

## UOB Visa Infinite Card Terms and Conditions

Effective 2 October 2024

### General

These terms and conditions ("**Terms and Conditions**") shall govern the use of UOB Visa Infinite Card ("**Card**" or "**UOB Visa Infinite Card**") issued by United Overseas Bank (Malaysia) Bhd [Company Reg No. 199301017069 (271809-K)] ("**UOB Malaysia**").

These Terms and Conditions are to be read together with the UOB Visa/ Mastercard Cardmember Agreement ("**Cardmember Agreement**")

"**Business days**" shall mean Mondays to Fridays, 0900 hours to 1700 hours excluding weekends, public or state holidays.

"**Cardmembers**" shall mean both principal and supplementary cardmembers of UOB Visa Infinite Card. "**Principal Cardmembers**" shall mean the principal Cardmembers of the Card. "**Supplementary Cardmembers**" shall mean the Supplementary Cardmembers of the Card.

"**Merchant Category Code**" means the code assigned to a merchant by Mastercard or Visa or other card associations when the merchant accepts a card from them as form of payment. The code classifies type of goods or services provided by the merchant;

"**Merchant Description**" means a name or description assigned by the respective acquiring bank to differentiate merchants;

"**UNIRinggit**" or "**UNIRM**" refers to rewards points earned by the Cardmember through usage of UOB Malaysia Credit Cards in accordance with the relevant UOB Credit Cards Terms and Conditions.

Unless defined differently in these Terms and Conditions, words and expressions used in these Terms and Conditions will have the same meaning as in the Cardmember Agreement.

UOB Malaysia reserves the right to decide on all matters pertaining to the award and/or use of any or all of the benefits and privileges stated in these Terms and Conditions. UOB Malaysia's decision shall be final and binding on the Cardmembers. The benefits and privileges described below may be amended, supplemented or revoked by UOB Malaysia at any time, with adequate prior written notice to the Cardmembers

### UOB Visa Infinite Rewards Programme ("**Rewards Programme**")

1. The following are the UOB Visa Infinite Card Rewards Programme:

#### (A) Complimentary Local Airport Limousine Service ("**Airport Limo Service**")

- (a) The Airport Limo Service is valid from 1 January 2024 to 31 December 2024 (both dates inclusive) ("**Campaign Period**"). Booking period is valid from 1 January 2024 to 26 December 2024 and the Travel Period is valid from 6 January 2024 to 31 December 2024.
- (b) Cardmembers must meet the minimum spend of Ringgit Malaysia Five Thousand (RM5,000) that includes the Spend Category in airlines, hotels and/or travel agencies as per the Merchant Category Code and Merchant Description in Table A of Clause 1(A)(b), save and except for items stated in Clause 1(F) below ("**Qualifying Spend**") in a single or cumulative transaction(s) to be eligible to redeem ONE (1) Airport Limo Service to Kuala Lumpur International Airport Terminal 1 ("**KLIA1**") or Kuala Lumpur International Airport Terminal 2 ("**KLIA2**"). Qualifying Spend may be combined by both principal and supplementary Cardmembers but only principal Cardmembers are eligible to redeem Airport Limo Service. Supplementary Cardmembers are not eligible to redeem Airport Limo Service.

Table A

Spend Category	Merchant Category Code	Description
Airlines	3000-3301	Various airline names
Hotels	3501-3836	Various lodging provider names
Travel Agencies	4722 7011	Travel Agencies and Tour Operators Lodging – Hotels, Motels, Resorts, Central Reservation Services

- (c) Reservation of the Airport Limo Service must be made within thirty (30) days from the Qualifying Spend's transaction date recorded in UOB's credit card system ("**Qualifying Period**"). If the Qualifying Spend is made of cumulative transactions, the Qualifying Period shall be valid from the first transaction date (BUT not the last transaction date) of the cumulative transactions. For the avoidance of doubt, each Airport Limo Service redemption is entitled to One (1) Airport Limo Service, regardless the amount of Qualifying Spend.

**Scenario:**

Cardmember A's Qualifying Spend of RM10,200 is made of 3 cumulative transactions on the following dates, as illustrated in Table B below:

Table B

Date	Spend Amount (RM)
5 March 2024	2,400
15 March 2024	2,300
20 March 2024	5,500
<b>Total</b>	<b>10,200</b>

The Qualifying Period shall commence on 5 March 2024, where the Airport Limo Service reservation request for one (1) Airport Limo Service must be made by 4 April 2024, with a minimum of 3 Business Days before the travel date as stated in sub-clause 1(A)(f) below.

