

UOB ONE Card Terms and Conditions

Effective 1 April 2023

General

These terms and conditions ("Terms and Conditions") will apply to the Cardmembers who have a UOB ONE Card issued by United Overseas Bank (Malaysia) Bhd (Company Reg No. 199301017069 (271809-K)) ("UOB Malaysia") and are to be read together with the UOB VISA/MASTERCARD Cardmember Agreement ("Cardmember Agreement").

Under these Terms and Conditions, references made to:-

- (a) "UOB ONE Card" shall refer to the UOB ONE Classic Card and UOB ONE Platinum Card issued by UOB Malaysia;
- (b) "Cardmember" shall mean both the principal and supplementary Cardmembers who have a UOB ONE Card.

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 at any time to decide on all matters on the award of the rebates stated below and UOB Malaysia's decision shall be final and binding on the Cardmember. The benefits and privileges described below may be amended, supplemented or revoked by UOB Malaysia at any time with prior notice.

Update to the Terms and Conditions:

The following clauses have been updated and the Terms and Conditions shall be effective from 1 April 2023:

- (i) Clause 1 has been revised to update the Minimum Retail Spend for ONE Platinum Card from RM1,200 to RM1,500 per Statement Month and provide better clarity on definition of words and expressions including but not limited to the Merchant Category Code ("MCC")'s definition.
- (ii) Clause 3 has been added-in to provide better clarity on the Minimum Retail Spend computation.
- (iii) Clause 4(d) has been updated to provide better clarity on the tabulation of Minimum Retail Spend requirement for Cash Rebate eligibility.

UOB ONE Card Rebate Programme

UOB ONE Card Cash Rebate Programme (“Cash Rebate Programme”)

1. The earning of cash rebate per statement month is stipulated in the table below:

(a) ONE Platinum Card

Rebate Category	Cash Rebate Rate		Maximum Cash Rebate Awarded per Rebate Category
	Minimum Retail Spend per Statement Month (RM0 – RM 1,499)	Minimum Retail Spend per Statement Month (RM 1,500 and above)	
Petrol	0.2%	10%	RM15
Groceries	0.2%	10%	RM15
Dining	0.2%	10%	RM15
Grab	0.2%	10%	RM15
Other Retail Spend	0.2%	0.2%	Unlimited

Table 1

(b) ONE Classic Card

Rebate Category	Cash Rebate Rate		Maximum Cash Rebate Awarded per Rebate Category
	Minimum Retail Spend per Statement Month (RM0 – RM499)	Minimum Retail Spend per Statement Month (RM500 and above)	
Petrol	0.2%	10%	RM10
Groceries	0.2%	10%	RM10
Dining	0.2%	10%	RM10
Grab	0.2%	10%	RM10
Other Retail Spend	0.2%	0.2%	Unlimited

Table 2

Unless otherwise defined in this Terms and Conditions:

- (i) **“Cash Rebate”** refers to the total cash amount awarded based on the eligible transactions made using UOB ONE Card as stipulated in Tables 1 and 2 above upon meeting the Minimum Retail Spend requirements.
- (ii) **“Minimum Retail Spend”** refers to the total retail spend made in local and/or foreign currencies using UOB ONE Card and posted within each Statement Month. In the event that a transaction is made in foreign currency other than Ringgit Malaysia, UOB Malaysia’s prevailing exchange rate shall apply.

