

**The American Express® Singapore Airlines KrisFlyer Ascend Credit Card**

Card Member Agreement and Benefits Terms and Conditions

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## Benefits Terms and Conditions

### General Terms and Conditions

To enjoy these privileges or benefits, Card Members must present their American Express Singapore Airlines KrisFlyer Ascend Credit Card (“Card”) and all relevant charges must be made to the Card. Participation of merchants is subject to change without prior notice to Card Member.

American Express International Inc. reserves the right to change, suspend or terminate these privileges or benefits at its sole discretion at any time without prior notice. The provision of services, activities or benefits stated is the responsibility of the respective merchant and/or service establishment. American Express acts solely as a payment provider and is not responsible or liable in the event that such services, activities or benefits are not provided or fulfilled by the merchant and/or service establishment. Card Members acknowledge that any disputes in relation to the above are to be directed solely to the merchant and/or service establishment providing such services, activities or benefits.

Information is correct as at date of publication.

### Earning KrisFlyer miles

KrisFlyer miles earn rate for the Card:

Spend (on eligible goods or services as described below)	KrisFlyer miles Earned
Every S\$1.00	1.2 KrisFlyer miles
Every S\$1.00 equivalent in foreign currency spent overseas during calendar months of June and December only	2 KrisFlyer miles

Only full miles are awarded. A fraction of one mile is rounded up from and including 0.50 miles and rounded down if it is less than 0.50 miles. You can receive KrisFlyer miles for eligible purchases of goods or services at American Express merchants, subject to the following terms. To qualify to earn for KrisFlyer miles, your American Express Singapore Airlines KrisFlyer Ascend Credit Card Account must be in good standing and not cancelled for any reason.

The following types of charges are not eligible purchases, and will not earn you KrisFlyer miles: (a) Charges processed and billed prior to the Enrolment Date or charges prepaid on any Card Account prior to the first billing statement for that Card Account following the Enrolment Date; (b) Cash Advance and other cash services; (c) Express Cash; (d) American Express Travellers Cheque purchases; (e) Charges for dishonoured cheques; (f) Finance charges - including Line of Credit charges and Credit Card interest charges; (g) Late Payment and collection charges; (h) Tax refunds from overseas purchases; (i) Balance Transfer; (j) instalment plans. (k) Annual Card fees. (l) Amount billed for purchase of KrisFlyer miles to top-up your miles balance. (m) Purchase and top-up charges for EZ-Link cards using American Express Cards.

Redemption for award tickets or upgrades will be subject to seat availability at the point of flight reservation and ticketing. Taxes, charges and fees are applicable in addition to the required redemption



mileage and must be separately paid by the passenger in the applicable currency. Usage of KrisFlyer miles is subject to [KrisFlyer Terms and Conditions](#).

### **Welcome Bonus KrisFlyer miles**

The Welcome Bonus of 5,000 KrisFlyer miles offer (“Welcome Bonus”) is applicable only to first time applicants of any co-branded American Express Singapore Airlines Credit Card.

Card Members who have existing or cancelled co-branded American Express Singapore Airlines Credit Cards (including but not limited to the American Express Singapore Airlines Solitaire PPS Credit Card, American Express Singapore Airlines PPS Club Credit Card or American Express Singapore Airlines KrisFlyer Ascend Credit Card) are not eligible for the Welcome Bonus.

The Welcome Bonus will be awarded to Card Members after their first successful transaction, and will be credited directly into the Singapore Airlines KrisFlyer account linked to your Card.

### **Spend Bonus KrisFlyer miles**

This Offer is only applicable to The American Express® Singapore Airlines KrisFlyer Ascend Credit Card Members who apply and receive approval between 1 October 2019 and 31 January 2020 (both dates inclusive).

Spend S\$10,000 on eligible purchases of goods or services within the first 3 months upon Card approval (“Spend Threshold”) and receive 15,000 bonus KrisFlyer miles. You are only entitled to enjoy this offer once.

The eligible spend excludes: (a) Charges processed and billed prior to the Enrolment Date or charges prepaid on any Card Account prior to the first billing statement for that Card Account following the Enrolment Date; (b) Cash Advance and other cash services; (c) Express Cash; (d) American Express Travellers Cheque purchases; (e) Charges for dishonoured cheques; (f) Finance charges - including Line of Credit charges and Credit Card interest charges; (g) Late Payment and collection charges; (h) Tax refunds from overseas purchases; (i) Balance Transfer; (j) Instalment plans; (k) Annual Card fees; (l) Amount billed for purchase of KrisFlyer miles to top-up your miles balance; (m) Purchase and top-up charges for EZ-Link cards using your Card.

The Bonus KrisFlyer miles will be awarded to Card Members within 6 weeks from the date they meet the Spend Threshold. The Bonus KrisFlyer miles will be credited directly into the Singapore Airlines KrisFlyer account linked to your American Express Singapore Airlines KrisFlyer Ascend Credit Card. Spend on eligible purchases incurred by Supplementary Card Member(s) shall accrue to the Basic Card Member. To qualify for this offer, your Card Account must be in good standing and not be cancelled for any reason.

American Express reserves the right to withdraw or substitute the offer with other items(s) without prior notice and without assigning any reason.



### **Supplementary Card Bonus KrisFlyer miles**

This offer is only applicable to any co-branded American Express® Singapore Airlines Credit Card Members whose new Supplementary Card is applied and approved between 1 October 2019 and 31 January 2020 (both dates inclusive).

This offer is only valid if:

- a. the Supplementary Card Member applicant is not an existing Basic Card Member of the same product type as the Supplementary Card application. For example, if the individual is an existing American Express® Singapore Airlines KrisFlyer Credit Card Basic Card Member, the offer will not be valid if the individual applies for an American Express® Singapore Airlines KrisFlyer Credit Card Supplementary Card of another Basic Card Member;
- b. the Supplementary Card Member does not hold an existing Supplementary Card with another Basic Card Member of the same product. For example, if the individual is an existing American Express® Singapore Airlines KrisFlyer Credit Card Supplementary Card Member of Basic Card Member A, the offer will not be valid if the individual applies to be an American Express® Singapore Airlines KrisFlyer Credit Card Supplementary Card Member of Basic Card Member B.

Receive 1,500 KrisFlyer miles for each approved Supplementary Card (capped at maximum of 2 Supplementary Cards, i.e. 3,000 KrisFlyer miles for each Basic Card Member). Card Members who have received, or will be receiving 3,000 KrisFlyer miles for other Supplementary Card offers will not be eligible for this bonus. The Supplementary Card Bonus miles will be awarded to Basic Card Members within 10 weeks from approval date of Supplementary Card applied. To qualify for this offer, your Card Account must be in good standing and not be cancelled for any reason. No expedite request will be allowed/entertained.

American Express reserves the right to withdraw or substitute the offer with other items(s) without prior notice and without assigning any reason.



### **Bonus KrisFlyer miles with Singapore Airlines**

The number of bonus KrisFlyer miles earned pursuant to this offer, will be based on the purchase amount and not the actual distance flown.

Card Member will receive:

- 2 KrisFlyer miles for every S\$1.00 spent on eligible Singapore Airlines ticket purchases or SilkAir ticket purchases made directly online on [singaporeair.com](http://singaporeair.com), the SingaporeAir mobile App or [silkair.com](http://silkair.com) respectively. Eligible ticket purchases are for travel originating from Singapore only and must be purchased in Singapore Dollars.
- 2 KrisFlyer miles for every S\$1.00 spent on eligible purchases made at KrisShop, onboard Singapore Airlines and SilkAir flights and directly online at [krisshop.com](http://krisshop.com). KrisShop terms and conditions apply. Please visit [krisshopair.com/terms.aspx](http://krisshopair.com/terms.aspx) for terms and conditions.

