

## **REWARDS PROGRAM TERMS AND CONDITIONS**

### **DEFINITION OF TERMS**

In this Rewards Program Terms and Conditions, the following terms shall have the meanings below:

- (a) "Bank" – refers to Union Bank of the Philippines or its successor or assignee;
- (b) "Banking Days" – means any day on which the Bank is open to the public and are generally carrying on its normal banking functions. It is generally any day except Saturday, Sundays and legal holidays in the Philippines.
- (c) "Card" – means any credit card (including a physical and/or virtual card such as the digital equivalent of a card), contactless device or other device (including a code or account number to be used for a transaction) issued by the Bank. The term "Card" includes the primary Card and any supplementary Card.
- (d) "Card Account" means the credit card account opened by the Bank for the purpose of recording the Card transactions and charges made by the Cardholder.
- (e) "Cardholder" – means an individual to whom a Card bearing that individual's name is issued by the Bank.
- (f) "Merchant Partner" – means any corporate entity, person or other establishments supplying goods and/or services which the Bank has partnered with that offers its goods and/or services as Rewards Items in exchange for Rewards Points.
- (g) "Rewards Points" – means a point accumulated by a Cardholder towards participation in the Rewards Program through the use of the Card.
- (h) "Principal Cardholder" – means the holder of the principal Card.
- (i) "Supplementary Cardholder" – means the holder of the supplementary Card.
- (j) "Program" – refers to the UnionBank Credit Card Rewards Program.
- (k) "Rewards Catalogue" – refers to a catalogue, which lists a selection of Reward Items available for the Program and which can be accessed via the UnionBank Online App.
- (l) "Rewards Items" – refer to items that are available for redemption in the Rewards Catalogue, which may include, but are not necessarily limited to, e-gifts, cash backs, and annual fee waivers.
- (m) "UnionBank Online App" – refers to the Bank's mobile application and/or internet banking facility.

### **ELIGIBILITY**

Only UnionBank Credit Cardholders whose accounts are in current and active status can earn Rewards points, miles or rebates and redeem reward items from the UnionBank Credit Cards Rewards Catalogue.

## REWARDS POINTS, MILES AND REBATES ACCUMULATION

### REWARDS POINTS AND MILES EARNING

1. Below is the spend requirement to earn Rewards Points or miles.

Type	Spend Requirement*
<b>Points Earning</b>	
UnionBank Rewards Visa Platinum Card (starting in 415764) UnionBank Rewards Platinum Mastercard (starting in 529247)	P30 = 1 Point
UnionBank Reserve Visa Infinite Card (starting in 405191) UnionBank Reserve World Elite Mastercard (starting in 529247)	P30 = 1 Point
Classic/ Gold/ BAi/ Titanium/ Slimmers World International/ Mapfre Insular/ Philippine Medical Association (PMA)/ St. Paul University Manila/ Great Treats & Rewards (GT+R)	P 35 = 1 Point
Platinum/ Miles+ Platinum	P 25 = 1 Point
Insular Life/ OmniPass/ SEAIR	P 40 = 1 Point
San Seda College Alumni Association/ Home Depot/ Philippine Academy of Ophthalmology (PAO)/ First Life/ Riviera Golf Club/ One Tagaytay/ Aesthetic Science/ Racks/ Optical Shop/ Southwestern University/ UPAA/ Burgoo/ Sacred Heart School - Ateneo de Cebu/ Cebu Parklane International Hotel/ The North Face/ Phoenix Petroleum	P 20 = 1 Point
Corporate (reward-point earning)	P20 = 1 Point
<b>Miles Earning</b>	
UnionBank Miles+ Visa Signature Card (starting in 474137) UnionBank Miles+ World Mastercard (starting in 529247)	P30 = 1 mile

*\*For more details and for the exact Card value proposition, please refer to product Terms and Conditions.*

2. All purchases at or payments to establishments including but not limited to gasoline stations, drugstores and supermarkets are eligible to earn Rewards points or miles.
3. Charges not eligible for Rewards points or miles earning include but are not limited to annual membership fees, program fees, cash advances, interest charges, late payment charges, Bill Manager utility enrollments\*, government charges, disputed transactions, and card replacement fees.
4. Rewards points or miles accrue in the Principal Cardholder's name only but points may also be earned through supplementary Card usage.
5. Rewards points or miles are non-transferrable.
6. Rewards points or miles earned on other Card accounts under the same Cardholder's name cannot be combined for redemption.
7. Rewards points or miles earned shall not expire for as long as the account remains current and active except for Rewards points of UnionBank Miles+ Regular or Platinum Credit Card which expires after 5 years.

