

## **PNB Debit Cards Rewards Program**

### **Terms and Conditions**

The PNB Debit Cards Rewards Program allows Philippine National Bank (PNB) Debit Cardholders to redeem Rewards Items from Rewards Points accumulated subject to the following Terms and Conditions:

#### **A. DEFINITION OF TERMS**

**“Card”** refers to the debit card issued by PNB to the Cardholder as enumerated in B (1) hereof.

**“Cardholder”** refers to the person to whom or for whose use a Card was issued by PNB.

**“Cardholder Account”** refers to the Cardholder's PNB Debit Card facility.

**“Mabuhay Miles”** refers to the mileage points given as reward pursuant to Philippine Airline's customer loyalty program.

**“Merchant Outlet”** refers to the place where the Cardholder can redeem the Merchant Items.

**“Merchant Item”** refers to the goods that can be redeemed from participating Merchant Outlets.

**“Non-PAL Transactions”** refers to the Cardholder purchases or transactions using the card except those made directly in Philippine Airlines.

**“Non-service Merchant”** refers to merchants wherein Cardholders make retail purchases, excluding gasoline stations, supermarkets, and drugstores.

**“PAL Transactions”** refers to the Cardholder purchases or transactions using the card made directly with Philippine Airlines.

**“Program”** refers to the rewards program being offered by PNB as described in the Terms and Conditions.

**“Redemption Period”** refers to the specified period in which Cardholders can use their earned Rewards Points to redeem Rewards.

**“Reward/s”** refers to the goods, services, or other offerings (including airline mileage, which can be redeemed by PNB-PAL Mabuhay Miles Debit Mastercard Cardholders from their rewards points.

**“Rewards Catalog”** refers to the catalog of Merchant Items that may be found in the PNB Website and may be redeemed by the Cardholder subject to these Terms and Conditions and a Redemption Period.

**“Rewards Points”** refers to the points earned by the Cardholder through the use of the Card as specified in these Terms and Conditions.

**“Service Merchant”** refers to gasoline stations, supermarkets, and drugstores.

#### **B. GENERAL TERMS AND CONDITIONS**

1. The Program is open to active Cardholders of the following Cards:
  - a. PNB-PAL Mabuhay Miles Debit Mastercard - Regular; and
  - b. PNB-PAL Mabuhay Miles Priority Debit Mastercard
2. Rewards Points earned from the Program can be exchanged for Rewards.
3. By redeeming Rewards Points under this Program, the Cardholder is subject to the terms and conditions of the Rewards Program and Debit Card, including consents to the disclosure by PNB of the Cardholder's information to third party service providers as needed to carry out any related request.
4. The Program shall be an on-going rewards program to eligible Cardholders.

5. PNB reserves the right, to amend these Terms and Conditions, the number of Rewards Points required to redeem Rewards, the transactions eligible to earning of points, as well as the procedures in making the redemption. Amendments to these Terms and Conditions shall be posted in PNB's website for reference.
6. The Program is subject to the Terms and Conditions governing the issuance and use of PNB Debit Cards.

**C. PROGRAM PERIOD**

The Program shall be an on-going offering to qualified Cardholders, continuation, or suspension of which shall be subject to the sole discretion of PNB.

**D. ELIGIBILITY**

The Program is open to qualified Cardholders of PNB-PAL Mabuhay Miles Debit Mastercard - Regular and PNB-PAL Mabuhay Miles Priority Debit Mastercard only.

**E. ACCUMULATION OF REWARDS POINTS**

1. Transactions of the Cardholder shall earn points for the Cardholder as follows:

<b>Transaction Type</b>	<b>PNB-PAL Mabuhay Miles Debit Mastercard - Regular</b>	<b>PNB-PAL Mabuhay Miles Priority Debit Mastercard</b>
Retail - non service merchants	<u>PAL Transaction*</u> P 150 = 1 rewards point  <u>Non-PAL Transaction</u> P 250 = 1 rewards point	<u>PAL Transaction*</u> P 100 = 1 rewards point  <u>Non-PAL Transaction</u> P 200 = 1 rewards point
Retail - service merchants	None	None
Retail - casino transactions	None	None
Utility Bills (over-the-counter)	None	None
Utility Bills (via ATM and ABF)	None	None
Interest and charges	None	None

