redemption only, regardless if you have more than one qualified Card.
- g) You failed to register within the prescribed registration period: **March 16 to August 31, 2020.**
- h) There are incorrect transaction details indicated in your online registration form.
- i) You have used an incorrect PROMO ID.

Click [here](#) to review the full mechanics and Terms & Conditions of this promo.

For further assistance, please call the BDO Customer Contact Center at 8631-8000 or 1-800-10-6318000 (Domestic Toll-Free).