

The American Express®  
True Cashback Card



# Terms and Conditions



# THE AMERICAN EXPRESS® TRUE CASHBACK CARD TERMS AND CONDITIONS

## IMPORTANT

Please read these Terms and Conditions thoroughly. If you keep or use the American Express True Cashback 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 True Cashback 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 True Cashback Card and the American Express True Cashback Supplementary Card or either of them (where applicable).

“Credit Limit” means the maximum amount which we allow to be charged to your Account.

“Establishment” means a person, company, firm, proprietorship, partnership, business or organisation which accepts the American Express True Cashback 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 True Cashback 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 True Cashback Basic 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.

# THE AMERICAN EXPRESS® TRUE CASHBACK CARD TERMS AND CONDITIONS

## 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; and (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

Express Cash is available for Credit Card Members with more than six (6) months' Credit Card Membership. 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 can withdraw up to 20% of your Credit Limit subject to your available balance and up to US\$1,000 for overseas withdrawals in cash every 14 days. We may vary this amount 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. For Express Cash, the handling fee for each transaction shall be 5% of your withdrawal amount. With effect from 1 November 2017, finance charges at 25.90% p.a. will be charged upon the withdrawal date until the withdrawal amount and relevant fees are paid in full.

## **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 (with effect from 1 November 2017). 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 with a draft, cheque, cash or money order. 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").

# THE AMERICAN EXPRESS® TRUE CASHBACK CARD

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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 our 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. Cash Payment Policy

There is no limit on the payment amount that you may wish to settle by Giro/Internet/Cheque. However, should you prefer to settle your account by cash, the amount will be capped at S\$8,000 or the outstanding balance as shown on your current statement, whichever is lower. Any balance will need to be made by AXS, cheque and/or Internet (OCBC, UOB & DBS). Payment via AXS will be capped at S\$3,000 per transaction or your daily transaction limit imposed by the Bank on your ATM card.

### 13. 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\$60 per month or any other rate as may be determined by us from time to time.

### 14. 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 rate of 6% per annum above the rate stated in Clause 8(i) above 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.

### 15. 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.

### 16. 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.

#### **17. 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.

#### **18. 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.

#### **19. Change of Particulars**

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

#### **20. 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.

#### **21. 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.

#### **22. 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.

## 23. Data Protection and Use of Personal Data

### 23.1 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 Credit 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 Credit Card in payment for goods and/or services purchased by you; (vii) parties who distribute the Credit Card; (viii) any other 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.

### 23.2 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, including the management and operation of your 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.

### 23.3 Supplementary Credit Card Members

Where we have been asked to issue a supplementary card: (i) you consent to us disclosing to the Supplementary Credit 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 Credit 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 Credit Card Members will not be permitted to change any of your Personal Information without your express consent.

### 23.4 Third Party Consents

Where you provide us with information relating to a third party (including Supplementary Credit 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 Credit 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 section below.

### 23.5 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.



### 23.6 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.

### 23.7 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.

### 23.8 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.

### 23.9 Retention of Information

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

### 23.10 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.

## 24. 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.

## 25. 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.

## 26. 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.

## 27. 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.

## 28. 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.

## 29. 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.

## 30. 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.

## 31. 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) With effect from 1 November 2017, 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.

## 32. 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.

## 33. 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.

# CASHBACK TERMS AND CONDITIONS

## 34. 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.

### WHAT IS THIS DOCUMENT?

These Terms and Conditions govern the Cashback program associated with your Credit Card Account (Account). When you accept the agreement for your Account or continue to use your Account, you agree to be bound by these terms. These Terms and Conditions replace any previous versions you have received relating to the Cashback program.

### Earning Cashback

You will earn Cashback at the rate of 1.5% for purchases of goods and services on your Account, subject to the other Terms and Conditions set out below and any promotional offer we make. The Cashback is calculated on the value of each purchase multiplied by the Cashback rate and the value of each purchase will be rounded off to the nearest dollar before Cashback is calculated (for example, \$1.50 is rounded up and \$1.49 is rounded down). The final Cashback amount for each purchase will be calculated as the exact digits in the first two decimal places.