### **KrisFlyer Elite Gold Status Accelerator**

American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who charge S\$15,000 or more on eligible Singapore Airlines ticket purchases made directly online at [singaporeair.com](http://singaporeair.com) to their Card within the first 12-months upon Card approval, will be upgraded to the KrisFlyer Elite Gold membership tier within 6 weeks from the time that you meet the spend criteria. Eligible ticket purchases are for travel originating from Singapore only and must be purchased in Singapore Dollars. For Card Members who are already KrisFlyer Elite Silver members, you will be upgraded to the KrisFlyer Elite Gold membership tier. This benefit will not be applicable to Card Members who are existing PPS Club or KrisFlyer Elite Gold members.

The Elite Gold status is valid for one (1) year from date of upgrade only. Requalification is based on standard requalification terms under the KrisFlyer programme. For information on the benefits of being an Elite Gold member and requalification into Elite Gold status, please visit: [www.singaporeair.com/en\\_UK/ppsclub-krisflyer/KrisFlyer\\_EliteGold/](http://www.singaporeair.com/en_UK/ppsclub-krisflyer/KrisFlyer_EliteGold/)

KrisFlyer and Singapore Airlines terms and conditions apply. Singapore Airlines reserves the right to vary these terms and conditions or terminate this benefit without prior notice at their own sole discretion.

### **Double KrisFlyer Miles Accrual Voucher**

American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who charge S\$15,000 or more on eligible Singapore Airlines ticket purchases made directly online at [singaporeair.com](http://singaporeair.com) to your Card between 1 July 2019 and 30 June 2020 (both days inclusive) (a "Qualifying Period") will receive double KrisFlyer miles accrual voucher. Subsequently, American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who charge S\$15,000 or more on eligible Singapore Airlines ticket purchases made directly online on [singaporeair.com](http://singaporeair.com) to their Card, between 1 July (of current year) to 30 June (of the immediately following year) (each also a "Qualifying Period") will also receive a double KrisFlyer miles accrual voucher. Eligible ticket purchases are for travel originating from Singapore only and must be purchased in Singapore Dollars.

Each Card Member can only receive one (1) double KrisFlyer miles accrual voucher per Qualifying Period. Card Members utilising this voucher will earn double KrisFlyer miles for eligible flown flights, capped at the maximum of 5,000 KrisFlyer miles only – see table below for illustration. "Double



KrisFlyer miles” means twice the number of KrisFlyer miles earned based on the mileage accrual rate for each booking class. For e.g. if you normally earn 10% on V class, then you will receive an additional 10% when you apply the voucher on an eligible V class booking. If you choose to Mix Miles and Cash (Pay with KrisFlyer miles), the double KrisFlyer miles will be awarded based on the KrisFlyer miles earned for the portion paid for in cash only. The ticket portion that was paid for in KrisFlyer miles will not be awarded double KrisFlyer bonus miles. The bonusing does not apply to Tier bonus, Elite miles and PPS Value.

The voucher can only be utilised by the Basic Card Member, for that Card Member’s own travel. An eligible booking includes a maximum of 2 flight segments in 1 booking, of which both must include Singapore as a departure or arrival destination. The flights must be operated by Singapore Airlines, and flown, before the voucher (and therefore bonus miles) can be applied. Flight exclusions include codeshare flights marketed by Singapore Airlines, and operated by codeshare partners, as well as codeshare flights marketed by codeshare partners, and operated by Singapore Airlines. This voucher cannot be combined with any other discount or promotion.

To redeem the voucher, please contact KrisFlyer Membership Services hotline (+65 6789 8188) after your flights to provide the itinerary details (e.g. flight number, flight date, sectors, Electronic Ticket number, etc.). The bonus KrisFlyer miles will be credited into your KrisFlyer account within 8 weeks after you contact KrisFlyer Membership Services to redeem the voucher, and verification of your flight details. Card Members must contact KrisFlyer Membership Services to redeem the voucher before the voucher’s expiry date.

KrisFlyer and Singapore Airlines terms and conditions apply. Singapore Airlines reserves the right to change the eligible destinations, flight numbers and travel dates, without prior notice. Singapore Airlines reserves the right to vary these terms and conditions or terminate this benefit without prior notice at their own sole discretion.

An illustration of the double KrisFlyer miles accrual you could earn is in the table below:

Booking Class	KrisFlyer miles you would normally earn on Singapore Airlines	KrisFlyer miles earned with double KrisFlyer miles voucher
Economy Class: V, K	10%	10% or 5,000 miles, whichever is lower
Economy Class: N,Q	50%	50% or 5,000 miles, whichever is lower
Economy Class: B, E, H, L, M, W , Y	100%	100% or 5,000 miles, whichever is lower
Premium Economy Class: P, S, T	110%	110% or 5,000 miles, whichever is lower
Business Class: C, D, J, U, Z	125%	125% or 5,000 miles, whichever is lower
First Class: A, F Suites: F	150%	150% or 5,000 miles, whichever is lower
Suites: R	300%	300% or capped at 5,000 miles, whichever is lower



### **Bonus KrisFlyer miles on Daily Essentials**

Earn 3.2 KrisFlyer miles for every S\$1 spend on the below group of participating merchants, up to S\$200 each calendar month. For transactions on the below group of participating merchants in excess of S\$200 per month, the standard earn rate for KrisFlyer miles set out in the American Express Singapore Airlines KrisFlyer Ascend Credit Card benefits Terms and Conditions will apply.

Spend transactions on the different participating merchants, in Singapore locations, only are cumulative and combined for the purpose of calculating whether the S\$200 threshold per calendar month has been met.

Participating merchants include:

- Deliveroo
- Food Panda
- McDonald's
- SISTIC
- Starbucks
- Subway
- The Coffee Bean & Tea Leaf
- Unity
- Watsons

Payments made through a third party establishment or payment processor and not directly with above participating merchants itself will not be considered as part of the eligible spend for the purpose of calculating whether the S\$200 threshold per calendar month has been met.

For Subway, outlets at hospitals and education institutions may be excluded. For Unity, outlets located in FairPrice locations are excluded. Please note that American Express reserves the rights to amend the above list from time to time without prior notice.

### **Bonus KrisFlyer miles with Grab**

Earn 3.2 KrisFlyer miles for every S\$1 spend on Grab Singapore transactions on the Grab mobile application, up to S\$200 each calendar month. For transactions on Grab mobile application in excess of S\$200 per month, the standard earn rate for KrisFlyer miles set out in the American Express Singapore Airlines KrisFlyer Ascend Credit Card benefits Terms and Conditions will apply.

Spend transactions on the mobile application are cumulative and combined for the purpose of calculating whether the S\$200 threshold per calendar month has been met. Transactions made on the Grab mobile application include top-up charges for Grab Pay.

### **500 Bonus KrisFlyer miles on Grab**

American Express Singapore Airlines Credit Card Members are entitled to receive a one-time bonus of 500 KrisFlyer miles when they spend a minimum of one transaction on GrabPay in Singapore only. Payment must be made in Singapore between 5 May 2016 and 31 December 2019 (both dates inclusive) with an American Express Singapore Airlines Credit Card issued by American Express International Inc.



## Travel Benefits

### **Optional Worldwide Annual Multi-Trip VoyageGuard Travel Insurance<sup>SM</sup> Essential Plan**

Offered at an introductory price of S\$188 for new American Express Singapore Airlines Card Members. My VoyageGuard Travel Insurance<sup>SM</sup> is an optional comprehensive annual multi-trip travel insurance product underwritten by Chubb Insurance Singapore Limited (formerly known as ACE Insurance Limited) and promoted by American Express International Inc. (American Express) to deliver quality products to our customers. The American Express Singapore Airlines card you have applied for includes complimentary travel inconvenience and travel accident benefits. My VoyageGuard Travel Insurance<sup>SM</sup> provides comprehensive travel insurance coverage, in addition to the complimentary travel inconvenience and travel accident benefits offered on your American Express Singapore Airlines card. Learn more about this offer and My VoyageGuard Travel Insurance<sup>SM</sup> at <http://docs.chubbtravelinsurance.com/aceStatic/ACETravel/AMEXSG/files/PolicyWording.pdf>

This is only product information provided by us and is not a contract of insurance. Accordingly, the information should be read and construed in light of, and subject to all terms, conditions and exclusions contained in the Policy. Please consider your objectives, financial situation or needs to decide if the policy is appropriate for you. The disclaimer applies to this offer. American Express International, Inc., identifies insurance and products that may be of interest to some of its customers. In this role, we do not act as an agent or fiduciary for you, and we may act on behalf of the insurance provider, as permitted by law. We want you to be aware that we receive commissions from providers and commissions may vary by provider and product. Also in some cases, an American Express entity may be the reinsurer and may earn reinsurance income. The arrangement we have with certain providers, including the potential to reinsure the products, may also influence what products we identify. We do not require you to purchase any insurance product, and you may choose to cover your insurance needs from other sources on terms they may make available to you.