\*PAL Transaction Merchant Category Code: 3022

2. The earning of rewards points shall not apply to the following transactions made on the following categories.
  - a. Supermarket / Grocery stores
  - b. Gasoline / Petrol stations
  - c. Drugstore / Healthcare
  - d. Casino
  - e. Domestic and International Cash Withdrawal
  - f. Utility Bills (over-the-counter, via ATM and ABF)
  - g. Interest and charges
  - h. Fund Transfer/s
3. Single-receipt transactions lower than P1,500 shall not earn rewards points.
4. Dollar transactions or purchases will be converted to their Philippine Peso equivalent prior to the computation of Rewards Points earned. The determination of the exchange rate, which will be the basis for the conversion of the dollar transactions to their peso equivalent, shall be at the sole discretion of PNB and may be changed by PNB at any time.
5. The amount of interest charges and fees are excluded from the computation of Rewards Points. Similarly, purchase of traveler's checks, fraudulent and/or unauthorized transactions, and all other charges similar or analogous to the foregoing enumeration, shall be excluded from the Program and shall not earn any Rewards Points. PNB may from time to time add to, or remove from, the above list of included and/or excluded transactions. PNB's decision as to what transactions are included or excluded for the purpose of earning Rewards Points shall be final and conclusive.

6. Fraud, abuse, and violation relating to the earning and transfer / redemption of Points in the Program may result in the forfeiture of accumulated Points as well as the cancellation of the Cardholder's Account(s).
7. Rewards Points earned by the Cardholder shall be credited every 5<sup>th</sup> day of the succeeding month. If within twenty-one (21) days from the crediting of the Rewards points the Cardholder does not dispute the number of Rewards Points earned, the Rewards Points earned shall be deemed correct.
8. PNB reserves the right to change at any time: (a) the ratio between a Rewards Point to be awarded and the specified amount posted to the Cardholder's Account; (b) the ratio between a Rewards Point and selected transaction/s; (c) the assignment of Rewards Points to Rewards that can be redeemed by the Cardholder; and (d) type of transaction/s that will earn Rewards Points.
9. Points are non-transferable and non-convertible to cash.
10. If a Cardholder files a dispute against a transaction that has earned Rewards Points, the same will be debited from the account once a temporary credit memo has been processed. If, after the investigation, the transaction/s is/are found to be valid, it will be re-billed to the account and earn the corresponding points.
11. PNB may disqualify transactions whose nature are not for personal use.

**F. POINTS VALIDITY and NOTICE OF ACCUMULATED POINTS**

1. Rewards points earned by PNB-PAL Mabuhay Miles Debit Mastercard - Regular and PNB-PAL Mabuhay Miles Priority Debit Mastercard have no expiry date as long as the Cardholder's account/s is/are kept in good standing. However, PNB reserves the right to implement an expiry date for rewards points whether points have already been earned or earned thereafter.
2. Cardholders may call PNB Customer Service Hotline to check their Rewards Points.

**G. TYPES OF REWARDS**

Cardholders can redeem any of the following Rewards provided that they meet the required Rewards Points:

Card type	Mabuhay Miles	Merchant Item
PNB-PAL Mabuhay Miles Debit Mastercard - Regular	✓	✓
PNB-PAL Mabuhay Miles Priority Debit Mastercard	✓	✓

**H. REWARDS POINTS CONVERSION**

**1. PNB-PAL Mabuhay Miles Debit Mastercard - Regular**

Rewards	Conversion	Minimum Redemption
Mabuhay Miles	1 Rewards Point = 1 Mabuhay Mile	Blocks of 2,000 points
Merchant items	Refer to Rewards Catalog for rewards points requirement	Must meet the required rewards points

**2. PNB-PAL Mabuhay Miles Priority Debit Mastercard**

Rewards	Conversion	Minimum Redemption
Mabuhay Miles	1 Rewards Point = 1 Mabuhay Mile	Blocks of 2,000 points
Merchant items	Refer to Rewards Catalog for rewards points requirement	Must meet the required rewards points

## **I. REWARDS CATALOG**

1. PNB will, from time to time, issue a Rewards Catalog which will establish the number of Rewards Points required for a Cardholder to redeem any Rewards. Rewards can only be redeemed in accordance with the current Rewards Catalog.
2. PNB may, at any time, by issuing a new Rewards Catalog or other vehicle describing alternative redemption options, alter the number of Rewards Points required to claim a Rewards, or the conditions for obtaining it.

## **J. CONDITIONS FOR REDEEMING REWARDS**

1. Points are redeemable by Cardholders whose Accounts are active.
2. In the event of card replacement, a Cardholder must call PNB Customer Service Hotline to request for transfer of Rewards Points to the new PNB-PAL Mabuhay Miles Debit Mastercard Account in order for Cardholder to use these Rewards Points to redeem Rewards.
3. To redeem Rewards Points, the Cardholder must not have violated either the Program's Terms and Conditions or the Terms and Conditions governing the issuance and use of PNB Debit Cards.
4. For failure to satisfy the requirements in sections J.1 up to J.3, the Cardholder's redemption opportunities will be temporarily deferred until the conditions are satisfied, provided that the conditions are satisfied within the prescribed Redemption Period.
5. Should any violation occur during the processing of a redemption request, PNB reserves the right to defer and/or stop the processing of the redemption request. In case of Cardholder delinquency, PNB reserves the right to reinstate the eligibility of the cardholder for redemption but is under no obligation to do so.