For example:

- If you make a purchase of \$19.50 – Cashback will be calculated on \$20 (\$19.50 rounded up to the nearest dollar) and the Cashback earned is \$0.30 ( $1.5\% \times \$20.00 = \$0.30$ ).
- If you make a purchase of \$19.49 – Cashback will be calculated on \$19 (\$19.49 is rounded down to the nearest dollar) and the Cashback earned is \$0.28 ( $1.5\% \times \$19 = \$0.285$  - exact digits down to the first two decimal places).

We reserve the right to retract, deduct and/or re-compute any Cashback amount in cases where we, in our absolute discretion, deem that there is an abuse of the Cashback program.

### Paying Cashback

Cashback will be paid to you by crediting your Account and included in your monthly statement. Purchases that were charged to your card but have yet to be posted to your Account will not be taken into account for purposes of Cashback computation for such month but will however be taken into account for Cashback computation in the following month when the purchases have been posted to your Account. We will only credit your account if it is in good standing and not overdue. Cashback is not redeemable for cash (including through a credit balance refund) or a credit to your Account, except as set out in these Terms and Conditions. The payment of Cashback does not count towards the payment of your minimum amount on your Account. Cashback earned by Supplementary Credit Card Members (and any negative adjustments) will automatically accrue to the Basic Credit Card Member's Account.

### Transactions that do not earn Cashback

- No Cashback will be earned in respect of interest, charges, fees (including annual fees and late payment fees), balance transfers, instalment plans or converted balances (from both American Express and other issuers), cash advances (including transactions treated as cash), loading of pre-paid cards, American Express travellers cheque sales or foreign exchange transactions.
- A negative adjustment will be made to your Cashback balance if there are any credits posted to your account including those arising from returned goods or services or from billing disputes calculated in the same way as you earn Cashback.

### Losing your Cashback

You will stop earning and receiving Cashback rebates if your Account is not in good standing and is overdue. You will start earning Cashback again when payments to your Account are up to date.

# CASHBACK TERMS AND CONDITIONS

## **Cancellation of Account**

If your Account is cancelled you will lose the Cashback that has been earned but not yet been applied to your Account as a monthly credit.

## **Changes to These Terms and Conditions**

We may change these Terms and Conditions, including the rate at which you earn Cashback. We will give you at least 30 days' notice. If the change is not to your disadvantage, we will still tell you about it but may make the change sooner. We will give you notice by statement message, post, email or other form of electronic communication.

## **Ending these Terms and Conditions**

We may end these Terms and Conditions if we cancel or end your Account in accordance with the Account agreement.

We may also end these Terms and Conditions by giving you at least 30 days' notice without any explanation being required. This could include changing your Account to a different product in accordance with the Account agreement or replacing these Terms and Conditions with a new set of Terms and Conditions that covers different benefits.

## **Language and Governing Law**

These Terms and Conditions and all dealings between us are governed by the laws of Singapore and the courts of Singapore will have non-exclusive jurisdiction over us and you.

## **Taxes, Duties and Exchange Control**

You must pay any government tax, duty or other amount imposed by law in any country in respect of these Terms and Conditions and any Cashback paid to you.

# SUMMARY OF THE AMERICAN EXPRESS® TRUE CASHBACK CARD TRAVEL INSURANCE BENEFITS

## The American Express True Cashback Card Travel Insurance Certificate of Insurance

**This document provides details of a travel insurance plan underwritten by Chubb Insurance Singapore Limited (hereafter called The Company), for the benefit of Covered Persons.**

### Covered Persons

A person shall be a Covered Person under Master Policy No (532-10001-B) ("The Policy") only if:

1. He or she is

a) a Basic Credit Card Member or Supplementary Credit Card Member who has an American Express True Cashback Card, issued by American Express International Inc., in his or her name; or

b) the legally married spouse or dependent child under age of 23 of any eligible person described in a) above, and

2. His or her American Express True Cashback Card account is billed in SINGAPORE dollars.

For the purpose of this policy, a common law marriage is not considered a legal marriage, Dependent Child means a legally dependent child, including a step-child or adopted child of any eligible person described in 1a) above; and who is dependent on such eligible person(s) for financial support.