\*Bill Manager and utility enrollments are eligible to earn Rewards points or miles for UnionBank Rewards Visa Platinum (starting in 415764), UnionBank Rewards Platinum Mastercard (starting in 529247), UnionBank Reserve Visa Infinite Card (starting in 405191), UnionBank Reserve World Elite Mastercard (starting in 529247), UnionBank Miles+ Visa Signature Card (starting in 474137) and UnionBank Miles+ World Mastercard (starting in 529247)

### **REBATE EARNING**

1. Below is the qualified spend, rebate amount, and other terms & conditions per Card type:

<b>Card Type</b>	<b>Qualified Spend &amp; other conditions</b>	<b>Rebate*</b>
UnionBank Cash Back Visa Platinum Card (starting in 433699) UnionBank Cash Back Titanium Mastercard (starting in 529247)	<ul style="list-style-type: none"> <li>• Retail purchases including on-line transactions</li> </ul>	0.2%
	<ul style="list-style-type: none"> <li>• Supermarket spend with minimum out store spend of P10,000</li> <li>• Transactions should have the following Merchant Category Codes: 5300, 5309, 5310, 5411</li> </ul>	6%
	<ul style="list-style-type: none"> <li>• Merlaco bill payments charged through UnionBank PayBill in UnionBank Online with minimum out store spend of P10,000</li> </ul>	2%
Corporate Credit Card	<ul style="list-style-type: none"> <li>• retail purchases including on-line transactions &amp; cash advance.</li> <li>• bills &amp; other recurring payment, finance &amp; interest charges, annual fee &amp; other service fees are not eligible for rebates.</li> </ul>	0.5%
Phoenix Petroleum Credit Card	<ul style="list-style-type: none"> <li>• Fuel purchases at participating Phoenix gas stations.</li> <li>• The maximum rebate a customer can earn is P 10,000 per calendar year. When the cardholder reaches this limit, he is no longer eligible to earn rebates. The cardholder will be entitled to earn rebates again on the following calendar year.</li> </ul>	3.0%

Suy Sing Credit Card	<ul style="list-style-type: none"> <li>• Purchases at Suy Sing outlets</li> </ul>	0.5%
Cashback Gold and Platinum Mastercard	<ul style="list-style-type: none"> <li>• Cashbacks are computed for each qualified retail purchase and rounded down to a whole number. Each qualified cashback (per transaction) are added at the end of the statement cycle to determine the total cashback earned for that statement cycle.</li> <li>• Cashback will be reversed for cancelled or disputed purchases.</li> <li>• The following transactions are not included in the computation of cashback: <ol style="list-style-type: none"> <li>1. Fees &amp; charges <ol style="list-style-type: none"> <li>a. Annual fee(s)</li> <li>b. Interest &amp; late charges</li> <li>c. Cash advance fee</li> <li>d. Overlimit fee</li> </ol> </li> <li>2. Purchases for business transactions such as: <ol style="list-style-type: none"> <li>a. Wholesale – warehouse clubs, online wholesale stores and similar merchants</li> <li>b. Fleet – fuel, service, consumables and other expenses related to the maintenance of vehicles for commercial purposes</li> <li>c. Distribution - pharmaceuticals, consumer goods, dealers, networking or multi-level marketing.</li> <li>d. Other purchases that may be deemed as business transactions</li> </ol> </li> <li>3. Gaming transactions</li> <li>4. Recurring bills enrolled in Bills Manager</li> </ol> </li> <li>• Minimum required cashback to redeem is at P1,000. Earned cashback can be redeemed in increments of P1,000.</li> <li>• Cardholders requesting cancellation of card and requesting full redemption of earned cashback shall be subject to the minimum cashback redemption of P1,000 and redemption increment of P1,000. Cashback redemption below this minimum amount shall be forfeited.</li> <li>• UnionBank reserves the right to forfeit the cashback if determined that the cardholder has abused or violated the provisions stated in this terms &amp; conditions.</li> <li>• UnionBank reserves the right to discontinue, terminate or amend the UnionBank Mastercard Cashback Rebate Program, without the need of prior notice.</li> </ul>	1.0

*\*For more details and for the exact Card value proposition, please refer to product Terms and Conditions.*

2. Both the primary and supplementary Cardholder(s) are qualified to earn Rebates however the Rebates will be credited only to the primary Cardholder.
3. Total Rebates for the month will be reflected in Cardholder's next Statement of Account.
4. Rebates are non-transferable & non-convertible to cash.