- (d) The Airport Limo Service is capped at Seven Thousand (7,000) redemptions throughout the Campaign Period, and a maximum of twelve (12) Airport Limo Service redemptions at one (1) redemption per calendar month per Cardmember who has made the Qualifying Spend on a first-come-first-served basis ("**Quota**"). Cardmember to check on the available Quota for the Local Airport Limo Service prior to redemption. UOB has no obligation to inform any Cardmember when the Quota is full.
- (e) The Airport Limo Service mentioned in sub-clauses 1(A)(c) and (d) above is not cumulative. Any unredeemed and/or unutilised complimentary Airport Limo Service from the previous calendar month and/or year shall be forfeited and will not be carried forward to the following calendar month and/or year.
- (f) To redeem the Airport Limo Service, Cardmembers must contact UOB Visa Infinite Concierge at +603 2612 3399 or at UOBcustomerservice@UOB.com.my and to provide the following details. A minimum of three (3) Business Days before travel date is required for the reservation of Airport Limo Service and it is subject to availability. Cardmembers must be one of the passengers who utilise the Airport Limo Service.
- Cardmembers' Name, Contact Number and Email Address
  - Airport Location (KLIA1 or KLIA2)
  - Pick-up Address and Time
  - Flight No.
  - Number of Passengers
  - Number of Luggage

Upon confirmation of the availability of the Airport Limo Service, the Service Provider (as defined in Clause 6) will send a confirmation letter ("**Confirmation Letter**") to the Cardmember via email as per details provided in subClause 1(A)(f) above.

- (g) The Confirmation Letter must be presented to the driver upon arrival at the Cardmember's address. The Confirmation Letter is not valid if defaced, mutilated or altered and are not replaceable.
- (h) The vehicle for Airport Limo Service can accommodate up to FOUR (4) passengers only. The number of luggage allowed is subject to the capacity of the luggage compartment of the Airport Limo Service vehicle.
- (i) The Airport Limo Service is applicable to locations within Kuala Lumpur, Petaling Jaya, Shah Alam and Putrajaya ("**Specified Locations**") which is restricted to ONE (1) pick up stop only throughout the journey to KLIA1 or KLIA2.
- (k) The Airport Limo Service is non-exchangeable, non-replaceable, non-transferable, and no cash and/or UNIRM Reward Points alternative is offered.

#### (B) Complimentary Airport Lounge Access ("**Airport Lounge Access**")

- (a) The Airport Lounge Access is valid from 1 January 2024 to 31 December 2024 (both dates inclusive). Prior to access, principal Cardmembers are required to do the following:
  - (i) download the **Airport Companion by DragonPass ("DP")** mobile application ("**DP Mobile App**") and register for a DP membership account with Cardmembers' Card number and details.; **AND**
  - (ii) present the QR code displayed on the DP Mobile App to the customer service representative of the respective Airport Lounge.

*The DP membership account must be registered with Cardmember's own Card number and details. Registration of DP membership with a third party's details is not allowed, AND the DP membership is not transferrable to any third party.*

A step-by-step guide on DP Mobile App download and account registration is available for reference on [www.uob.com.my](http://www.uob.com.my) > **UOB Credit Cards** > **UOB Visa Infinite Card** > **Complimentary Airport Lounge Access**.

- (b) Access to the Airport Lounge with Cardmember's physical Card is not allowed.
- (c) If a Cardmember is holding both UOB Privilege Banking Visa Infinite Card and UOB Visa Infinite Card at the same time, the Cardmember shall be eligible for one (1) DP membership, which accords the Airport Lounge Access of the higher Card type, but not of both Cards.
- (d) The Principal Cardmembers are entitled to the following access, as set out in Table D below.

**Table D**

Card Type	Number of Complimentary Access to Airport Lounge	Airport Lounge Location
<b>Visa Infinite</b>	12 access per calendar year.  The principal Cardmembers shall pay the access fee at the respective Airport Lounge's published rates for every subsequent access per year.	Asia Pacific.  Refer to the list of locations in the <b>Airport Companion by Dragon Pass</b> mobile application.

- (e) Supplementary Cardmembers and the accompanying guests of principal Cardmembers are not eligible for the Airport Lounge Access. They shall pay for the access fee at the respective Airport Lounge's published rates.
- (f) At the time of accessing the Airport Lounge, the Cardmember's Card Account must be valid, current, subsisting and in good credit standing as may be determined by UOB and not in breach of any of these Terms and Conditions and the terms and conditions of the Cardmember Agreement.
- (g) The Airport Lounge Access is non-transferable to any other party and not exchangeable for other goods or cash.