## A. Travel Inconvenience Insurance Cover:

### I. Schedule of Benefits

#### 1. Missed Connection

If the Covered Person's confirmed onward connecting Scheduled Flight is missed at the transfer point due to the late arrival of the Covered Person's incoming confirmed connecting Scheduled Flight and no alternative onward transportation is made available to the Covered Person within four (4) hours of the actual arrival time of his or her incoming flight, the Company will indemnify the Covered Person for **American Express True Cashback Card charges** incurred in respect of hotel accommodation and restaurant meals or refreshments up to S\$200, subject to a maximum of S\$400 for the Insured Card Member, his or her spouse and children. **This benefit does not apply if the transfer point is in the Covered Person's country of residence.**

#### 2. Luggage Delay

If the Covered Person's accompanied luggage checked in with the common carrier is not delivered to him or her within six (6) hours of the Covered Person's arrival at the scheduled destination point of his or her flight, the Company will indemnify the Covered Person for American Express True Cashback Card charges incurred at such scheduled destination in respect of the emergency purchase of essential clothing and requisites up to S\$200, subject to a maximum of S\$400 for the Insured Card Member, his or her spouse and children. This benefit does not apply if the luggage delay is in the Covered Person's country of residence.

#### 3. Luggage Loss

If the Covered Person's accompanied checked in luggage is not delivered to him or her within forty-eight (48) hours of the Covered Person's arrival at the scheduled destination point of his or her flight, such luggage will be assumed to be permanently lost and the Company will indemnify the Covered Person for American Express Card charges incurred within four (4) days of his or her arrival at such scheduled destination in respect of the emergency purchase of essential clothing and requisites up to S\$500, subject to a maximum of S\$1,000 for the Insured Card Member, his or her spouse and children. This benefit does not apply if the luggage loss is in the Covered Person's country of residence.

## SUMMARY OF THE AMERICAN EXPRESS® TRUE CASHBACK CARD TRAVEL INSURANCE BENEFITS

The above benefits apply in respect of Covered Persons who are Basic or Supplementary Card Members and for spouses and dependent children (as defined) but shall be subject to a per family maximum indemnity of double the above Basic or Additional Card Members benefit as specified. 'Country of Residence' shall mean:

- a) the country of which the Covered Person is a permanent resident. or
- b) any other country to which the Covered Person is assigned or seconded.

### II. Scheduled Flight

"Scheduled Flight" means a flight in an aircraft where the airline is listed in the Official Airline Guide or ABC World Airways Guide and the air carrier holds a Certificate, License or similar authorisation for scheduled air transportation issued by the relevant authorities in the Country in which the aircraft is registered and, in accordance with such authorisation, maintains and publishes schedules and tariffs for passenger service between named airports at regular and specific times.

### III. Exclusions

The Policy does not cover any loss caused or contributed to by:

1. War or any act of war; whether declared or undeclared.
2. Any illegal act by or on behalf of the Covered Person and/or his beneficiaries.
3. While serving as an operator or crew member of any conveyance.
4. Confiscation or requisition by Customs or other Government authority.
5. Failure of the Covered Person to take reasonable measures to save or recover lost luggage.
6. Failure to notify the relevant airline authorities of missing luggage at the destination point and to obtain and complete a Property Irregularity Report.

### IV. Claims

1. All information and evidence required by the Company or its agents shall be furnished at the expense of the Covered Person or his or her personal representative and shall be in such form and of such nature as the Company may prescribe.

2. Written notice of all claims must be given as soon as possible, but no later than 21 days after the event giving rise to the claim to: Chubb Insurance Singapore Limited, 600 North Bridge Road Parkview Square #08-01, Singapore 188778.

3. Original receipts relating to expenses incurred in which indemnity is claimed under this insurance must be supplied to Chubb Insurance Singapore Limited. Also, the Record of Change Form, verifying that the relevant flight tickets were charged to an American Express True Cashback Card account and, in respect of lost or delayed luggage, a copy of the Property Irregularity Report obtained from the airline, must be supplied to Chubb Insurance Singapore Limited together with the following information:

- Full details of the Flight (Airline, Flight Numbers, Departure Airport, Destination, Scheduled Times and Arrival Airport).
- Full details of the Delay or Loss incurred.
- Full details of expenses for which reimbursement is claimed.
- Written receipts acknowledging the return of luggage (for luggage delay).

4. Benefits payable under this insurance in respect of valid claims will be credited to the Covered Person's nominated bank account or will be paid in a form of cheque.