## **K. REDEMPTION CHANNELS & PROCEDURES**

1. Cardholder may redeem a Reward through the following:
  - a. **via Call**  
Cardholder who wish to redeem by phone may contact our PNB Customer Service Hotline at (+632) 8573-8888.
  - b. **Other channels**  
PNB may, at any time, introduce alternative redemption channel/s which the Cardholder can use to redeem Rewards.
2. For redemption of Merchant Items, requests should be sent within the specified Promo Period stated in the Rewards Catalog. Once redemption requests are acknowledged by PNB, they cannot be changed, revoked, or canceled.
3. For Mabuhay Miles redemption, the Cardholder must have a valid Mabuhay Miles Number in order to convert the Rewards Points to Mabuhay Miles. Once Rewards Points have been successfully converted to Mabuhay Miles, it cannot be revoked or cancelled, and PAL's Mabuhay Miles Program Mechanics shall apply.

## **L. FOREFEITURE OF EARNED POINTS**

1. PNB reserves the right to suspend or exclude a Cardholder from participating or continuing to participate in the Program if the Cardholder has, in any way, breached the Terms and Conditions of the Program or the Cardholder agreement.

## **M. DISCLAIMERS**

1. PNB has taken and will take all reasonable steps to ensure that the information it publishes in relation to the Program is accurate. However, it shall not be liable or responsible for the genuineness or accuracy of any information given or provided by third parties. All descriptions of Merchant Items in the Catalog are based on information provided by suppliers.

2. Any rights, which a Cardholder may have in connection with a Reward, either product or service, is solely the responsibility and liability of the supplier of the Reward. Neither PNB nor its external fulfillment agency has any liability whatsoever (including negligence) with respect to:
  - a. Rewards supplied and/or installed;
  - b. Any death or injury, or consequential loss or damage arising from the supply or use of a Rewards; and
  - c. The loss, theft, or destruction of a Reward/s.
3. Merchant Items photographed in the Rewards Catalog may slightly differ in color, perceived size, or texture from the actual Merchant Items to be claimed at the Merchant Outlet.

## **N. WARRANTIES**

PNB does not warrant, whether express or implied, and gives no warranty with respect to the quality of the goods and/or services redeemed, their suitability for any purpose and any ownership of intellectual or industrial property rights in the said goods and/or services.

PNB does not warrant the Merchant Items against any defects, damage, physical imperfections, discolorations, or the like.

PNB does not guarantee the availability, color, size, quality, or number of the Merchant Items in the Program.

## **O. TAXATION**

Cardholders are ultimately responsible for their tax treatment, if any, of Rewards redeemed, and PNB gives no warranty and is not responsible for the ultimate treatment of any potential tax implication on Rewards redemption. In the event that any Rewards redeemed should result in any tax liability to a Cardholder, said tax liability, if any, shall be shouldered solely by the Cardholder.

## **P. MISCELLANEOUS PROVISIONS**

1. PNB may, at any time at its discretion, suspend or terminate the Program by giving thirty (30) days prior written notice to the Cardholders. The suspension or termination notification will be provided either by notices and posters at all PNB branches, written notification to Cardholder's last known billing address. Any use of a Card made during the period of suspension or after the termination date of the Program shall not earn any Rewards Points.
2. In the event of termination of the Program, PNB shall specify the period within which the Cardholders may redeem their earned Rewards Points. After the expiration of the period of redemption, remaining Rewards Points shall be forfeited.
3. PNB shall be entitled to have an agent or contractor to carry out any, all or part of the Program on its behalf. To this end, Cardholders consent and hereby authorize PNB to supply any such agent or contractor with such information as required for them to perform their duties.
4. These Terms and Conditions are subject to relevant laws and government regulations. Venue of any action arising out of these Terms and Conditions shall be lodged in the proper courts of Pasay City, to the exclusion of other courts.

PNB is regulated by the Bangko Sentral ng Pilipinas  
<https://www.bsp.gov.ph>  
BSP Webchat - <http://www.bsp.gov.ph/>  
SMS: 021582277 (for Globe subscribers only)  
BSP Facebook - <https://www.facebook.com/BangkoSentralngPilipinas/>