

Terms & Conditions of BEA Rewards Redemption Program ("Terms and Conditions")

Customer must read and agree to these Terms and Conditions in conjunction with the "BEA Credit Cardholder Agreement" of The Bank of East Asia, Limited ("BEA"). If there is any inconsistency between these Terms & Conditions and any other part of our banking agreement or terms and conditions, then these terms & conditions shall prevail.

A. General Terms and Conditions**Eligible Cards**

1. Unless otherwise specified, the BEA Rewards Redemption Program (the "Program") is only applicable to principal cardholders ("Cardholders") of BEA CENTENNIAL World Elite Mastercard, BEA SupremeGold World Mastercard, BEA World Mastercard, BEA Visa Signature Card, BEA Visa PLATINUM Card, BEA Mastercard PLATINUM Card, BEA UnionPay Dual Currency PLATINUM/DIAMOND Card, BEA Gold Card, BEA Classic Card, and other affinity or co-branded Cards ("Eligible Cards"). The BEA GOAL Credit Card, BEA i-Titanium Card, BEA JCB PLATINUM Card, and BEA Corporate Card are ineligible to participate in the Program. The list of Eligible Cards is subject to be amended by BEA from time to time with appropriate notice.

Conversion Rate and Eligible Transactions

2. Cardholders will earn 1 basic Bonus Point as a basic reward for every HK\$1 (HK\$1/CNY1 for the BEA UnionPay Dual Currency PLATINUM/DIAMOND Credit Card) retail spending ("Spending") (rounded down to the nearest dollar for every individual Spending, not counting cents) made with their Eligible Card(s). All Spending are determined by their post date. Each principal card account and related supplementary card account(s) will be treated as one eligible account. No basic Bonus Points will be offered for transactions involving:
 - a) Cash advance;
 - b) Statement instalments, "Cash in Hand" amount, balance transfers, and fund transfers;
 - c) Purchases and/or adding value to stored-value cards or e-Wallets (except PayMe/ Octopus Automatic Add Value Service);
 - d) All bill payments (including but not limited to Banking & Credit Card Services, Credit Services, Securities Trading, Tax Payment, Education, and Insurance) through BEA Online, Internet, phone, ATM, and BEA Mobile (Except for BEA Co-branded/ Affinity Cards with specific bill payment offer features);
 - e) Casino chips;



- f) Fees or charges, including finance charges, late charges, annual fees or any other fees or charges;
- g) Payments which are unposted or posted but subsequently cancelled, reserved or refunded (including tax refunds on purchases) in whole or in part.
- h) Card-present transactions made at any merchant with physical premises, address of the fixed place of business or business license in the United Kingdom and any country participating in the European Economic Area or joining European Economic Area after 19th October, 2019, including, without limitation, Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Iceland, Liechtenstein and Norway (Effective Date: 5th June, 2021).
- i) Insurance premium transaction (except BEA CTF Life Credit Card transaction made on CTF Life premiums payment and BEA AIA Credit Card transactions made on AIA premiums payment) (Effective Date of BEA CTF Life Credit Card payment: 24th April, 2021).

For a purchase under an interest-free instalment programme, the cardholder will earn 1 basic Bonus Point for every HK\$1 in each instalment amount as and when it is posted to their Eligible Card account. Postings for such amounts may be in a lump sum or in instalments, depending on the types and features of the instalment programme.

BEA reserves the final right to determine whether a cardholder is entitled to receive Bonus Points for any transaction amount in the event that said cardholder's Eligible account balance exceeds the original specified credit limit.

There will be a monthly cap (per calendar month) of basic rewards earned with Eligible Cards for reload through the Octopus Automatic Add Value Service and for transactions made under the merchant codes/ transaction categories of Government Department categories (Any Region). (i) Each Eligible Account will only be entitled to a maximum of HK\$40 cash rebate or 10,000 Bonus Points in each calendar month. (ii) The mentioned transactions are determined by their post date. Transaction categories shall be determined at the sole and absolute discretion of BEA according to the merchant codes issued by VISA International/Mastercard Asia/Pacific (Hong Kong) Limited/JCB International Co., Ltd/UnionPay International.