Upon signing up and registering for the Airport Companion by DragonPass membership account, Cardmembers are deemed to have accepted the Airport Companion by DragonPass' Standard Terms and Conditions (comprising of the Terms of Service, Terms of Use, and Privacy Policy as accessible on ([www.dragonpass.com](http://www.dragonpass.com))), which may be amended from time to time.

### (C) 10X UNIRM for Overseas Spend

- (i) Cardmembers will be entitled to 10X UNIRM for every RM1.00 spent overseas ("**Eligible Spend**") except for the items stated in Clause 1(F) below.
- (ii) For the avoidance of doubt:-
  - a. Cardmembers with settlement of Overseas Spend in Ringgit Malaysia (MYR) will not be entitled to 10X UNIRM. For example: localized currency to MYR on overseas purchases via website and DCC (Dynamic Currency Conversion) where MYR has been chosen to be the currency for settlement will be awarded with 1X UNIRM for every RM1.00 equivalent spent

### (D) 5X UNIRM for Dining Spend

- (i) Cardmembers will be entitled to 5X UNIRM for every RM1.00 spent for Dining Spend ("**Eligible Spend**") except for the items stated in Clause 1(F) below.
- (ii) Each Cardmember will be entitled to UNIRM Points for Dining Spend as set out in Table E below.

**Table E**

Dining Merchant Category Code (MCC)	Total Dining Spend per Calendar Month	UNIRM earned
5811 – Caterers 5812 – Eating Places and Restaurants 5813 – Drinking Places 5814 – Fast Food Restaurants	more than or equivalent to ( $\geq$ ) RM1,000	5X for every RM1.00 spent
	Less than ( $<$ ) RM1,000	1X for every RM1.00 spent

- (iii) For the avoidance of doubt, Cardmembers with Dining Spend in non-MYR currency will be eligible for 10X UNIRM for Overseas Spend only.

### (E) 1X UNIRM for Other Spend

- (i) Cardmembers will be entitled to 1X UNIRM for any other spend not listed in the Eligible Spend in Clause 1(C) and Clause 1(D) above except for the items stated in Clause 1(F) below.

### (F) Transactions excluded from Qualifying Spend and/or from earning of any UNIRM

The following transactions shall be excluded from the calculation of Qualifying Spend and/or from earning of any UNIRM:

- (a) Balance Transfers;
- (b) Easi-Payment Plans;
- (c) 0% Interest-Free Instalment Payment Plans;
- (d) Flexi-Credit Plans;
- (e) Refunded, disputed, unauthorized or fraudulent retail transactions;
- (f) Cash withdrawals;
- (g) Alimony and child support;
- (h) Fines by Court, government, State authorities or local authorities;
- (i) Bail or bond payments;
- (j) Payment of taxes to the government; or
- (k) Payment to any government department;
- (l) Petrol transactions;
- (m) Transportation transactions;

- (n) Utility transactions;
- (o) JomPAY transactions;
- (p) Charity transactions; and
- (q) Payments of annual fee, interest, late payment fee, charges for cash withdrawals, SST and any other form of service or miscellaneous fees using the Card.

**(G) Birthday Double Air Miles Redemption (“Birthday Redemption”)**

- a) The Birthday Redemption is valid from 1 January 2024 to 31 December 2024.
- b) Under the Birthday Programme, Cardmembers are entitled to redeem the air miles as set out in **Table F** below during Cardmember’s birthday month. Cardmembers’ birth date is as per the Cardmembers’ record maintained in the UOB credit card system.

For the avoidance of doubt, birthday month refers to the calendar month in which the Cardmember’s birth date falls into.

**Scenario:**

Cardmember A’s birthday is 25 March 2024. Cardmember A is entitled to the Birthday Programme in the whole calendar month of March. Double Air Miles Redemption can be made from 1 March 2024 till 31 March 2024.

**Table F**

Air Miles	Normal Redemption	Birthday Redemption
Enrich Miles (Malaysia Airlines)	12,000 UNIRM = 1,000 Enrich Miles	9,000 UNIRM = 2,000 Enrich Miles (1 unit)  Capped at <b>maximum 3 units</b> (27,000 UNIRM = 6,000 Enrich Miles) per Cardmember per year.
KrisFlyer Miles (Singapore Airlines)	12,000 UNIRM = 1,000 KrisFlyer Miles	9,000 UNIRM = 2,000 KrisFlyer Miles (1 unit)  Capped at <b>maximum 3 units</b> (27,000 UNIRM = 6,000 KrisFlyer Miles) per Cardmember per year.
Asia Miles (Cathay Pacific Airways, Qatar Airways, American Airlines®, etc)	12,000 UNIRM = 1,000 Asia Miles	9,000 UNIRM = 2,000 Asia Miles (1 unit)  Capped at <b>maximum 3 units</b> (27,000 UNIRM = 6,000 Asia Miles) per Cardmember per year.