### V. Maximum Indemnity

In no event will duplicate or multiple American Express Cards obligate the Company in excess of the limit stated herein for expenses incurred by any one individual Covered Person as a result of any one incident covered under this Policy.

## VI. Termination

The insurance cover provided for any individual American Express True Cashback Card Member will terminate as of the date he or she ceases to be an eligible American Express True Cashback Card Member or the date of termination of the Master Policy whichever is earlier.

## VII. Your Travel Inconvenience Insurance Table of Benefits

### Table of Benefits

Situation	Card Member	Family	Max
Missed connection for more than 4 hours	\$200	\$200	\$400
Luggage delay for more than 6 hours	\$200	\$200	\$400
Luggage missing for more than 48 hours	\$500	\$500	\$1,000

## B. Travel Accident Insurance

### I. Coverage Requirements

A Covered Person will be fully insured for benefits under the Policy while taking a trip on a Common Carrier Conveyance only when the entire fare has been charged to an American Express True Cashback Card.

### II. Maximum Indemnity Per Covered Person

In no event will duplicate or multiple American Express Cards obligate the Company under the Policy in excess of the highest amount payable under one such Card, as stated in the "Benefits Amounts", for any one Loss sustained by any one individual Covered Person as a result of any one accident.

### III. Definitions

"Injury" means bodily injury which:

1. is caused by an accident which occurs whilst the Covered Person's insurance is in force under the Policy; and
2. results in Loss insured by the Policy; and
3. creates a Loss due, directly and indirectly of all other causes, to such accidental bodily injury.

"Loss" as used above with reference to hand or foot means complete and permanent severance through or above the wrist or ankle joint, and as used with reference to eye means the irrecoverable loss of the entire sight of such eye.

"Common Carrier Conveyance" shall mean any bus, car, coach, ferry, hovercraft, hydrofoil, ship, train, tram or underground train or any other land or sea vehicle provided and operated by a carrier licensed for the regular transportation of fare-paying passengers and any fixed-wing aircraft provided and operated by an airline or air charter company which is duly licensed for the regular transportation of fare-paying passengers.

"Covered Trip" means:

1. it is a trip (one-way or round trip) taken by the Covered Person between the Point of Departure and the Final Destination as shown on the Covered Person's ticket; and
2. the Covered Person's entire for such trip has been charged to an American Express True Cashback Card prior to any injury.

"Scheduled Airline" means an airline listed in the Official Airline Guide or ABC World Airways Guide where the air carrier holds a certificate, license or similar authorisation for Scheduled air transportation issued by the relevant authorities in the country in which the aircraft is registered, and in accordance with such authorisation maintains and publishes schedules and tariffs for passenger service between named airports at regular and specific times.

## IV. Description of Benefits

### Common Carrier Benefit

This benefit is payable if the Covered Person sustains injury as a result of:

- a) an accident which occurs while riding solely as a passenger in or boarding or alighting from a Common Carrier Conveyance for a Covered Trip; or
- b) being struck by such Common Carrier Conveyance.

# SUMMARY OF THE AMERICAN EXPRESS® TRUE CASHBACK CARD TRAVEL INSURANCE BENEFITS

## Additional Benefits

**1. Airport Transportation Benefit:** If a Scheduled Airline ticket is purchased for a Covered trip prior to the Covered Person's departure for the airport, this Benefit is payable if the Covered Person sustains any injury while riding as a passenger in a land Common Carrier Conveyance or a scheduled helicopter operated as a Common Carrier Conveyance but only if:

a) when going directly to an airport for the purpose of boarding an aircraft for a Covered Trip; or

b) when leaving directly from an airport after alighting from an aircraft from a Covered Trip.

**2. Airport Premises Benefit:** If a scheduled Airline ticket is purchased for a Covered Trip prior to boarding, this Benefit is payable if the Covered Person sustains any injury while upon any airport premises designated for passenger use, but only when the Covered Person is upon such premises immediately before boarding, or immediately after alighting from, an aircraft from a Covered Trip.