Notwithstanding the above, specific terms and conditions may also apply to each Eligible Card.

**Bonus Points Validity and Expiry**

3. The validity of Bonus Points for various Eligible Cards is listed below:

Card Type	Bonus Points Validity
Classic / Gold Card	2 Years
UnionPay Dual Currency PLATINUM/DIAMOND Card	5 Years
Visa / Mastercard PLATINUM Card	5 Years
Visa Signature Card	5 Years
World Mastercard	5 Years
CENTENNIAL World Elite Mastercard	Perpetual

The expiry date of a Cardholder's Bonus Points will be specified on his/her monthly statement. Expired Bonus Points will be automatically cancelled and cannot be extended or redeemed. The maximum period of accumulation is subject to announcements by BEA from time to time. In the event that a Cardholder's credit card account is terminated, all Bonus Points shall be forfeited immediately and are non-refundable.

4. Unless otherwise specified, Bonus Points earned through a maximum of 2 different Eligible Cards held in one cardholder's name may be combined and redeemed for an item under the Program. Bonus Points will initially be deducted from the Eligible Card account that is entered first when a redemption request is made; any remaining Bonus Points required will be deducted from the second Eligible Card account entered. Accumulated Bonus Points are not transferrable to any other person.

Participating Merchants

5. BEA has the right to specify and vary the following items from time to time without notice (a) the merchants participating in the Program, or (b) any scheme or arrangement under the Program. BEA is not liable to cardholder for any change of participating merchants. Cardholder may visit BEA website for the latest list of participating merchants.
6. Redemption of spending credit, gifts, vouchers, cash coupons, mile or other items featured in the Program (collectively, the "Gifts") is subject to the participating merchant's policy and the terms and conditions specified by the participating merchant. BEA and the participating merchants reserve the right to suspend, change, or terminate the promotion and modify its terms and conditions at any time without prior notice. In case of any dispute, the related merchants and BEA reserve the right of final decision.



Redemption Transactions

7. Unless otherwise specified, Bonus Points may be redeemed for the Gifts within the Program offered by BEA through the BEA Mall App redemption platform ("BEA Mall") from time to time. Reward redemption services via the Customer Service Hotline (3608 6628) are restricted to a limited number of designated items. BEA reserves the right to charge a handling fee of HK\$50 for each redemption application processed through this channel.
8. Stock of the Gifts featured in the Program may be limited. In the event that a requested Gift is out of stock, BEA reserves the right to suspend, change, or terminate the relevant reward redemption at any time without prior notice.
9. In respect of an Eligible Card account which has both a principal cardholder and a supplementary cardholder, only the principal cardholder may redeem available Bonus Points from the Eligible Card account. All Bonus Points and benefits accrued by the principal or supplementary cardholder under the Eligible Card account will be given to the principal cardholder.
10. Only Cardholders whose Eligible Card accounts are valid and in good standing may redeem Bonus Points for the Gifts. The Bonus Points of a cancelled account are automatically cancelled and cannot be redeemed.
11. BEA's acceptance of a redemption request is also subject to the accumulation of sufficient Bonus Points by the cardholder and the cardholder's current credit standing during the redemption period. The required Bonus Points will be deducted from the cardholder's Eligible Card account in accordance with the cardholder's redemption request. In the event that the cardholder's Eligible Card account does not have sufficient Bonus Points, the redemption request will be automatically cancelled.
12. The Cardholder's actual redemption records and Bonus Points balance shall be based solely on the redemption records at BEA and BEA Mall.
13. Some selected Gifts within BEA Mall are available exclusively to designated BEA Credit Cardholders. Please refer to the respective terms and conditions for details.
14. BEA shall not be liable for any matters arising from or in connection with the Gifts, services, or information provided by the participating merchants. Cardholders should direct any queries or complaints to the participating merchants.
15. To collect the Gifts in person at participating merchant outlets or the redemption centres, the Cardholder may need to present his/her relevant valid Eligible Card and the original copy of redemption letter/e-redemption letter/SMS (if applicable) issued by BEA / participating merchants. For details, please refer to the terms for redeeming the Gifts.