### **Complimentary Night's Stay with Participating Hilton Hotels**

From 1 January 2018 onwards, new and existing basic American Express® Singapore Airlines KrisFlyer Ascend Credit Card Members are eligible to receive one (1) Voucher upon successful payment of the Annual Membership fee each year to redeem a complimentary hotel night stay at participating Hilton properties.

For the full set of Terms and Conditions, please visit [www.amex.co/ascendhilton](http://www.amex.co/ascendhilton).

### **Complimentary Hilton Honors Silver Status**

New American Express Singapore Airlines KrisFlyer Ascend Credit Card Members (Primary/Principal Card Members only) are eligible to enroll for a complimentary Hilton Honors Silver Status via an invite included in their Card welcome pack.

To be eligible for a Hilton Honors Silver status upgrade, Card Members must register at [www.HiltonHonors.com/amexkrisflyersilver](http://www.HiltonHonors.com/amexkrisflyersilver) between 1 January 2018 and 31 December 2019 ("Promotion Period"). Offer is available only to American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who enroll during the Promotion Period and is not transferable. Limit of one registration or enrolment per American Express Singapore Airlines KrisFlyer Ascend Credit Card Member.

Once a member reaches Silver status, the member may keep such status only for the calendar year in which the Silver status was earned and the subsequent calendar year. To retain their status after this initial complimentary period, a member has to satisfy certain qualifications found and to be completed on [HiltonHonors.com/Silver](http://HiltonHonors.com/Silver). If a member fails to satisfy those qualifications, their Silver status shall be revoked and member shall retain whatever status they were holding before the complimentary Silver status upgrade. This offer may be terminated without notice. Hilton Honors Silver status may be revoked at any time should Hilton Honors have reason to believe, or subsequently discover any instances of fraud, irregularity or attempted abuse. Full details of member status will be emailed to the member upon attaining the tier level. Please allow four (4) to six (6) weeks following registration for your Hilton Honors status to be upgraded. Hilton Honors membership, earning of Points & Miles™ when booking direct and redemption of Points are subject to Hilton Honors Terms and Conditions. All Hampton by Hilton™ hotels in Mainland China are excluded from the Hilton Honors program. Visit [www.HiltonHonors.com/Terms](http://www.HiltonHonors.com/Terms) for more details.



### **Complimentary Night's Stay with Participating Millennium Hotels and Resorts**

The complimentary one night stay at Hilton will replace the complimentary one night stay with Millennium Hotels and Resorts. We will no longer issue Millennium Hotels and Resort Vouchers from 1 January 2018.

American Express Singapore Airlines KrisFlyer Ascend Credit Card Members who currently have a valid Millennium Hotels and Resorts voucher are still eligible to book and redeem their Millennium Hotels and Resorts voucher for a complimentary one night stay before the expiry date as printed on the voucher or 31 December 2018, whichever is the earlier date.

Terms and conditions for redeeming your stay at Millennium Hotels and Resorts will continue to apply. Please visit [www.amex.co/ascendhotels](http://www.amex.co/ascendhotels) for further details.

### **My Millennium – Millennium Hotels and Resorts Loyalty Programme**

Card Members who sign up for My Millennium membership, (using the passcode listed on the My Millennium form included in the American Express Singapore Airlines KrisFlyer Ascend Card Member's Welcome Kit) are eligible to join My Millennium, as a Premier member without meeting the normal Premier qualification criteria. Card Members whose application for Premier membership are subject to the membership terms and conditions of My Millennium programme ([www.millenniumhotels.com/en/programmes/my-millennium/terms-and-conditions](http://www.millenniumhotels.com/en/programmes/my-millennium/terms-and-conditions)).

Millennium & Copthorne Hotels plc (M&C) reserves the right to refuse any application for membership without obligation to cite a reason for the refusal. M&C reserves the absolute right on the terms and conditions of this offer.



## **Complimentary Airport Lounge Access**

Basic American Express Singapore Airlines KrisFlyer Ascend Credit Card Members are eligible for four (4) complimentary Airport Lounge Access vouchers (“Vouchers”) upon approval of their Card application with annual membership fee, and subsequently upon the fully paid renewal of Card Membership in each subsequent Membership year.

Each Voucher is valid for one (1) time use only, within the validity period specified in the Voucher. Card Members must present an original, printed Voucher, the American Express Singapore Airlines KrisFlyer Ascend Credit Card, and their boarding pass for the day of travel to enjoy the lounge access.

Voucher entitles complimentary access for one person only. Card Member’s travelling companions may enjoy access to the lounge if they hold a separate Voucher or pay for entry. Payment must be made on the American Express Singapore Airlines KrisFlyer Ascend Credit Card directly to American Express via the American Express terminal at SATS Premier Lounge, to gain the additional entry into the SATS Lounges. Payment must be made on the American Express Singapore Airlines KrisFlyer Ascend Credit Card directly to Plaza Premium Lounge (“PPL”) to gain the additional entry into the PPL Lounges. Entry fees do not apply to children below 2 years.

American Express shall not be liable or responsible for reimbursement of any lounge usage by the Card Members which exceed the number of valid Vouchers a Card Member holds. Card Members shall bear the additional charges at their own costs. Lounge access is subject to the terms and conditions of the respective lounges including, terms on attire and conduct. American Express cannot be held liable in the event lounges refuse entry.

Offer cannot be used in conjunction with other promotional offers and cannot be exchanged for cash or any other service. American Express, SATS and PPL reserve the right to vary the Terms and Conditions of this offer. Terms and Conditions are subject to change without prior notice.

Locations of Participating SATS and PPL Lounges:

### **Australia**

**Brisbane Airport**  
Plaza Premium Lounge  
International Departure

**Melbourne Airport**  
Plaza Premium Lounge  
International Departure

### **Brazil**

**Rio de Janeiro RIOgaleão - Tom Jobim International Airport (Rio)**  
Plaza Premium Lounge  
International Departure, Terminal 2  
Domestic Departures, Terminal 2  
Arrivals, Terminal 2

### **Canada**

**Vancouver International Airport**  
Plaza Premium Lounge  
U.S.A. Departures  
Domestic Departures  
International Departures

**Winnipeg James Armstrong Richardson International Airport**  
Plaza Premium Lounge  
Domestic/International Departures

### **Cambodia**

**Phnom Penh International Airport**  
Plaza Premium Lounge  
International Departures

**Siem Reap International Airport**  
Plaza Premium Lounge  
International Departures



## Canada

### Edmonton International Airport

Plaza Premium Lounge  
US Transborder  
International/Domestic Departures

### Toronto Pearson International Airport

Plaza Premium Lounge  
US Transborder, Terminal 1  
Domestic Departures, Terminal 1  
Domestic Departures, Terminal 3  
International Departures, Terminal 3  
International Departures, Terminal 1  
US Transborder, Terminal 3

## Greater China (Including Taiwan)

### Beijing Capital International Airport

BGS Premier Lounge\*  
BGS Premier Lounge\*

### Macau International Airport

Plaza Premium Lounge  
International Departures

### Shanghai Pudong International Airport

No.77 China Eastern Plaza Premium Lounge  
International Departures, Terminal 2  
No. 9 VIP Lounge\*  
Domestic Departures, Terminal 1  
No. 37 VIP Lounge\*  
International Departures, Terminal 1  
No. 76 VIP Lounge\*  
Domestic Departures, Terminal 2