**REDEMPTION PROCEDURE**

1. Cardholder can convert earned Rewards points or miles to redeem Rewards Items.
2. Redemption can be made through UnionBank Online App by following the steps below:
  - STEP 1:** Once logged-in, click on the Credit Card Account and look for "Rewards" section to view the available Rewards points or miles.
  - STEP 2:** Click on "Redeem" to browse the Rewards Catalogue and choose the type of Reward to be redeemed.
  - STEP 3:** Input required details per chosen type of Reward, review details, and click on "Proceed with Redemption".
  - STEP 4:** Receive confirmation.
3. Redeemed Rewards Items are subject to the following:

Reward Type	Redemption Process
<b>a. Cash Rebate and Annual Fee Waiver</b>	<ul style="list-style-type: none"> <li>• Cash Rebate and Annual Fee Waiver redemptions will be posted to the Cardholder's account within two (2) or three (3) Banking Days.</li> </ul>
<b>b. Rustan's Gift Certificate and SM Gift Pass</b>	<ul style="list-style-type: none"> <li>• The Cardholder must present the following requirements when redeeming reward:               <ol style="list-style-type: none"> <li>1. Photocopy of any valid identification card with picture</li> <li>2. Presentation of the UnionBank Credit Card</li> <li>3. Reference number of the redemption</li> <li>4. If Cardholder will send a representative:                   <ol style="list-style-type: none"> <li>a. Authorization letter from the Cardholder</li> <li>b. Photocopy of any valid identification card with picture of Cardholder</li> <li>c. Photocopy of Cardholder's UnionBank Credit Card <b>(not to be given/surrendered to Rewards Program partner's staff/personnel/representative)</b></li> <li>d. Valid ID of representative</li> <li>e. Reference number provided of the redemption</li> </ol> </li> </ol> </li> <li>• Can be picked up at the following redemption centers within three (3) to five (5) Banking Days from redemption date.               <p><b>Rustan's Gift Certificate</b> – any branch  <b>SM Gift Pass</b> – any The SM Store Customer Service</p> </li> </ul>

	<ul style="list-style-type: none"> <li>• Cardholders are given sixty (60) days from the day of availability to pick-up the Rustan's Gift Certificate and SM Gift Pass. Beyond this, rewards item will be discarded and no rewards points reinstatement will be allowed.</li> <li>• The use of Rustan's Gift Certificate and SM Gift Pass are governed by the terms and conditions of</li> </ul>
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	respective establishments where they are intended to be used.
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<b>c. Petron e-Fuel Card Load</b>	<ul style="list-style-type: none"> <li>• Rewards points transferred to Cardholder's Petron eFuel Card Account will be credited within seven (7) to ten (10) Banking days from redemption date.</li> <li>• The use of Petron e-Fuel Card is governed by the terms and conditions of Petron.</li> </ul>
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<b>d. PAL Mabuhay Miles</b> Applicable to UnionBank Visa Gold (starting with 44053), UnionBank Platinum Visa Card and UnionBank Miles+ Platinum Visa Card (starting with 462267)	<ul style="list-style-type: none"> <li>• Rewards Points transferred to cardholder's PAL Mabuhay Miles Account will be credited within three (3) to seven (7) Banking Days from redemption date.</li> <li>• Crediting of PAL Mabuhay Miles to a PAL Mabuhay Miles Account not under the Card Account of the Cardholder is allowed. Terms and conditions of PAL Mabuhay Miles shall apply.</li> </ul>
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<b>e. The North Face Gift Certificate</b> Applicable to The North Face Credit Cardholders only	<ul style="list-style-type: none"> <li>• UnionBank Customer Service shall provide the Cardholder a Reference Number to facilitate redemption. If cardholder forgets the Reference Number or if the Reference Number does not match file of Rewards Program partner, cardholder need to call UnionBank Customer Service at (02) 841-8600 or Domestic Toll Free 1-800-1888-2277. UnionBank shall validate cardholder's identity before giving the same reference number to the cardholder.</li> <li>• UnionBank Customer Service shall inform the cardholder of the following requirements needed when claiming the reward:             <ul style="list-style-type: none"> <li>○ Photocopy of any valid identification card with picture</li> <li>○ Presentation of The North Face Credit Card ○ Reference Number ○ If cardholder will send a representative:                 <ul style="list-style-type: none"> <li>□ Authorization letter from the cardholder</li> <li>□ Photocopy of any valid identification card with picture of cardholder</li> <li>□ Photocopy of cardholder's UnionBank Credit Card (<b>not to be given/surrendered to Rewards Program partner's staff/personnel/representative</b>)</li> <li>□ Valid ID of representative</li> </ul> </li> </ul> </li> </ul>
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☐ Reference number provided by UnionBank

