



Frequently Asked Questions (FAQs)

Additional 1% Cashback on Pets for True Cashback Card

1. What constitutes as eligible 'Pets' transactions?

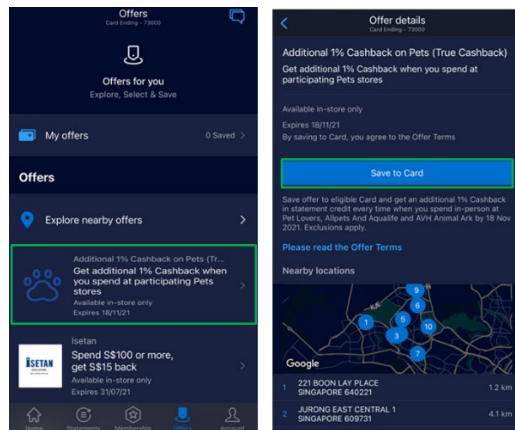
- The 1% additional Cashback will only be valid for eligible transactions made in Singapore dollars on the following selected pet merchants in Singapore:

Merchant Description	Merchant Eligible Transactions (in Singapore Dollars)	Merchant Excluded Transactions
ALLPETS & AQUALIFE VETS	<ul style="list-style-type: none"> Transactions made in-store at Allpets & Aqualife Clinic. 	<ul style="list-style-type: none"> Transactions where you do not spend directly with your Card to which the offer is saved. Transactions made through a third-party establishments or payment processor. Transactions made at Pet Lovers Centre Express located in NTUC FairPrice supermarkets. Transactions made via online and phone.
AVH ANIMAL ARK	<ul style="list-style-type: none"> Transactions made in-store at AVH Animal Ark Clinics. 	
PET LOVERS CENTRE	<ul style="list-style-type: none"> Transactions made in-store at Pet Lovers Centre and The Pet Safari retail stores. 	

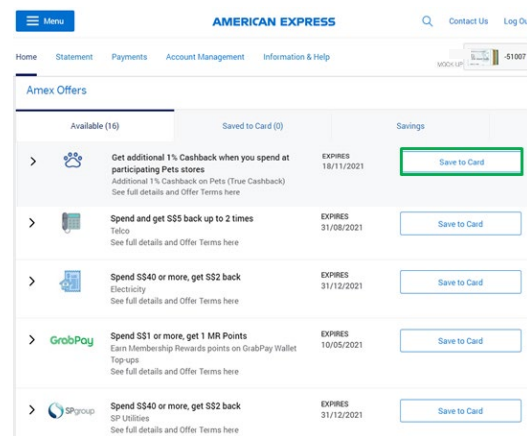
2. How do I register for the "Additional 1% Cashback on Pets (True Cashback)"?

- Kindly log in to the Amex Mobile App or your Card Member Account [here](#), select 'Additional 1% Cashback on Pets (True Cashback)' under Amex Offers and click on 'Save to Card' to complete the registration.

Mobile App:



Card Member Account



3. Why do I not see the 'Additional 1% Cashback on Pets (True Cashback)' registration on my Amex Mobile App or Card Member Account?

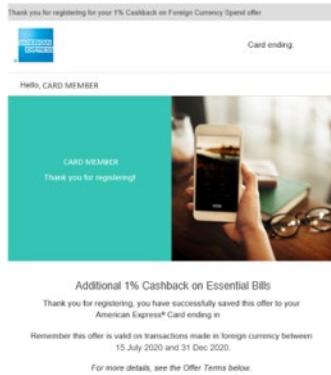
- The option for registering the 'Additional 1% Cashback on Pets (True Cashback)' would appear on your Amex Mobile App or Card Member Account within 7 days from activation of your True Cashback Card.

4. Would I receive the additional 1 % Cashback if I make a non-eligible transaction using my Card?



- Transactions where you do not spend directly in-person at participating businesses and transactions made through a third-party establishment or payment processor will not be eligible for the additional 1% Cashback. For more details, please refer to the Terms and Conditions.
5. **I'm having problems with registering my Card / I'm not sure if I have registered correctly or if my Card is successfully registered?**
- Upon successful registration, a confirmation email will be sent to you. Kindly contact our customer service hotline at 1800 295 0500 should you require further assistance.

Sample of a confirmation email:



6. **Is there a minimum spend to get this additional 1% Cashback?**
- No minimum spend on the selected pet merchants is required. There is no cap to how much Cashback you can earn too.
7. **If my Card was lost or replaced, do I need to re-register?**
- Yes, if your Card was replaced due to any reason, you will be required to re-register your newly issued True Cashback Card again to enjoy the 1% additional Cashback on Pets (True Cashback).
8. **Can my supplementary cardholders also earn this additional 1% Cashback?**
- Yes, if you have Supplementary Cards, a separate registration is required for each Card. Any Basic and Supplementary Card Members who directly register their Cards and spend on the selected pet merchants will be eligible, irrespective of the fact that the basic Card Member pays for the supplementary Card Members' charges.
9. **In what circumstances will my additional 1% Cashback not be applicable?**
- If the transaction is reversed, disputed, unauthorized or fraudulent, the Cashback will not be awarded. Cashback will also not be awarded on all other payments (including but not limited to one-time payments, in-person payments or payments made through a third-party establishment/ payment processor). For more details, please refer to the Terms and Conditions.
10. **How and when will the "Additional 1% Cashback on Pets (True Cashback)" be credited into my account?**
- The additional 1% Cashback will be awarded as statement credit to your Card Account within 5 business days from the eligible transaction but may take up to 90 days from the transaction date. It will be reflected and credited separately from any existing Cashback benefit.

The 1% additional Cashback may be awarded as separate or consolidated credits depending on transaction posting date by the merchant. The 1% additional Cashback may not be awarded in the same statement as your transaction depending on your statement cycle period.