### Shanghai Hongqiao International Airport

V03 VIP Lounge\*  
International Departures, Terminal 1  
V01 VIP Lounge\*  
Domestic Departures, Terminal 2  
V01 China Eastern Lounge  
International Departures, Terminal 1  
No. 5 VIP Lounge\*  
Domestic Departures, Terminal 1

### Taoyuan International Airport (Taipei)

Plaza Premium Lounge  
International Departures, Terminal 1  
International Departures, Terminal 1  
International Departures, Terminal 2  
International Departures, Terminal 2

## Kingdom of Saudi Arabia

### King Khalid International Airport (Riyadh)

Plaza Premium Lounge  
International Departure

### King Fahd International Airport (Dammam)

Plaza Premium Lounge  
International Departure

## Malaysia

### Kota Kinabalu International Airport

Plaza Premium Lounge  
Domestic Departure  
International Departure

### KL International Airport

Plaza Premium Lounge  
International Departure, Satellite Terminal, KLIA  
International Departure, Terminal klia2  
Gateway@klia2, Terminal klia2

### Kuching International Airport

Plaza Premium Lounge  
Domestic Departure

### Penang International Airport

Plaza Premium Lounge  
International Departure  
Domestic Departure/Arrival

## Maldives

### Velana International Airport

Wellness  
International Arrivals

## Oman

### Salalah International Airport

Plaza Premium Lounge  
International Departures

## Philippines

### Mactan Cebu International Airport

Plaza Premium Lounge  
International Departure

\* Affiliated PPL Lounge



## India

### **Kempegowda International Airport (Bengaluru)**

Plaza Premium Lounge  
Domestic Departures, Terminal 1  
International Departures, Terminal 1  
Domestic Departures, Terminal 1

### **Rajiv Gandhi International Airport (Hyderabad)**

Plaza Premium Lounge  
Domestic Departures  
International Departures  
Arrivals

### **Indira Gandhi International Airport (New Delhi)**

Plaza Premium Lounge  
Domestic Departures, Terminal 1  
International Departures, Terminal 3  
Domestic Departures, Terminal 3  
Domestic Arrivals, Terminal 3  
Domestic Arrivals, Terminal 1D  
International Arrivals, Terminal 3  
Domestic Departures, Terminal 2

### **Sardar Vallabhbhai Patel International Airport (Ahmedabad)**

International Departure, Terminal 2

## Indonesia

### **Jakarta Soekarno-Hatta International Airport**

Saphire - Plaza Premium Lounge  
International Departures, Terminal 3

## Italy

### **Rome International Airport – Fiumicino**

Plaza Premium Lounge  
Departures, Terminal 3

## Singapore

### **Singapore Changi Airport**

Plaza Premium Lounge  
Departure/Transit Lounge West, Terminal 1

The Green Market  
Departure/Transit Lounge Central, Terminal 2

Blossom  
Departure, Terminal 4

SATS Premier Lounges  
Departure Transit Hall, Level 3 Terminal 1  
Departure Transit Hall, Level 3 Terminal 2  
Departure Transit Hall, Level 3 Terminal 3

## United Arab Emirates

### **Abu Dhabi International Airport**

Al Reem Lounge by Plaza Premium Lounge  
International Departures, Terminal 1

Al Dhabi Lounge by Plaza Premium Lounge  
International Departures, Terminal 1

Al Ghazal Lounge by Plaza Premium Lounge  
International Departures, Terminal 2

## United Kingdom

### **London Heathrow Airport**

Plaza Premium Lounge  
Departures, Terminal 2  
Arrivals, Terminal 2  
Departures, Terminal 4  
Arrivals, Terminal 4  
Arrivals, Terminal 3  
Departures, Terminal 5



## Changi Recommends Overseas Travel Wi-Fi Promotion

American Express Singapore Airlines Credit Card Members are entitled to the rental of the Overseas Travel Wi-Fi, a battery-powered router for overseas internet access, between 1 January 2017 and 31 December 2019 (both dates inclusive) at promotional rental rates (outlined below) with each relevant promotion codes (“Offer”):

Country	Daily Rent Rates (SGD)	Promotion code
Taiwan	4.65	AMEXTW19
Japan	4.65	AMEXJP19
Hong Kong	4.65	AMEXHK19
South Korea	4.65	AMEXSK19
Vietnam	4.65	AMEXVN19
Thailand	4.65	AMEXTH18
Malaysia	7.44	AMEXMY19
Indonesia	7.44	AMEXID19
Sri Lanka	7.44	AMEXSL19
Cambodia	7.44	AMEXCM19
Macau	7.44	AMEXMA19
China	7.44	AMEXCN19
China VPN	9.30	AMEXCNVPN19
India	9.30	AMEXIN19
New Zealand	11.16	AMEXNZ19
Philippines	11.16	AMEXPH19
Canada	11.16	AMEXCAN19
Mexico	11.16	AMEXMX19
Laos	11.16	AMEXLA19
Puerto Rico	11.16	AMEXPR19
Russia	11.16	AMEXRU19
Brazil	11.16	AMEXBR19
Colombia	11.16	AMEXCO19
Israel	11.16	AMEXIS19
UAE	11.16	AMEXUAE19
Oman	11.16	AMEXOM19
Qatar	11.16	AMEXQA19
Saudi Arabia	11.16	AMEXSA19

To enjoy this Offer, Card Members must book a router online at [www.changirecommends.com/overseas\\_wifi\\_form.aspx](http://www.changirecommends.com/overseas_wifi_form.aspx) and enter the respective promo code for each destination in the online booking form. Advertised router rental rates are only valid for travels completed by 31 December 2019. The rented router must be returned to Changi Recommends by 31 December 2019 in order for Card Members to enjoy this promotional rental rate. Rented router(s) can be picked up and returned at any Changi Recommends counters located at Changi Airport Terminal 1 Arrival Hall (Level 1), Terminal 1 Transit Hall (Level 2), Terminal 2 Arrival Hall (Level 1 Public Area), Terminal 2 Departure Hall (Level 2 Public Area) and Terminal 3 Arrival Hall (Level 1 Public Area). No delivery charges are involved and rental is free for the first day of collection.



This Offer is only applicable to American Express Singapore Airlines Credit Card Members, and payment must be made with an American Express Singapore Airlines Credit Card upon return of the device. Router rental is subject to the routers' availability for a specified destination.

#### Exclusive Hertz privileges worldwide

Please visit [www.hertz.com/AmexBenefits](http://www.hertz.com/AmexBenefits) for full listing of Terms and Conditions.

#### American Express Selects®

Please refer to [www.amexnetwork.com.sg](http://www.amexnetwork.com.sg) for full Terms and Conditions, promotion validity period and up-to-date list of dining, shopping and lifestyle privileges.

#### American Express Global Dining Program

Please refer to [www.amexdiningprogram.com](http://www.amexdiningprogram.com) for full terms and conditions and listing of participating merchants.

#### Travel Inconvenience and Travel Accident Coverage

Travel Inconvenience and Travel Accident is underwritten by Chubb Insurance Singapore Limited (formerly known as ACE Insurance Limited). To enjoy privileges, Card Member(s) must charge the entire fare to your American Express Singapore Airlines KrisFlyer Credit Card. Other terms and conditions apply.

Please refer to [www.icm.aexp-static.com/Internet/IntlHomepage/pdf/KrisFlyerAscend\\_Insurance.pdf](http://www.icm.aexp-static.com/Internet/IntlHomepage/pdf/KrisFlyerAscend_Insurance.pdf) for the full set of Travel Insurance Terms and Conditions.

# Important Information on your American Express® Card

## 1. Cardmember Agreement

The Cardmember Agreement for this Card (as may be amended, substituted or supplemented by us from time to time) shall govern the use of your Card Account. A copy of the prevailing Cardmember Agreement is made available on the American Express website. In the event of any inconsistency between the information in this leaflet and the Cardmember Agreement, the Cardmember Agreement shall prevail.