- North Face Gift Certificate (TNF GC) can be redeemed at the following TNF Stores depending on the day the Cardholder made the redemption request:
  - ☐ The North Face Glorietta 4, 2<sup>nd</sup> Level
  - ☐ The North Face Shangri-La Plaza, Level 1
  - ☐ The North Face SM Mall of Asia, 2<sup>nd</sup> Flr, Main Mall
  - ☐ The North Face SM Megamall, Building A Ground Level

- The North Face SM North Edsa Annex, 2nd Level
- The North Face SM City Cebu, Ground Level
- The North Face SM City Davao, Ground Level
- The North Face SM City Cagayan de Oro, Ground Level
- The North Face SM Iloilo, 2<sup>nd</sup> Level
- The North Face Alabang Town Center, 2/F The Gardens

<b>Day of Redemption Request</b>	<b>Availability of the TNF GC for pick-up</b>
Monday until Thursday	Monday of the following week
Friday until Sunday	Next Monday after the following week

- The TNF GC will have a validity period of 12 months or until its specified date of validity.
- Cardholders are given sixty (60) days from the day of availability to pick-up the TNF GC. In case of failure to pick-up the TNF GC within sixty (60) days, cardholders will be given an additional grace period of 120 days to claim the TNF GC. Beyond this, rewards will be discarded and no rewards points reinstatement will be allowed. The use of the TNF GC is governed by the terms and conditions of The North Face.



**f. Burgoo Gift Certificate**

Applicable to Burgoo Credit Cardholders only

- UnionBank Customer Service shall provide the cardholder a Reference Number to facilitate redemption. If cardholder forgets the Reference Number or if the Reference Number does not match file of Rewards Program partner, cardholder need to call UnionBank Customer Service at (02) 8841-8600 or Domestic Toll Free 1-800-1888-2277. UnionBank shall validate cardholder's identity before giving the same reference number to the cardholder.
- UnionBank Customer Service shall inform the cardholder of the following requirements needed when claiming the reward:
- Photocopy of any valid identification card with picture ○
  - Presentation of the Burgoo Credit Card ○
  - Reference Number ○ If cardholder will send a representative:
    - Authorization letter from the cardholder
    - Photocopy of any valid identification card with picture of cardholder
    - Photocopy of cardholder's UnionBank Credit Card **(not to be**

