PNB Credit Cards' Rewards Program Terms and Conditions

The PNB Credit Cards' Rewards Program allows Philippine National Bank (PNB) Credit Cardholders to redeem Rewards in exchange of Rewards Points accumulated subject to the following Terms and Conditions:

A. DEFINITION OF TERMS

"Annual Membership Fee" refers to the fee being paid by the Cardholder yearly for the use of the Card.

"Card" refers to the credit 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 Credit Card facility.

"Cash Credit" refers to the cash rebates applied as payments for the Cardholder's account balance.

"Company Credit Card Number" refers to the Mother Account of a company's corporate card.

"Corporate Cardholder" refers to the cardholders to whom Corporate credit cards were issued by PNB.

"Installment Plan" refers to a transaction wherein a Cardholder has the option to pay in installment.

"Mabuhay Miles" refers to the mileage points given as reward pursuant to Philippine Airlines' 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-service Merchant" refers to merchants wherein Cardholders make retail purchases, excluding gasoline stations, supermarkets, and drugstores.

"Principal Cardholder" refers to the Cardholder in whose name the credit card account is maintained.

"Program" refers to the rewards program being offered by PNB as described in this 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, cash credits, and waivers of annual fee) which can be redeemed by PNB Credit Cardholders in exchange of 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 Principal and Supplementary Cardholder through the use of the Card as specified in these Terms and Conditions.

"Service Merchant" refers to gasoline stations, supermarkets, and drugstores.

"Supplementary Cardholder" refers to the Cardholder to whom a Card was issued as an extension of the Principal Cardholder.

B. GENERAL TERMS AND CONDITIONS

1. The Program is open to active Principal Cardholders of the following Cards:
   a. PNB Mastercard Credit Cards (excluding PNB-PAL Mabuhay Miles Mastercard Credit Cards);
   b. PNB UnionPay Credit Cards;
   c. PNB JCB Credit Cards;
   d. Co-branded Credit Cards;
   e. PNB Corporate Credit Cards.

2. Rewards Points earned from the Program can be exchanged for Rewards.

3. By redeeming Rewards Points under this Program, the Cardholder acknowledges and agrees that PNB may disclose the Cardholder's information to third party service providers, to the extent reasonably necessary to process and fulfill the redemption request, in accordance with applicable data privacy laws.

4. PNB may update or revise these Terms and Conditions, the number of Rewards Points required for redemption, the transactions eligible to earn Rewards Points, and the redemption procedures from time to time. Cardholders will be notified of such changes through appropriate channels.

5. The Program is likewise subject to the Terms and Conditions governing the issuance and use of PNB Credit Cards.

C. PROGRAM PERIOD

The Program shall be an on-going offering available to qualified Cardholders. PNB may continue, suspend, or discontinue the Program, with appropriate notice in accordance with these Terms and Conditions.

D. ELIGIBILITY

The Program is open to qualified Cardholders of the Cards set forth herein, except for holders of PNB Classic and Gold Visa, PNB Ze-Lo Mastercard, PNB Cashback Titanium Mastercard, and PNB Cart Mastercard credit cards.