## 2. Finance Charges for Purchases

If payment of the closing balance in your statement is not made in full by the relevant payment due date, a finance charge at the applicable interest rate of 25.90% p.a. (or 26.90% p.a. with effect from 1 September 2019) subject to compounding will be levied from each transaction date on all charges in the statement and all new charges posted after the statement date. Please refer to Cardmember Agreement for the basis of interest computation.

## 3. Annual Membership Fees (inclusive of GST)

TYPE OF CARD	BASIC	SUPPLEMENTARY
American Express® Singapore Airlines KrisFlyer Ascend Credit Card	S\$337.05	S\$80.25 each

## 4. Retrieval Fee for Documents

A retrieval fee of S\$10 will apply for retrieval of your statement of Account and S\$5 for retrieval of your record of charge.

## 5. Service Charge for Returned Cheques/GIRO

An administrative fee of S\$50 will be charged for any returned cheque or GIRO arrangement.

## 6. KrisFlyer Miles Accrual

Except for promotional offers, bonus programmes and Affinity Cards with certain professional associations, every Card Member enrolled in the Programme will accrue KrisFlyer miles in the Programme Account on goods and services, charged and billed on the Card Account and Linked Accounts (if any).

No miles accrued in the respect of:

(a) Charges processed and billed prior to the Enrolment Date or charges prepaid on any Card Account prior to the first billing statement for that Card Account following the Enrolment Date. (b) Cash Advance and other cash services. (c) Express Cash. (d) American Express Travellers Cheque purchases. (e) Charges for dishonoured cheques. (f) Finance charges - including Line of Credit charges and Credit Card interest charges (g) Late Payment and collection charges. (h) Tax refunds from overseas purchases. (i) Balance Transfer. (j) instalment plans. (k) Annual Card fees. (l) Amount billed for purchase of KrisFlyer miles to top-up your miles balance. (m) Purchase and top-up charges for EZ-Link cards using American Express Cards.

## USEFUL INFORMATION

### 1. Credit Card Interest Rate Policy

This is American Express' policy about how we adjust Credit Card interest rates based on your payment history. Under this policy, in the event we do not receive from you the minimum payment amount due on your statement of account by the relevant payment due date, you will be in default. If you have three or more defaults and/or one default which remains unpaid for two or more consecutive months in the last 12 months, we may adjust the interest rate applicable to your Card Account from 25.90% p.a. (or 26.90% p.a. with effect from 1 September 2019) to 29.99% p.a (subject to compounding).



Thereafter, if for a period of 12 consecutive months, you maintain a good credit record and your Card Account is not cancelled or terminated, your interest rate may be reinstated to our prevailing base interest rate.

## 2. Repayment Grace Period

The repayment grace period is 22 days from the date of the Statement of Account.

## 3. Express Cash Charges

A handling fee of 5% of your withdrawal amount will apply for each withdrawal amount. Financial charges at 25.90% p.a. (or 26.90% p.a. with effect from 1 September 2019) will be charged upon the withdrawal date until the withdrawal amount and the relevant fees are paid in full.

## 4. Minimum Monthly Payment

The minimum payment amount due on a statement of Account is 3% of the outstanding balance plus the total sum of any overdue minimum payment and late payment charges, and any amount exceeding your Credit limit, or S\$50, whichever is greater.

## 5. Late Payment Charges

A late payment fee or S\$90 per month will be charged if the minimum payment is not received by the due date.

## 6. Lost/Stolen Card Liability

Please notify us immediately on the loss of your American Express Card. You shall not be liable for any unauthorised charges made after you have given due notification to us, provided that neither you nor any Supplementary Card Member contributed to, or was involved in or benefited from the loss, theft or misuse of the Card. Your liability for unauthorised Charges effected before such notice shall be limited to S\$100.

## 7. Foreign Exchange Charges

All charges made in a currency other than Singapore Dollars will be converted into Singapore Dollars. The conversion will take place on the date the Charge is processed by American Express, which may not be the same date on which you made your Charge as it depends on when the Charge was submitted to American Express. If the Charge is not in U.S. Dollars, the conversion will be made through U.S. Dollars, by converting the Charge amount in U.S. Dollars and then by converting the U.S. Dollars amount into Singapore Dollars. If the Charge is in U.S. Dollars, it will be converted directly into Singapore Dollars. Unless a specific rate is required by applicable law, you understand and agree that American Express treasury system will use conversion rates based on interbank rates that it selects from customary industry sources on the business day prior to the processing date, increased by a single conversion commission of 2.5%. If Charges are converted by third parties prior to being submitted to us, any conversions made by those third parties will be at rates selected by them.



**American Express International Inc.,** (UEN S68FC1878J)

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americanexpress.com.sg. Incorporated with Limited Liability in the State of Delaware, U.S.A.

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# Product Highlight Sheet

<b>Product name</b>	The American Express® Singapore Airlines KrisFlyer Ascend Credit Card
<b>Interest-free period</b>	22 days from statement date if bills are paid in full
<b>Interest on purchases (where applicable)</b>	25.90% p.a. compounded (or 26.90% p.a. compounded with effect from 1 September 2019) if payment of the closing balance in your statement is not made in full; or 29.99% p.a. in the event that your account has three or more defaults <sup>1</sup> and/or one default <sup>1</sup> which remains unpaid for two or more consecutive months in the last 12 months
<b>Interest on cash advances</b>	25.90% p.a. compounded daily (or 26.90% p.a. compounded daily with effect from 1 September 2019) from date of withdrawal until the withdrawal amount and the relevant fees are paid in full
<b>Minimum monthly payment</b>	3% or S\$50, whichever is higher
<b>Late payment charges</b>	S\$90 if minimum monthly payment is not made by due date
<b>Annual Membership fee</b>	S\$337.05 (inclusive of GST)
<b>Cash advance fee</b>	Handling fee of 5% of your withdrawal amount will apply for each withdrawal amount
<b>Fees for foreign currency transactions</b>	2.5%
<b>Dynamic currency conversion fee</b>	N.A.
<b>Lost / stolen card liability</b>	S\$100 (For details, refer to clause 9 of ABS Guide on "What You Should Know About Credit Cards" using the following URL <a href="https://abs.org.sg/docs/library/abs_creditcards_english.pdf">https://abs.org.sg/docs/library/abs_creditcards_english.pdf</a> )

There may be circumstances in which you have to pay other fees. See the full list of Terms and Conditions.

Note:

1. You are in default if minimum payment is not received by us on the payment due date stated on your monthly statement.





## Terms and Conditions



# The American Express® Singapore Airlines KrisFlyer Ascend Credit Card Terms and Conditions

**IMPORTANT** Please read these Terms and Conditions thoroughly. If you keep or use the American Express Singapore Airlines KrisFlyer Ascend Credit Card, you will be agreeing to these Terms and Conditions and they will govern your use of the Credit Card. If you do not wish to accept these Terms and Conditions, please cut the Credit Card in half and return the pieces to us as soon as possible.

**1. DEFINITIONS** In these Terms and Conditions, the following words shall have the respective meanings set out hereunder unless the context otherwise requires:-

“Account” means any Account maintained by us under these Terms and Conditions.

“Available Credit Limit” means the Credit Limit less previous balance less all new charges.

“Basic Credit Card Member” means the individual in whose name the American Express Singapore Airlines KrisFlyer Ascend Credit Card Account is maintained.

“Cash Advances” means any cash advance obtained by use of a Credit Card, PIN or otherwise authorised by you for debit to the Account.

“Charge” means a transaction made or charged with the Credit Card, whether or not a Record of Charge form is signed, and also includes Cash Advances, Express Cash transactions, Balance Transfers, fees, interests, taxes and all other amounts you have agreed to pay us or have agreed to be liable for under these Terms and Conditions.

“Closing Balance” means the total sum of the Basic Credit Card Member’s and Supplementary Credit Card Member’s (if any) liabilities according to our records on the date of issue of the statement.