	<p><b>given/surrendered to Rewards Program partner's staff/personnel/representative</b></p> <ul style="list-style-type: none"> <li>☐ Valid ID of representative</li> <li>☐ Reference number provided by UnionBank</li> </ul> <ul style="list-style-type: none"> <li>• The Burgoo Gift Certificate (Burgoo GC) can be redeemed at the following Burgoo stores depending on the day the cardholder made the redemption request: <ul style="list-style-type: none"> <li>○ Presentation of the Burgoo Credit Card The Block – 3<sup>rd</sup> level SM City, North EDSA, Quezon City</li> </ul> </li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Day of Redemption Request</th> <th style="text-align: left;">Availability of the TNF GC for pick-up</th> </tr> </thead> <tbody> <tr> <td>Monday until Thursday</td> <td>Monday of the following week</td> </tr> <tr> <td>Friday until Sunday</td> <td>Next Monday after the following week</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• The Burgoo GC will have a validity period of 3 months from the time they are claimed.</li> <li>• Cardholders are given sixty (60) days from the day of availability to pick-up the Burgoo GC. In case of failure to pick-up the Burgoo GC within sixty (60) days, cardholders will be given an additional grace period of 120 days to claim the Burgoo GC. Beyond this, rewards will be discarded and no rewards points reinstatement will be allowed.</li> </ul> <p>The use of the Burgoo GC is governed by the terms and conditions of Burgoo.</p>	Day of Redemption Request	Availability of the TNF GC for pick-up	Monday until Thursday	Monday of the following week	Friday until Sunday	Next Monday after the following week
Day of Redemption Request	Availability of the TNF GC for pick-up						
Monday until Thursday	Monday of the following week						
Friday until Sunday	Next Monday after the following week						

**For UnionBank Reserve Visa Infinite Card (starting in 405191), UnionBank Reserve World Elite Mastercard (starting in 529247), UnionBank Miles+ Visa Signature Card (starting in 474137) UnionBank Miles+ World Mastercard (starting in 529247), UnionBank Rewards Visa Platinum Card (starting in 415764), UnionBank Rewards Platinum Mastercard (starting in 529247), UnionBank Cash Back Visa Platinum Card (starting in 433699), UnionBank Cash Back Titanium Mastercard (starting in 529247), (starting in 529247):**

**Cardholders can earn points, miles or rebates as soon as the Card Account is active and can enjoy redeeming rewards starting August 3, 2023.**

**GENERAL POLICIES**

**FOR REWARDS POINTS AND MILES**

1. A dispute on the number of Rewards points or miles reflected on the Cardholder's billing should be reported within thirty (30) banking days upon receipt of the billing. Otherwise, the same is considered true and correct.
2. Only Principal Cardholders can exercise the right of redemption for Rewards points or miles earned through supplementary Card usage.

3. The Rewards Catalogue may change and all changes are deemed binding from notice to you whether in writing, by display or posting in the Bank's premises, website and other channels, or by electronic means such as electronic mail and short messaging services, or such other methods of communication which the Bank may deem suitable. All redemption requests from the Rewards Catalogue are subject to confirmation by the Cardholder and approval of the Bank.
4. Approval of r Rewards Item/s redemption by the Bank is subject to the sufficiency of the Cardholder's Rewards points or miles and the availability of the and Rewards item being redeemed.
5. Bank may cancel or terminate Rewards Program or de-list any Rewards Item or change the expiration period for Rewards points, rebates or miles. The Bank shall notify you prior to effectivity of such cancellation or termination
6. The Bank reserves the right to discontinue or terminate any existing arrangement with Merchant Partners for the redemption of Rewards points or miles. Please ensure to check all displays or postings of the Bank for the updated list of Merchant Partners. .
7. The Bank reserves the right to revise the Rewards points or miles requirements and will notify Cardholders in accordance with the relevant Terms and Conditions governing the Rewards, Rebates, Points or Miles.
8. The use of the redeemed rewards items is subject to the terms and conditions of Merchant Partners.

#### DATA PRIVACY

The **Cardholder** agrees to authorize the Bank to collect, use, and share Personal Data (as defined under the Data Privacy Law of 2012 and its implementing rules and regulations), customer data, and account or transaction information or records (collectively, the "Information") provided, and where permitted by law, to share it with: (i) Aboitiz and Company, Inc.; (ii) Aboitiz Equity Ventures; and (iii) the Bank, including their respective subsidiaries and affiliates (collectively, the "Aboitiz Group") for cross-selling and for the following purposes: (a) purposes as set out in the DPS in force; (b) to identify and inform the Cardholder of products and services provided by the Aboitiz Group that may be of interest to the Cardholder; (c) for compliance to any law, regulations, government requirement, treaty, agreement, policy or as required by or for the purpose of any court legal process, examination, inquiry, audit, or investigation of any authority. This applies notwithstanding any non-disclosure agreement.

Union Bank of the Philippines is regulated by the Bangko Sentral ng Pilipinas <https://www.bsp.gov.ph>