



Dear Valued Cardmember,

Thank you for your interest in participating in the American Express Complimentary Delsey Luggage Promotion 2020.

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/International Cash Advances made via ATM or over-the-counter
 - Any type of Bills Payment (Auto-charge, Charge-On-Demand, Utility/Recurring Bills, Loan Payments, etc.)
 - Purchases from Gasoline/Service Stations, Utilities-Gas, Electric, Water, etc.
 - Transactions from Casino or from merchants engaged in Gambling.
 - Transactions from trading services/remittances
 - BDO easy pay Installment Programs such as Balance Transfer, EasyPay Cash and Cash-It-Easy
 - Business-related transactions
 - Cryptocurrency
 - Transactions that were already used to redeem in another American Express and/or BDO Credit Card promotional offers including, but not limited to Membership Rewards® Points/Asia Miles Multiplier, SM 3-Day Sale, BDO Treats Promotion, etc.
- 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 P75,000 or P200,000.
- d) You have included transactions that were made by another account (either your Basic or Supplementary Cardmember).
- e) You have included transactions that were already used to redeem in another American Express and/or BDO Credit Cards promotion such as, but not limited to: Shop. Choose. Redeem., Shop. Choose. Redeem, or Hotel/restaurant/merchant partner transactions with BDO promotion.
- f) Your Card is not a NEWLY issued American Express Platinum Credit Card or Gold Credit Card. Only Cards issued between January 8 to June 30, 2020 are eligible. Or you have an another existing American Express Credit Card. Only newly and first-time approved American Express Platinum Credit Cardmembers (Basic or Supplementary) are eligible to participate in the promo.
- g) You already redeemed one (1) Complimentary Delsey Luggage from this promotion. Each Cardmember is entitled to a one-time redemption only, regardless if you have more than one qualified card.
- h) You failed to register within 60 days after your spend period.
- i) There are incorrect transaction details indicated in your online registration form.
- j) You have used an incorrect Promo Code.

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

For further assistance, please call the BDO Customer Contact Center at 631-8000 or 1-800-10-6318000 (Domestic Toll-Free).