“Credit Card” means the American Express Singapore Airlines KrisFlyer Ascend Basic Credit Card and the American Express Singapore Airlines KrisFlyer Ascend Supplementary Credit Card or either of them (where applicable).

“Establishment” means a person, company, firm, proprietorship, partnership, business or organisation which accepts the American Express Singapore Airlines KrisFlyer Ascend Credit Card in payment for goods and/or services.

“GST” means Goods and Services Tax in Singapore.

“Payment Due Date” means the date specified in the statement for payment of the Closing Balance or any part thereof (including the minimum payment).

“PIN” means the personal identification number given by us or chosen by you for use with the Credit Card.

“Supplementary Credit Card Member” means an individual other than the American Express Singapore Airlines KrisFlyer Ascend Basic Credit Card Member to whom a Credit Card is issued and whose Charges are chargeable to the Basic Credit Card Member’s Credit Card Account.

“Terms and Conditions” means the Terms and Conditions set out herein and by which the use of the Credit Cards shall be governed and shall include all modifications and supplementals thereto from time to time.

“We”, “our”, “us”, “Amex” and “American Express” mean American Express International, Inc. “You” and “Your” means the American Express Singapore Airlines KrisFlyer Ascend Basic Credit Card Member or where appropriate, the Supplementary Credit Card Member(s).

The headings in these Terms and Conditions are for convenience only and shall not affect the interpretation of the provisions in these Terms and Conditions.

Unless the context otherwise requires or permits, references to the singular number shall include references to the plural number and vice versa and references to natural persons shall include bodies corporate.

**2. USE OF THE CREDIT CARD** You must (i) sign the Credit Card issued to you in ink as soon as you receive it and before you use it; (ii) keep any PIN secret and separate from the Credit Card; (iii) only use the Credit Card within the validity dates shown on its face; (iv) not give the Credit Card or your Account number to others or allow them to use it for Charges, identification or any other purpose. If you do so, you will be liable for all Charges incurred on the Credit Card as a result; (v) not return any goods, tickets or services obtained with the Credit Card for a cash refund, but you may return them to an Establishment for credit to your Account, if that Establishment agrees or is obliged to do so; (vi) not obtain credit to your Account for any reason other than as a refund for goods or services previously purchased with the Credit Card; (vii) not use the Credit Card if a petition for your bankruptcy has been filed, unless the petition is withdrawn, or if you do not honestly expect to be able to make the minimum required repayment in full on receipt of your monthly statement; (viii) not use the Credit Card for any unlawful purchase.

**3. LIABILITY** If you are the Basic Credit Card Member, you are liable to us for all Charges on the Basic Credit Card and any Supplementary Credit Card(s) issued at your request; and you agree that all these Credit Card(s) will be used in a manner consistent with these Terms and Conditions. If you are a Supplementary Credit Card Member, you agree to use each Supplementary Credit Card bearing your name in a manner consistent with these Terms and Conditions and you will be jointly and severally liable with the Basic Credit Card Member for all Charges made in connection with the Supplementary Credit Card. All communication sent or given to the Basic Credit Card Member or the Supplementary Credit Card Member is deemed to be sent or given to both. We have the right to appropriate all payments made by you in the manner we deem fit, notwithstanding any instructions given to us at the time of such payment. In the event that we receive contradicting instructions from the Basic Credit Card Member and the Supplementary Credit Card Member(s), we may, in the exercise of our discretion, then only act on the instructions of the Basic Credit Card Member.

**4. CREDIT LIMIT** We will determine your Credit Limit in respect of each Account. We may revise any of your Credit Limit(s) without prior notice. Your Credit Limit will also be shown on your monthly statement together with the amount of available credit at the statement closing date. You must not exceed the Credit Limit. Your Credit Limit will be cancelled if your Account is cancelled. If you fail to settle the minimum payment due on or before the payment due date, American Express reserves the right to revise the Credit Limit. You will not be entitled to interest on credit balances on your Account. If you have more than one Card issued by American Express, the Credit Limit is a combined Credit Limit for all the Card Accounts and the total indebtedness on the Card Accounts must not exceed the Credit Limit. If your total indebtedness exceeds the Credit Limit, you must make immediate payment of any excess above the Credit Limit.

**5. EXPRESS CASH** If you wish to obtain Cash Advances with the Credit Card, you may apply for enrolment in the Express Cash facility. To do so you must complete and submit an enrolment form. We may decline your application at our discretion. If we accept your application, we will then send you a PIN. You will not be able to obtain Cash Advances with the Credit Card unless you have that PIN. You may access up to 100% of your Credit Limit by way of Cash Advances, subject to your available Credit Limit and such terms and conditions applicable to Express Cash transactions. We may vary that percentage from time to time. The applicable interest rate, handling charges, transaction charges and other terms and conditions for Express Cash transactions will be communicated to you.

**6. ANNUAL FEE** Annual fees are payable for use of the Basic Credit Card and each Supplementary Credit Card at such rates as we communicate to you from time to time. Any fee reductions or waivers which may be offered by us from time to time may be withdrawn or restricted by us at any time.

**7. GST** You shall be solely responsible for any GST, including any tax of a similar nature that may be substituted for it or levied in addition to it chargeable by law on any payment we are required by law to collect and pay in respect of such GST.

**8. INTEREST** (i) You must pay interest on each Charge at the annual percentage rate shown on your statement from the date it is debited to your Account until it is fully repaid, except where an interest free period applies under (ii) below. (ii) Interest is not payable on a Charge (other than a Cash Advance or Balance Transfer) if – you paid the full Closing Balance on your previous monthly statement by the minimum payment due date; and – you also pay the full Closing Balance on your current monthly statement by the minimum payment due date. (iii) Interest, if payable, is calculated by multiplying – the daily balance of Charges on which interest is payable; by the daily percentage rate (annual percentage rate divided by 360); and then – adding up the daily interest charges for the applicable period. (iv) Interest, if payable, is debited to your Account on the last date of each statement period and is shown on your statement.

**9. VARIATION OF INTERESTS, FEES AND CHARGES** We are entitled, in our absolute discretion, to vary or determine at any time and from time to time the amounts, rates, types and/or basis of calculation of all interests, fees and charges payable by you herein without giving any reason. Any changes of interests, fees and charges may be contained in the statement and shall be effective from such date as we may specify. We may debit to your Account and/or request that you pay the same on demand as we deem fit.

**10. MONTHLY STATEMENT** We will send you a statement once a month for each billing period during which there is any activity or a balance outstanding on your Account. The statement will identify Purchases, Cash Advances, Balance Transfer transactions, fees and all other Charges, payments and credits to your Account during the billing period. The statement will also disclose to you the interest charge, statement date, opening balance, new Charges, credits, Closing Balance, Credit Limit, available Credit Limit at statement date, Payment Due Date and minimum payment. The time between successive monthly statements will vary depending upon the number of business days in the month. You agree to notify us in writing of any omission from or error on the statement within 22 days of the date of the statement. If you do not do so, the statement shall be conclusive and binding on you.

**11. MINIMUM PAYMENT** (i) The monthly statement will show the minimum payment you need to pay us which will be 3% of the outstanding balance plus the total sum of any overdue minimum payment and late payment charges, and any amount exceeding your Credit Limit, or S\$50 whichever is greater (ii) The minimum payment is due and payable by you to us on or before the Payment Due Date. Payment takes place only when we receive it and credit it to your Account - not when you send it. (iii) You will be required to pay us immediately if your Account is overdue or you exceed your Credit Limit. The amount you must pay will be notified on your statement. (iv) You may pay more than the minimum amount due, pay us before the Payment Due Date, pay us more than once during the billing period or pay the balance outstanding on your Account at any time. (v) You must always pay us in Singapore Dollars via the payment methods notified by us to you. You may also authorise your financial institution to debit directly from your account with them the total amount of the minimum payment due in the monthly statement ("Direct Debit"). If you select Direct Debit, we will advise you of the terms and conditions governing its operation. (vi) If we decide to accept payment in another currency, we shall convert your payment to Singapore Dollars at our rate and credit it to your Account. (vii) If we receive a cheque, draft or other payment instrument from or for you that is not honoured in full, you agree to pay us the dishonoured amount plus any reasonable collection costs and legal fees we incur. If you pay us through Direct Debit and our debit to your account with a financial institution is not honoured in full, you agree to pay us the dishonoured amount plus any reasonable collection costs and legal fees incurred by us. We may charge a handling fee for any dishonoured cheque or payment order.