16. If any transaction is cancelled or refunded for whatever reason, the relevant Bonus Points may be deducted or cancelled at BEA's discretion. Illegal/fraudulent transactions, fraud and abuse relating to redemption requests may result in the cancellation of the relevant Bonus Points as well as the cardholder's Eligible Card account. BEA reserves the right to charge an amount equivalent to the Bonus Points required (at a conversion rate of HK\$1 to every 200 Bonus Points, rounded up to the nearest Hong Kong dollar) directly from the relevant Eligible Card account with appropriate notice and to take legal action, if deemed appropriate.
17. No cancellation or amendments are allowed once Bonus Points have been redeemed for Gifts successfully.
18. No person other than the cardholder or BEA will have any right under the Contracts (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce or enjoy the benefit of any of the provisions of these Terms and Conditions.
19. Fraud and abuse relating to the redemption may result in the forfeiture of accumulated Bonus Points as well as the cancellation of a cardholder's credit card(s).
20. Offers relating to any participating merchant whose business are closed down shall be terminated immediately.

B. Gifts

21. BEA has the right to change or remove Gifts from time to time without notice. The Gift is available only while stocks last.
22. Upon successful completion of the Gift redemption process on BEA Mall, a confirmation page will be displayed. Cardholders may also view the redemption details under "Redemption History". If Cardholders find that they have not received the Gift after redemption, they must contact the BEA customer service hotline within 3 months of redemption, otherwise they will be deemed to have given up the Gift.
23. All Gifts information, prices, and photos shown on BEA Mall are for reference only. The information provided by the participating merchants shall prevail.

B1. Gifts - Physical Gift Vouchers/Designated Products

24. Unless otherwise specified, upon successful redemption on physical gift vouchers/designated products, BEA will send out the Gifts or redemption letter for the Gifts by surface mail within 15 working days to the Cardholder's correspondence address on BEA's record. Please refer to the redemption letter for Gift collection details (if applicable). Cardholders must ensure that the corresponding address recorded with BEA is correct when redeeming gifts; otherwise, any physical vouchers or redemption letters sent will not be reissued if lost.



25. Redemptions cannot be cancelled or altered once made. Redemption letters/gifts/vouchers/cash coupons that have been claimed or delivered will not be refunded.
26. Cardholders who redeem Bonus Points for the physical vouchers, will receive by surface mail if the value worth HK\$1,000 or below; if Cardholders who redeem Bonus Points for the physical vouchers worth over HK\$1,000 or designated products, Cardholder must collect the physical vouchers or the products at a designated redemption centre with the redemption letter according to the specified redemption date and instructions.

B2. Gifts - Electronic Promo Code /e-vouchers

27. Unless otherwise stated, if a Cardholder successfully redeems a gift, they can view the redeemed e-voucher codes in "My eVouchers" on BEA Mall.
28. Cardholders must follow the instructions of BEA Mall to use the relevant promo codes or e-vouchers.
29. Printed e-vouchers will not be accepted. E-voucher codes must be used within the validity period; expired codes will be invalid and will not be reissued.

B3. Gifts - Spending Credit

30. Redemption applications are final and conclusive and cannot be cancelled or amended upon confirmation. Upon successful redemption, the Spending Credit will be credited to the relevant account (or the first eligible account entered if Bonus Points from two cards are combined) within 3 business days and reflected on the monthly statement without further notice; the Spending Credit is non-transferable to any third party or other accounts under Cardholder's name and is applicable only to offset retail transactions within the designated account.

Travel Rewards

Bonus Point Conversion into Asia Miles

31. Travel Rewards only apply to cardholders of a BEA World Elite Mastercard or World Mastercard who have registered for the BEA Mileage Reward, which includes BEA CENTENNIAL World Elite Mastercard, SupremeGold World Mastercard, The Hong Kong Racehorse Owners Association World Mastercard and World Mastercard. Travel Rewards do not apply to BEA supplementary cards, BEA corporate cards and BEA AIA Credit Card.
32. The Cardholder must be a Cathay member in order to convert his/her Bonus Points into Asia Miles ("Miles"). Cardholders may join Cathay membership programme free of charge at www.cathaypacific.com. For more information about Cathay membership programme, please call the Cathay Customer Care on 2747 3333 or visit www.cathaypacific.com.