E. ACCUMULATION OF REWARDS POINTS

1. Transactions of the Cardholder and/or its Supplementary shall earn points for the Cardholder as follows

Transaction Type	PNB Mastercard & UnionPay	PNB JCB	PNB Ze-Lo, Cashback Titanium & Cart Mastercard	Visa	PNB Co-Branded Cards	Corporate Cards
Retail – Non-Service Merchants	P70 = 1 point	P70 = 1 point P40 = 1 point (JPY and Japan-located Transactions)	NA	NA	P70 = 1 point P40 = 1 point for The Travel Club transactions (PNB-TTC cards only)	P75 = 1 point
Retail – Service Merchants* [1]	P70 = 1 point	P70 = 1 point P40 = 1 point (JPY and Japan-located Transactions)	NA	NA	P70 = 1 point	P100 = 1 point
Retail – Casino Transactions[2]	None	None	NA	NA	None	None
Utility Bills (over-the-counter, ATM, Digital App, ABF)[3]	None	None	NA	NA	None	None
Interest and Charges	None	None	NA	NA	None	None
Cash Advance	P70 = 1 point	P70 = 1 point P40 = 1 point (JPY and Japan-located Transactions)	NA	NA	P70 = 1 point	None
Merchant Installment	P70 = 1 point	P70 = 1 point	NA	NA	P70 = 1 point	None
Non-Merchant Installment						
Balance Transfer	None	None	NA	NA	None	None
Convert to Cash	None	None	NA	NA	None	None
Transaction Conversion	None	None	NA	NA	None	None
Balance Conversion	None	None	NA	NA	None	None

**Subject to capping*

1 Retail – Service Merchants include the ff. MCCs 4468, 5122, 5172, 5300, 5411, 5541, 5542, 5912, 5983
2 Casino Transactions include the ff. MCCs 4829, 6010, 6050, 6051, 6533, 6537, 6540, 7995, 9406
3 Utility Bills Payment include the ff. MCCs 4900

2. The capping of Rewards Points shall apply on the following Retail – service merchants:

Category	Monthly Cap
Supermarket / Grocery stores	P100,000
Gasoline / Petrol stations	P50,000
Drugstore / healthcare	P25,000

The capping of Rewards Points shall be applied on a monthly basis (every Statement cycle) to all card types that earn Rewards Points (except Corporate Cards)

3. For dual currency credit cards, 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 determined by PNB based on prevailing market conditions.

4. The basis for the computation of earned Rewards Points on Installment Plan transactions shall be the monthly amortization already posted to the Cardholder’s account. Installment Plan amortizations that have not yet been posted to the account shall not earn Rewards Points.

5. Interest charges and fees shall be excluded from the computation of Rewards Points. Similarly, the following transactions shall not earn any Rewards Points: (i) purchase of traveler’s checks; (ii) fraudulent and/or unauthorized transactions; and (iii) all other transactions or charges similar or analogous to the foregoing. PNB may, from time to time, add to, or remove from the list of eligible and/or excluded transactions. PNB’s determination of whether a transaction is qualified to earn Rewards Points shall be final, binding, and conclusive.

6. Any fraud, abuse, or violation relating to the earning and redemption of Rewards Points may result in the forfeiture of accumulated Points and/or the cancellation of the Cardholder's account(s), without prejudice to other remedies available to PNB.

7. Rewards Points earned during a billing period shall be reflected in the corresponding monthly Statement of Account. If the Cardholder does not dispute the number of Rewards Points earned within twenty-one (21) days from receipt of the Statement of Account, the Rewards Points reflected therein shall be deemed accurate and final.

8. PNB may, at its discretion and upon notice, modify the Rewards Program, including but not limited to: (a) the conversion rate for awarding Rewards Points based on amounts posted to the Cardholder’s account; (b) the value of Rewards Points in relation to specific transactions; (c) the allocation of Rewards Points to redeemable rewards; and (d) the types of transactions that qualify for earning Rewards Points.

9. Rewards Points are non-transferable and cannot be converted to cash. Rewards Points earned by the Supplementary Cardholder shall be credited to and pooled under the Principal Cardholder’s account. For Corporate Cardholders, all Rewards Points shall be consolidated under the Company Credit Card Number (Mother Account).

10. If a Cardholder disputes against a transaction that has earned Rewards Points, the corresponding points shall be deducted once a temporary credit memo has been processed. If, upon investigation, the transaction is found to be valid, it will be re-posted to the account, and the corresponding Rewards Points will likewise be reinstated.

11. PNB may disqualify transactions that are determined to be non-personal in nature.

F. POINTS VALIDITY and NOTICE OF ACCUMULATED POINTS

1. Rewards Points earned through PNB Mastercard, PNB UnionPay, PNB JCB, and other co-branded credit cards shall have no expiry, provided the Cardholder's account/s remain/s in good standing. However, PNB reserves the right to impose an expiration period on Rewards Points, including those already earned and those to be earned in the future. Rewards points earned under the Corporate Credit Card shall be valid for one (1) year only.