- (iii) **“Statement Month”** refers to the statement cycle for each principal Cardmember by which the billed amount of UOB ONE Card transactions appears in the principal Cardmember’s monthly credit card statement (“Statement of Account”).
- (iv) **“Petrol”** is defined as any spending within MCC 5541 and 5542 only as captured by UOB Malaysia’s system. For avoidance of doubt, Petrol rebate category transactions shall apply to all petrol stations nationwide and payment made via Setel’s CardTerus feature on Setel mobile application using UOB ONE Card. Setel Wallet top up transactions shall not be eligible for Cash Rebate.
- (v) **“Groceries”** is defined as any spending at AEON Big, AEON Supermarket, Ben’s Independent Grocer, Cold Storage, Eonsave, Everise, Giant, Jaya Grocer, Lotus’s (formally known as Tesco Stores), Mercato, Mydin, Servay, and Village Grocer within MCC 5411 only as captured by UOB Malaysia’s system.
- (vi) **“Dining”** is defined as any spending within MCC 5812 and 5814 only as captured by UOB Malaysia’s system.
- (vii) **“Grab”** is defined as any spending via Grab app for the following Grab services within the stated MCC only as captured by UOB Malaysia’s system:
 - a. GrabRides within MCC 4121.
 - b. GrabExpress within MCC 4215.
 - c. GrabFood within MCC 5814.
 - d. GrabMart within MCC 5499.
 - e. GrabPay within MCC 6540.
 - f. GrabSubscription within MCC 4789.
- (viii) **“MCC”** classifies the type of category codes for goods or services provided by the merchant. The assignment of MCC for each merchant is performed by the respective merchant’s acquiring bank and it is that particular acquiring bank’s sole responsibility to assign the correct MCC. For avoidance of doubt, UOB Malaysia shall not be held responsible for such discrepancies, as such assignment of MCCs are not performed by UOB Malaysia hence it is beyond the control of UOB Malaysia.

Exclusions

2. The Cash Rebate will only be awarded for any spend and payments made under the rebate categories illustrated as per the table above using the UOB ONE Card only. The following transactions **shall not be eligible** to earn any Cash Rebates:
 - (a) Alimony and child support.
 - (b) Bail or bond payments.
 - (c) Balance Transfer.
 - (d) Cash withdrawals.
 - (e) Charity bodies.
 - (f) Easi-Payment Plan (EPP) transactions.

- (g) Flexi Credit Plans.
 - (h) Government transactions.
 - (i) Instalment Payment Plan (IPP) transactions.
 - (j) Liberty insurance.
 - (k) Payment of annual card membership fees, interest payments, late payment fees, charges for cash withdrawals and any other form of service/miscellaneous fees using the UOB ONE Card.
 - (l) Premium for credit shield.
 - (m) Refunded, disputed, unauthorized or fraudulent retail transactions.
 - (n) Top up transactions except for GrabPay.
 - (o) Utilities bills (For e.g. Jompay).
 - (p) Transactions via Personal Internet Banking ("PIB").
 - (q) Transactions posted on the Statement Month date.
3. The Minimum Retail Spend will be computed based on the posting date in the Statement Month for any retail spend and payments made with UOB ONE Card only. The following transactions shall be excluded from the Minimum Retail Spend computation:
- (a) Alimony and child support.
 - (b) Bail or bond payments.
 - (c) Balance Transfer.
 - (d) Cash withdrawals.
 - (e) Charity bodies.
 - (f) Easi-Payment Plan (EPP) transactions.
 - (g) Flexi Credit Plans.
 - (h) Government transactions.
 - (i) Instalment Payment Plan (IPP) transactions.
 - (j) Payment of annual card membership fees, interest payments, late payment fees, charges for cash withdrawals and any other form of service/miscellaneous fees using the UOB ONE Card.
 - (k) Premium for credit shield.
 - (l) Refunded, disputed, unauthorized or fraudulent retail transactions.
 - (m) Transactions via Jompay.
 - (n) Transactions via PIB
 - (o) Transactions posted on the current Statement Month date.
4. Any accumulated Cash Rebates including Cash Rebates which have yet to be credited into the Cardmember's Credit Card Account shall immediately be forfeited and the Cardmembers will not be entitled to enjoy the benefit of the Cash Rebates upon the occurrence of any one of the following:
- (a) Any cancellation of the UOB ONE Card; or