## V. Schedule of Benefits:

### Benefit Amounts

Loss of life ..... \$350,000

### Dismemberment

Loss of both hands or both feet ..... \$350,000

Loss of one hand and one foot ..... \$350,000

Loss of entire sight of both eyes ..... \$350,000

Loss of entire sight of one eye and one hand or one foot ..... \$350,000

Loss of one hand or one foot ..... \$175,000

Loss of entire sight of one eye ..... \$175,000

The Company will pay the applicable benefit amount if a Covered Person suffers a Loss from an injury while coverage is in force under the policy, but only if such Loss occurs within one hundred (100) days after the date of accident which caused the Injury. Benefits will be paid for the greatest Loss. In no event will the Company pay for more than one Loss sustained by the Covered Person as a result of any one accident.

## VI. On Board Ticketing

In the event a Covered Person suffers a Loss on board a Scheduled Airline flight for which the airline sells tickets on board the flight and the Covered Person has not purchased his or her ticket by charging the ticket to an American Express True Cashback Card prior to boarding the flight, then the Company will evaluate and pay such Loss where it can establish that no other form of payment was used for the flight in question.

## VII. Exposure and Disappearance

If the Covered Person is unavoidably exposed to the elements because of an accident on a Covered Trip which results in the disappearance due to sinking or wrecking of a Common Carrier Conveyance, and if as a result of such exposure, the Covered Person suffers a Loss for which benefits are otherwise payable under the Policy, such Loss will be covered under the Policy.

If the Covered Person disappears because of an accident on a Covered Trip which results in the disappearance due to sinking or wrecking of a Common Carrier Conveyance, and if the Covered Person's body has not been found within 52 weeks after the date of such accident, it will be presumed, subject to there being no evidence to the contrary, that the Covered Person suffered Loss of Life as a result of injury covered by this policy.

## VIII. Exclusions

The Policy does not cover any Loss caused or contributed to by (1) suicide or self-destruction or any attempt threat; (2) war or any act of war whether declared or undeclared; (3) injury to which a contributory cause was the commission of, or attempt to commit, an illegal act by or on behalf of the Covered Person or his or her beneficiaries; (4) injury received while serving



as an operator or crew member of any conveyance; (5) injury received while driving, riding as a passenger in, boarding or alighting from a rental vehicle; or (6) directly or indirectly, the actual, alleged or threatened discharge, dispersal, seepage, migration, escape, release of or exposure to any hazardous biological, chemical, nuclear, or radioactive material, gas matter or contamination.

## **IX. Claims**

Written notice of a claim must be given to Chubb Insurance Singapore Limited, 600 North Bridge Road Parkview Square #08-01, Singapore 188778 within 21 days after the occurrence or commencement of any Loss covered by the Policy or as soon thereafter as reasonably possible. Benefits will be payable upon receipt of due written proof, as required by the Company, of a legitimate covered Loss.

Payment of Claims: Benefits will be paid to the surviving Covered Person or equally to the beneficiaries in the first of the following classes of successive preference beneficiaries in which there is a living member:

- a) The Covered Person's spouse;
- b) The Covered Person's children, including legally adopted children;
- c) The Covered Person's parents;
- d) The Covered Person's brothers and sisters;
- e) The Covered Person's estate

In determining such person or persons, the Company may rely upon an affidavit by a member of any classes of preference beneficiaries described above. Payment based upon such affidavit shall fully discharge the Company from all obligations under the Policy. Any amount payable to a minor may be paid to the minor's legal guardian. Benefits for all other Losses sustained by a Covered Person will be paid to the Covered Person, if living, otherwise to the beneficiaries.

## **X. Premium**

The premium for this coverage is paid for by American Express.

## **XI. Terminations**

The insurance cover provided for any individual American Express True Cashback Card Member will terminate as of the date he or she ceases to be an eligible American Express True Cashback Card Member or the date of termination of the Master Policy, whichever is earlier.

The benefits described herein are subject to all of the terms and conditions of the Master Policy which is held by American Express. This Certificate replaces any prior Certificate which may have been furnished in connection with the Master Policy.

ACE Limited has acquired Chubb Corporation, creating a global insurance leader operating under the renown Chubb name. ACE Insurance Limited is now a Chubb Company. Shortly after the completion of legal entity integration in Singapore, ACE Insurance Limited will be known as Chubb Insurance Singapore Limited. It is anticipated that the change of the Company's name will be on or about 1 May 2016 but the date remains subject to regulatory approval. For updates on the name change date and our current address, please refer to [www.chubb.com/sg](http://www.chubb.com/sg). The validity of the ACE's policies issued to you will not be affected by the name change.







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