- (c) To be entitled to the Birthday Redemption, Cardmember must submit redemption request during Cardmember’s birthday month by calling UOB Malaysia Contact Centre (“Contact Centre Redemption”) or redeeming online via UOB Website (“Online Redemption”). In the event that the date of submission of the Birthday Redemption does not fall into the Cardmember’s birthday month, such request will be processed according to the normal UNIRM Redemption as set out in Table F in sub-clause 1(G)(b).
- (d) Birthday Redemption per Cardmember is capped at maximum three (3) units as set out in Table F in sub-clause 1(G)(b). Subsequent air miles redemption in the same request will be processed according to the Normal Redemption. An illustration is set out in **Table G** below.

**Scenario:**

During Cardmember B’s birthday month, he would like to redeem Enrich Miles with 63,000 UNIRM in his Card Account.

Table G

	Air Miles Conversion	Total UNIRM	Total Enrich Miles
<b>Birthday Redemption</b>	9,000 UNIRM = 2,000 Enrich Miles (1 unit) Capped at maximum 3 units per customer per year.	27,000	6,000
<b>Normal Redemption</b>	12,000 UNIRM = 1,000 Enrich Miles	36,000	3,000
<b>TOTAL</b>		63,000	9,000

- (e) For the avoidance of doubt, only principal Cardmembers will be entitled to Birthday Redemption. Supplementary Cardmembers are not eligible for the Birthday Redemption.
- (f) The air miles must be credited into Cardmembers' own air miles membership account. The air miles is non-transferable to any other party, including supplementary Cardmembers, and not exchangeable to other goods or cash.
- (g) UOB will process air miles redemption according to the details provided by Cardmembers. In the event that the air miles membership account number or the amount of air miles redemption is provided incorrectly by Cardmembers, UOB will not be responsible for the UNIRM and air miles reversal into their respective Card and air miles membership account.
- (h) Cardmembers shall contact the respective airlines on all matters related to their air miles membership account.
- (i) Birthday Redemption shall be made in accordance with the UNIRM Rewards Programme 2024 Terms and Conditions.
- 2) The Airport Limo Service and the Airport Lounge Access are provided solely by third party service providers ("**Service Providers**"). UOB is not an agent of and not affiliated with the Service Providers. UOB assumes no liability or responsibility for any act, omission, default or defects of the Service Providers in the services offered. UOB does not make representation or warranty with respect to the quality of service provided by the Service Providers. Any dispute about the quality or the service standard must be resolved directly with the Service Providers. UOB shall not be responsible for:
- Any injury, loss or damage suffered from the redemption or usage of the services provided by the Service Providers; AND
  - Any unexpected incident such as delay, traffic congestion, natural disaster or any event that would affect the normal business operations of the Service Providers.
- 3) The Eligible Spend must be captured by the credit card system maintained by UOB Malaysia in order to be entitled to the 10X, 5X and 1X UNIRM.

#### **General Clauses relating to UNIRM**

- The Eligible Spend and other spend made by the supplementary Cardmembers will be combined with the principal Cardmember's Eligible Spend and other spend for the purpose of calculation of the accumulated UNIRM for the Card Account. For the avoidance of doubt, the UNIRM accumulated by both the Principal Cardmembers and Supplementary Cardmembers will only be credited to the Principal Cardmember's credit card account within two (2) months from the month where the charges are processed by UOB Malaysia and debited to the Cardmember's credit card account.
- The total UNIRM earned each month will be reflected in the Principal Cardmember's monthly Statement of Account. In the event the system supporting this automated process becomes unavailable, the UNIRM earned will be manually fulfilled and reflected in the Principal Cardmember's Statement of Account in the following month.