**12. LATE PAYMENT CHARGE** If we do not receive payment of the minimum payment due shown on the monthly statement by the Payment Due Date, we reserve the right to impose a late payment charge of S\$90 per month or any other rate as may be determined by us from time to time.

**13. SUSPENSION/TERMINATION** (i) BY YOU: You can terminate this Agreement at any time by giving us written notice and returning to us all Credit Cards issued for use on the Account. Termination will only be effective when we receive all such Credit Cards and payment of all amounts outstanding in respect of the Account. You can cancel the use of a Credit Card by Supplementary Credit Card Member by notifying us in writing but you will remain liable for all Charges incurred by the Supplementary Credit Card Member. (ii) BY US: We can suspend the use of any Credit Card or terminate this Agreement at any time without having to give any reason or notice. Where we terminate the Agreement all monies outstanding on the Account (including Charges or Cash Advances not yet debited) will become due and payable immediately and you shall pay default interest thereon at the annual percentage rate shown on your statement or at such other rate as may be determined by us from time to time, from the date of termination until full payment. We may inform Establishments of cancelled Credit Cards. If the Credit Card is cancelled you must cut it in half and return both halves to us at once. You must hand it over to any Establishment that so requests or to any third party nominated by us. You agree not to use the Credit Card after it has been cancelled.

**14. AUTHORISATION** Certain charges may need to be authorised by us before they will be accepted by an Establishment. We have the right to refuse authorisation for any Charge, Cash Advance or Balance Transfer transactions without cause or prior notice notwithstanding that the Credit Limit has not been exceeded and we shall not be liable to you or anyone else for any loss or damage resulting from such refusal. When we give an Establishment permission to charge your Account, we assume the transaction will take place and therefore reduce the Credit Limit on your Account by the sum authorised.

**15. FOREIGN EXCHANGE CHARGES** If you make a Charge in a currency other than Singapore Dollars, that Charge will be converted into Singapore Dollars. The conversion will take place on the date the Charge is processed by American Express, which may not be the same date on which you made your Charge as it depends on when the Charge was submitted to American Express. If the Charge is not in U.S. Dollars, the conversion will be made through U.S. Dollars, by converting the Charge amount in U.S. Dollars and then by converting the U.S. Dollars amount into Singapore Dollars. If the Charge is in U.S. Dollars, it will be converted directly into Singapore Dollars. Unless a specific rate is required by applicable law, you understand and agree that American Express treasury system will use conversion rates based on interbank rates that it selects from customary industry sources on the business day prior to the processing date, increased by a single conversion commission of 2.5%. If Charges are converted by third parties prior to being submitted to us, any conversions made by those third parties will be at rates selected by them.

**16. DISCLOSURE OF INSURANCE ARRANGEMENTS** We identify insurance providers and products that may be of interest to some of our customers. In this role we do not act as an agent or fiduciary for you, and we may act on behalf of the insurance provider, as permitted by law. We want you to be aware that we receive commissions from providers and commissions may vary by provider and product. Also, in some cases, an American Express entity may be the reinsurer and may earn

reinsurance income. The arrangements we have with certain providers, including the potential to reinsure products, may also influence what products we identify. We do not require you to purchase any insurance product, and you may choose to cover your insurance needs from other sources on terms they may make available to you.

**17. LOST, STOLEN OR MISUSED CREDIT CARDS** You agree to notify us, by telephone or otherwise, immediately if the Credit Card is lost, stolen, mutilated, not received when due or if you suspect that the Credit Card is being used without your permission. You shall be liable for any unauthorised use of the Credit Card to the extent permitted by law. You shall not be liable for any unauthorised Charges made after you have given notice to us, and your liability for unauthorised Charges effected before such notice shall be limited to S\$100 or the equivalent thereof provided that you have acted in good faith and with reasonable care and diligence in safeguarding the Credit Card and in promptly notifying us. We may also require you to lodge a police report and furnish us with a copy thereof. The retrieval of the original Credit Card must immediately be reported to us and it must be cut in half and the pieces returned to us.

**18. CHANGE OF PARTICULARS** You must notify us immediately of any change(s) in your name, address and contact numbers.

**19. BILLING ERRORS OR ENQUIRIES/PROBLEMS WITH GOODS OR PURCHASES** If you have a problem with your monthly statement, please contact us at once and we will take reasonable steps to assist you by providing such information as may be necessary in relation to Charges charged to your Account. We may charge a reasonable administrative fee for statement reprints or duplicate Record of Charge forms. If an Establishment issues a credit slip in respect of a Charge, we will, upon receipt, credit the amount shown on that credit slip to the Credit Card Account.

No dispute with or claim against an Establishment shall entitle you to any right of set-off or counterclaim against us. We shall not be liable to you for goods or services supplied by any Establishment, or the quality or performance of any goods or services, charged with the Credit Card or if an Establishment refuses to accept the Credit Card. You must raise any claim or dispute directly with the Establishment concerned and, subject to any law to the contrary, you are not entitled to withhold payment from us because of such claim or dispute.

**20. RENEWAL/REPLACEMENT CARDS** The Credit Card will be valid until the expiration date printed on the face of the Credit Card. It is understood that you are requesting us to issue to you a renewal or replacement Credit Card before the current Credit Card expires. If you are the Basic Credit Card Member, you are also requesting us to issue to any Supplementary Credit Card Member(s) renewal or replacement Supplementary Credit Card(s) before the current Supplementary Credit Card(s) expire. We will bill renewal fees for the Account annually. We will continue to issue renewal or replacement Credit Cards and Supplementary Credit Card(s) unless any of the events in Clause 14 above occurs. We retain the right to suspend dispatch of renewal or replacement Credit Cards at our discretion.

**21. EXCHANGE CONTROLS AND TAX** You must comply with any and all applicable exchange control and tax laws and regulations affected by the use of the Credit Card, and you agree to indemnify us against any consequences of your failure to comply with these laws and regulations.

## **22. DATA PROTECTION AND USE OF PERSONAL DATA**

### **22.1 Disclosure of Personal Information**

You agree that any information provided by you in the application form, at our request or otherwise collected during the operation of your Account ("Personal Information") may be disclosed to: (i) companies within the worldwide American Express group of companies ("Amex Group companies"); (ii) third parties who process transactions submitted by merchants on the American Express network where you use the Card worldwide; (iii) processors and suppliers we or Amex Group companies may engage; (iv) the providers of services and benefits associated with your Account; (v) consumer credit bureaus, collection agencies and lawyers; (vi) parties who accept the Card in payment for goods and/or services purchased by you; (vii) parties who distribute the card; (viii) Singapore Airlines Limited, the co-branded partner of Amex set out in the Terms and Conditions governing use of your Account; (ix) banks, financial institutions, government agencies, statutory boards or authorities in Singapore or elsewhere; (x) anyone to whom we may transfer contractual rights; and (xi) any other party approved by you or to whom we consider it in our interests to make such disclosure.

In particular, you agree that your Personal Information (which includes your identity and your transaction pattern data (your spend and purchase frequency patterns may be included in such data)) may be disclosed for the purposes described in paragraph (2) below and in particular may be disclosed to Singapore Airlines Limited for the purposes of performing data analytics, market research and marketing. If you wish to withdraw your consent to your Personal Information being disclosed to Singapore Airlines Limited for the purposes described in this sub-paragraph, please make such request in writing to the Data Privacy Officer at the address set out in paragraph 23.10.