- (b) Any conversion of the UOB ONE Card to any other UOB Credit Cards and no refund, extension or compensation shall be given by UOB Malaysia; or
 - (c) The Cardmember's Credit Card Account becomes delinquent and no refund, extension or compensation shall be given by UOB Malaysia; or
 - (d) Any refund or cancellation of retail spend transaction(s) that resulted in a reduction on the overall Minimum Retail Spend.
5. Minimum Retail Spend made by supplementary Cardmembers will be combined with the principal Cardmember's Minimum Retail Spend in determining the eligibility for Cash Rebate rates. For the avoidance of doubt, Cash Rebates accumulated by the principal and supplementary Cardmembers under this Cash Rebate Programme will be credited into the principal Cardmember's Credit Card Account and this will be reflected in the monthly Statement of Account of the principal Cardmember's Credit Card Account.
6. Whilst UOB Malaysia commits to credit the Cash Rebate into Cardmembers' Credit Card Account at the soonest possible, there may be a lapse of time between transactions made or usage of UOB ONE Cards (as the case maybe) and the crediting of Cash Rebate into Cardmember's Credit Card accounts for any reason whatsoever. For avoidance of doubt, entitlement of Cash Rebate for the Statement Month will be determined based on the posting date of the transaction made to the Credit Card Account. In such circumstances, UOB Malaysia does not represent that the Cash Rebate earned or its transactions will be immediately reflected in the Cardmembers' Credit Card Account or monthly Statement of Account and shall not be liable for such delay where the lapse of time is caused by any breach.
7. For any disputes and inquiries on the Cash Rebate awarded that required investigation and/or rectification, Cardmembers are responsible to contact UOB Contact Centre within six (6) months from the Statement Month which reflects the disputed Cash Rebate.

General Terms and Conditions

8. The Cardmembers agree to be bound by this terms and conditions including any amendment and/or variation to it and the terms and conditions in the Cardmember Agreement. If there is any inconsistency between these terms and conditions and the Cardmember Agreement, these terms and conditions will prevail.
9. Cardmembers shall seek clarification from UOB Malaysia's authorized representative if there are any terms and conditions that the Cardmembers do not understand.

10. UOB Malaysia reserves the right to cancel, terminate or suspend the Cash Rebate Programme in whole or in part, at any time with prior notice. For the avoidance of doubt, cancellation, termination or suspension by UOB Malaysia of the Cash Rebate 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 cancellation, termination or suspension, unless it is due to UOB Malaysia's gross negligence or willful misconduct specifically related to the Cash Rebate Programme.
11. The Cardmembers are eligible to participate in the Cash Rebate Programmes provided that the Cardmembers have not defaulted on any terms and conditions of the Cardmember Agreement.
12. Without prejudice to the generality of the foregoing, in the event that the cash rebate 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 ONE Card and/or any transaction made using their UOB ONE Card, UOB Malaysia reserves the right to disqualify such persons from earning or utilizing the cash rebate.
13. The events above will also entitle UOB Malaysia to cancel, revoke, suspend or restrict the use of the UOB Credit Card and to consolidate all outstanding amounts into the principal UOB Credit Card account (if applicable).
14. UOB Malaysia's decision on all matters relating to the Cash Rebate Programmes shall be final, conclusive and binding the Cardmembers. UOB Malaysia shall not be obliged to give any reasons or entertain any correspondence with any person on any matter concerning the Cash Rebate Programmes.
15. 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 rebate under the Cash Rebate Programmes.
16. 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 parties resulting directly or indirectly from the Cash Rebate Programmes.

17. UOB Malaysia is not affiliated with the participating merchants and/or outlets and makes no representation or warranty with respect to the quality of the items and/or services supplied by the participating merchants and/or outlets.
18. UOB Malaysia shall not be liable for any defect or dissatisfaction with the quality of the items and/or services supplied by the participating merchants and/or outlets.
19. UOB Malaysia shall not be liable for any misrepresentation or misinterpretation of facts by any unauthorized third party in respect of the Cash Rebate Programmes which is published in any mass media, marketing or advertising materials.
20. To the fullest extent permitted by law, UOB Malaysia expressly excludes and disclaims any representation, warranty or endorsement, expressed 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 Cash Rebate Programmes.
21. In the event of any inconsistency between these terms and conditions and any advertising, promotional, publicity and other materials relating to or in connection with this Cash Rebate Programmes, the terms and conditions of these Cash Rebate Programmes shall prevail.
22. UOB Malaysia reserves the right to add, delete and/or vary the Cash Rebate Programmes' terms and conditions, from time to time, wholly or in part, by providing prior notice to the Cardmembers via posting on UOB Malaysia's website, displaying a notice at any of UOB Malaysia's branches/statement message/eDM or any other manner as may be determined by UOB Malaysia from time to time.
23. 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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