- iii. At the time of awarding the rewards under the Rewards Programme, the Cardmember's Card Account must be valid, current, subsisting and in good credit standing as may be determined by UOB Malaysia. Cardmembers will not be entitled to any of the rewards stated in this Terms & Conditions upon occurrence any of the following:
  - (a) Any cancellation, termination or suspension of the Card/ Card Account for any reason
  - (b) whatsoever;
  - (c) Any conversion from UOB Visa Infinite Card to any other UOB Credit Cards; or
  - (d) The Visa Infinite Card Account becomes delinquent; or
  - (e) The Cardmember breaches of any of these Terms and Conditions and/or the terms and
  - (f) conditions of the Cardmember Agreement.
- iv. Without prejudice to the generality of the foregoing, in the event that the rewards are awarded to and received by persons who have committed or are suspected of committing any fraudulent or wrongful act in relation to the use of their UOB Visa Infinite Card and/or any transaction made using their UOB Visa Infinite Card, UOB Malaysia reserves the right to disqualify such persons from earning or utilizing the UNIRM.

#### General Terms and Conditions

- 1. UOB Malaysia is an issuer of credit cards and therefore is not responsible for the quality, merchantability or fitness for any purpose or any other aspect of the products and/or services purchased using the Card.
- 2. UOB Malaysia is not liable for any default in respect of the Card due to any act of God, war, riot, strike, lockout, industrial action, epidemic, pandemic, fire, flood, drought, storm, technical or systems failure or any event not caused by any breach or negligence by UOB Malaysia.
- 3. By retaining, using the Card and/or participating in this Rewards Programme, the Cardmembers agree to be bound by these terms and conditions including and any amendment and/or variation to it and the terms and conditions in the Cardmember Agreement.
- 4. Cardmembers shall seek clarification from UOB Malaysia's authorized representative if there are any terms and conditions that the Cardmembers do not understand.
- 5. In the event of any inconsistency between these Terms and Conditions and:-
  - i. the terms and conditions of the Cardmember Agreement; and/or
  - ii. any advertising, promotional, publicity and other materials relating to or in connection with the Rewards Programme,

these Terms and Conditions shall prevail.

- 6. To the fullest extent permitted by law, UOB Malaysia reserves the right to add, delete, vary, revise, cancel, withdraw, terminate or suspend these Terms and Conditions including the Rewards Programme in whole or in part, at any time with adequate prior written notice to the Cardmember by way of posting on UOB Malaysia's website, displaying a notice at any of UOB Malaysia's branches, a statement insert in the Statement of Account or any other manner as may be determined by UOB Malaysia from time to time.
- 7. To the fullest extent permitted by law, the Cardmembers' retention or use of the Card after the effective date of such variations, revisions or changes will constitute the acceptance of such variations, revisions and changes on the Terms and Conditions without any reservation.
- 8. For the avoidance of doubt, revision, withdrawal, cancellation, termination or suspension by UOB Malaysia of the Rewards Programme shall not entitle the Cardmember to any claim or compensation against UOB Malaysia for any and all losses or damages suffered or incurred by the Cardmembers whether as a direct or indirect result of such revision, cancellation, termination or suspension, unless it was caused by UOB Malaysia's gross negligence or willful misconduct.



9. Cardmembers are eligible to participate in the Rewards Programme provided that the Cardmembers have not defaulted on any terms and conditions of the Cardmember Agreement.
10. Without prejudice to the generality of the foregoing, in the event that the rewards are awarded to and received by persons who have committed or are suspected of committing any fraudulent or wrongful act in relation to the use of their Card and/or any transaction made using their Card, UOB Malaysia reserves the right to disqualify such persons from the Rewards Programme.
11. The record of transactions maintained by UOB Malaysia and UOB Malaysia's decision on all matters relating to the Rewards Programme shall be final, conclusive and binding on the Cardmembers save for fraud or manifest error (for example, unauthorized transactions or fraudulent or wrong entries).
12. UOB Malaysia shall not be responsible for any failure or delay in the transmission of evidence of sales transactions by Visa International Incorporated, MasterCard Worldwide, merchant establishments, postal or telecommunication authorities or any other party which may result in the Cardmembers failing to be entitled to the rewards under the Rewards Programme.
13. To the fullest extent permitted by law, UOB Malaysia expressly excludes and disclaims any representation, warranty or endorsement, express or implied, written or oral, without limitation to those published in any mass media, marketing or advertising materials, including but not limited to, any warranty of quality, merchantability or fitness for a particular purpose in respect of the Rewards Programme.
14. UOB Malaysia shall not be liable for any misinterpretation or misrepresentation of facts by any unauthorized third party in respect of the Rewards Programme offered and published in any media, marketing or advertising materials.
15. UOB Malaysia shall not be responsible nor shall accept any liability of any nature and however arising or suffered by the Cardmembers and/or third party resulting directly or indirectly from the Rewards Programme.
16. These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia and the Cardmembers agree to submit to the non-exclusive jurisdiction of the courts of Malaysia.

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