33. The Bonus Points conversion rate into Asia Miles is 10 Bonus Points = 1 Asia Mile. The minimum number of Bonus Points that Cardholders can convert is 50,000 Bonus Points to be converted into 5,000 Asia Miles. Each conversion must be a multiple of 1,000 Miles. BEA reserves the right to adjust the number of Bonus Points converted in connection with said conversion at any time with appropriate notice.
34. From 5th August 2024 onwards, a handling fee of HK\$300 will be applied for Asia Miles conversion each time. Cardholders can convert a maximum of 999,000 Miles each time. If a Cardholder uses 2 credit cards to make Asia Miles conversion in one transaction, the handling fee of HK\$300 for each conversion will be deducted from the eligible card account that is entered first when the conversion request is made.
35. Mileage Rewards and Gift rewards cannot be redeemed in combination in the same application.
36. The Cardholder must also be a Cathay member, and both accounts must use the HKID number or passport number for registration. Bonus Points earned and converted into Miles cannot be credited to the account of another Cathay member. BEA will pass the Cathay Membership number provided by the Cardholder to Cathay in order to complete the conversion. The conversion will be automatically cancelled in case of the submission of insufficient information or of information not matching with Cathay.
37. Miles will be instantly credited to the cardholder's Cathay membership account when conversions are made with BEA Mall. No cancellations or amendments are allowed once Bonus Points have been converted into Miles.
38. BEA assumes no responsibility for Miles converted under this offer or for the actions of any participating airline in connection with its travel reward programme or otherwise.
39. All questions and/or disputes regarding a cardholder's eligibility to convert Bonus Points under this offer or to join Cathay membership programme shall be decided solely by BEA and Cathay, respectively.

Cross-boundary Reward Redemption Service

40. Cross-boundary Reward Redemption Service is a service that allows Cardholders to convert Bonus Points to redeem the rewards at BEA China Points Mall Redemption Platform of The Bank of East Asia (China) Limited. For more terms and conditions of Cross-boundary Reward Redemption Service, please read Cross-boundary Reward Redemption Service Terms and Conditions.
(https://www.hkbea.com/pdf/Rewards/BEAC_Redemption/BEAC_Redemption_TnC_EN.pdf)

C. Disclaimer and Disclosure Information

41. BEA makes no representation or guarantee as to the quality and availability of the Gifts, services, or information provided by the participating merchants. BEA shall not be liable for any matters arising from or in connection



- with the Gifts, services, or information provided by the participating merchants. Cardholders should direct any queries or complaints to the relevant participating merchant.
42. BEA and participating merchants have made every effort to ensure all information in the Program is accurate, however, BEA accepts no responsibility for any error or omission contained therein. BEA reserves the right to make the final decision if there is any inaccuracy or omission.
 43. BEA will not be responsible for damaged, lost, or stolen Gifts redeemed through the Program and will not re-issue the same.
 44. BEA is not responsible for any loss or theft of any Gifts acquired, whether the loss has occurred in the course of delivery or under any other situation whatsoever.
 45. BEA reserves the sole right to vary or cancel the Program and/or amend or alter these Terms and Conditions at any time without prior notice. In the event of any dispute, the decision of BEA shall be final and conclusive.
 46. The cardholder agrees that BEA may provide his/her personal data or account information to the participating merchants for the purposes of fulfilling the cardholder's redemption request and Gift delivery.
 47. These Terms and Conditions are governed by and construed under the jurisdiction of the Hong Kong Special Administrative Region.
 48. The Chinese version of these Terms and Conditions is for reference only. The English version will prevail if there is any inconsistency between the English and Chinese versions.

To borrow or not to borrow? Borrow only if you can repay!