## **22.2 Use of Information**

We may use your Personal Information, including aggregated or combined with other information for any of the following purposes: (i) Delivering our products and services to you, and for the avoidance of doubt, this includes the management and operation of your Account and delivery of products, services and benefits by Singapore Airlines Limited associated with your Account including but not limited to the award of KrisFlyer miles to your KrisFlyer account; (ii) Improving our products and services and to conduct research and analysis; (iii) Advertising and marketing our products and services, and those of our third party business partners; (iv) Managing risks relating to our business, including credit risk, fraud risk and operational risk.

Your data may also be used for other purposes for which you give your specific permission, or when required by law, or where permitted under the terms of the Personal Data Protection Act 2012.

## **22.3 Supplementary Card Members**

Where we have been asked to issue a supplementary card: (i) you consent to us disclosing to the supplementary Card Member details about the status of your Account including details of transactions, the outstanding balance and details of any overdue payments; (ii) you consent to the supplementary Card Member providing us with Personal Information about you for additional identity authentication purposes, to register for on-line services and to access enhanced and new services; and (iii) supplementary Card Members will not be permitted to change any of your Personal Information without your express consent.

## **22.4 Third Party Consents**

Where you provide us with information relating to a third party (including supplementary Card Members), or where you purchase goods and/or services on behalf of a third party, you confirm that you have informed and obtained consent, if necessary, of that third party to the processing of his or her information by American Express and third parties. In respect of supplementary Card Members, this may include the use of his or her details for marketing purposes or disclosure for the purposes set out in detail in the Consumer Credit Bureau and Fraud Prevention section below.

## **22.5 Marketing**

We and other Amex Group companies may use your Personal Information to identify goods and services in which you may be interested; and market offers to you (by mail, e-mail, telephone, SMS, via the internet or using other electronic means) in relation to such goods and services. You agree that your consent will remain in place until you withdraw it or until 12 months after you cease being an American Express Card Member.

If you wish to opt-out of receiving marketing from us, you may opt out of such marketing offers by going to [americanexpress.com.sg/mychoice](http://americanexpress.com.sg/mychoice) to update your privacy preferences at any time. We will also, from time to time, contact you to ensure that the information we hold about your marketing preferences is up to date.

## **22.6 Consumer Credit Bureau**

We will exchange your Personal Information with consumer credit bureaus and carry out credit checks and other assessments. We may inform the bureaus of the current balance on your Account and we may tell them if you do not make payments when due. They will record this information and may share this with other organisations in accordance with their legal powers and obligations.

## **22.7 Electronic or Telephone Communication**

If you contact us by any electronic means, we may record the telephone number or internet protocol address, associated with that means of contacting us at the time. We may also monitor and/or record telephone calls between us to assure the quality of our customer service.

## **22.8 International Transfer of Data**

Personal Information may be processed, accessed or disclosed in countries outside Singapore when you travel or make foreign purchases and for the purpose of administering your Account. In such cases, we will take appropriate steps to ensure the same level of protection for your information in other countries outside Singapore.

## **22.9 Retention of Information**

We keep Personal Information for the purposes described in this statement for as long as is appropriate to fulfill our legal obligations in accordance with applicable law.

## **22.10 Access and Correction**

You are entitled at any time to request access to information held by us about you or your Account and to update and correct such information. You agree that Amex may impose a modest charge to cover the costs of complying with such requests. Please make such requests in writing to the Data Privacy Officer, American Express International, Inc., 10 Marina Boulevard #15-00, Marina Bay Financial Centre Tower 2, Singapore 018983.



**23. INSTALMENT GOODS AND SERVICES** If you use the Credit Card to buy goods or services, such as insurance, requiring recurring or instalment payments, you authorise us to pay such instalments for you when due and you agree to pay us for the same when we bill you. You must tell us in writing if you no longer wish us to pay premiums or instalments for you. If your Credit Card Account or the Credit Card is suspended or cancelled we will stop paying premiums or instalments for you.

**24. OUR PROPERTY** Although for your use, all Credit Cards remain our property at all times. This means you must return the Credit Card to us if we should so request. The revocation, repossession or request for the return of the Credit Card is not, and shall not constitute any reflection on your character or creditworthiness and we shall not be liable in any way for any statement made by any person requesting the return or surrender of the Credit Card.

**25. OUR LIABILITY** We are not liable in any way to you for any inconvenience, embarrassment, loss, damage (including but not limiting to consequential loss or special damage), cost or expense of any nature suffered or incurred by you or by any other person in respect of or in connection with the Credit Card and/or this Agreement. We are also not liable if we are unable to perform our obligations under this Agreement due directly or indirectly to the malfunction or failure of any machine or communication system or transmission link or any automated teller machine, defect or damage of the Credit Card, industrial dispute, war, Act of God or anything beyond our control or the control of our servants or agents. If we are unable to produce or send a statement to you for any reason whatsoever, we are not liable to you in any way and your liabilities and obligations under this Agreement will not be prejudiced and will continue to accrue.

**26. CHANGING, AMENDING AND ADDING TO THESE TERMS AND CONDITIONS** We have the right to change or amend these Terms and Conditions or add new terms and conditions at any time. Any such changes or amendments or additions will become effective and binding on you upon notification to you by any means as we deem fit. If you do not accept any such changes or amendments or additions to these Terms and Conditions, you may cancel the Credit Card by cutting it in half and returning both halves to us. You will still be liable for all Charges incurred and all other obligations under these Terms and Conditions until the Account is repaid in full.

**27. NOTICES** We shall be entitled to send any notice to you by electronic mail, short message service ("SMS"), facsimile transmission, personal delivery or ordinary post to your address last known to us. Any notice as sent by us shall be deemed to be received by you (if sent by facsimile transmission or personal delivery) on the day of despatch or (if sent by electronic mail or SMS) when left at the last email address or telephone number known to us, or 1 day immediately after the date of posting if sent by ordinary post addressed to your last known address.

**28. NO WAIVER OF OUR RIGHTS** No forbearance, delay or failure on our part to exercise any power or right under any of these Terms and Conditions shall operate as a waiver of such power or right, nor shall any single or partial exercise of such power or right preclude any further exercise of that or any other power or right.

**29. ASSIGNMENT** We may assign any of our rights under these Terms and Conditions or the Accounts at any time without your consent to our parent, a subsidiary, a related company or an associate company in Singapore or elsewhere.

**30. GOVERNING LAW** (a) These Terms and Conditions are governed by Singapore law. All Credit Card Members submit themselves to the non-exclusive jurisdiction of the courts of Singapore. (b) We may serve any legal or court document including any writ, statutory demand, bankruptcy application or any legal, enforcement or bankruptcy process in respect of any claim, action or proceeding by leaving it at, or sending it by ordinary post to your last known address, or sending it electronically to your last known email address or via any mobile phone or devices or other messaging services. These documents and/or messages would then be deemed to have been properly served on you on the date of delivery if it is delivered by hand, or on the date immediately after the date of posting if it is sent by post (notwithstanding that it may be returned to us undelivered) or on the date of sending if it is sent electronically or digitally. Service of legal process in the aforesaid manner shall be deemed to be good and effective service of such legal process on you even if the documents including electronic mails and/or messages are not received by you or subsequently returned undelivered. Nothing in this clause shall affect our right to serve any legal or court document in any other manner permitted by law.

**31. RIGHTS OF THIRD PARTIES** Except by a person who is our assignee pursuant to Clause 30 above, a person who is not a party to this Agreement shall not enforce any of these Terms and Conditions under the Contracts (Rights of Third Parties) Act 2001.

**32. INDEMNITY** You must indemnify and keep us fully indemnified against all claims, demands, actions and proceedings which may be made against us and in respect of any and all damages, liabilities, losses, costs and expenses (including legal costs on a full indemnity basis) which may be incurred, sustained or suffered by us, directly or indirectly, due to the use or misuse of the Credit Card(s), negligence, misconduct or breach of any of these Terms and Conditions on your part and/or any other act, thing or matter arising out of or in connection with this Agreement.

**33. OTHER TERMS AND CONDITIONS** The use of any Credit Card is also subject to other Terms and Conditions governing the use of other facilities or benefits which may from time to time be made available.



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