2. Cardholders shall be informed of their total Rewards Points balance through their monthly Statement of Account. Cardholders may also view their Rewards Points through PNB Digital or by contacting PNB Cards 24/7 Customer Service Hotline. Eligible transactions shall earn Rewards Points once such transactions are posted to the Cardholder’s account.

G. TYPES OF REWARDS

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

Card type	**Mabuhay Miles**	**Cash Credits**	**Payment for Annual Membership Fee**
Mastercard and UnionPay cards	✓	✓	✓
JCB Cards	NA	✓	✓
Selected Co-branded cards	✓	✓	NA*
Corporate cards	✓	✓	✓

*Depends on Co-brand partner

H. REWARDS POINTS CONVERSION

1. **PNB Mastercard* and PNB UnionPay:**

Rewards	**Conversion**	**Minimum Redemption**
Mabuhay Miles	1 Rewards Point = 1 Mabuhay Mile	Blocks of 2,000 points
Cash Credits	4 Rewards Points = P1 Cash Credit	Blocks of 500 points
Payment for Annual Membership Fee (AMF)	Essentials Mastercard: P1,200 AMF = 4,800 Rewards Points	Must meet the required rewards points
	Platinum Mastercard and Diamond UnionPay: P3,000 AMF = 12,000 Rewards Points	

*excluding PNB-PAL Mabuhay Miles Mastercard Credit Cards

2. **PNB JCB:**

Rewards	**Conversion**	**Minimum Redemption**
Mabuhay Miles	NOT ELIGIBLE	
Cash Credits	4 Rewards Points = P1 Cash Credit	Blocks of 500 points
Payment for Annual Membership Fee (AMF)	PNB JCB Platinum: P3,000 AMF = 12,000 Rewards Points	Must meet the required rewards points

3. **Co-branded cards*:**

Rewards	**Conversion**	**Minimum Redemption**
Mabuhay Miles	1 Rewards Point = 1 Mabuhay Mile	Blocks of 2,000 points
Cash Credits	4 Rewards Points = P1 Cash Credit	Blocks of 500 points
Payment for Annual Membership Fee (AMF)	Alturas Visa = P1,200 = 4,800 Rewards Points	Must meet the required rewards points
	PNB-LSGHAA Platinum: P3,000 AMF = 12,000 Rewards Points	

*excluding PNB-PAL Mabuhay Miles Mastercard Credit Cards

4. **Corporate Cards:**

Rewards	Conversion	Minimum Redemption
Mabuhay Miles	2 Rewards Points = 1 Mabuhay Mile	Blocks of 10,000 points
Cash Credits	10,000 Rewards Points = P1,000 Cash Credit	Blocks of 10,000 points
Payment for Annual Membership Fee (AMF)	Single currency: P1,500 AMF = 6,000 Rewards Points	Must meet the required rewards points
	Dual currency: P1,800 AMF = 7,200 Rewards Points	

I. REWARDS CATALOG

1. PNB may release a promotional Rewards Catalog from time to time showing the points needed to redeem rewards. Only the current Rewards Catalog will apply to redemptions.

2. PNB may, at any time, update the points required or the rules for redeeming rewards. These changes will be announced in a new Rewards Catalog or similar notice.

J. CONDITIONS FOR REDEEMING REWARDS

1. Rewards Points may be redeemed by Principal Cardholders who are in good credit standing and whose accounts are active and current (i.e. no past due balances, and not cancelled, whether voluntarily or by PNB). For Cardholders with multiple PNB Credit Cards, the Cardholder must be in good credit standing (i.e. no past due balances and not cancelled, whether voluntarily or by PNB), regardless of whether the Rewards Points being redeemed were earned only from one, some, or all Credit Card accounts.

2. In the event of card replacement due to conversion from dual currency to single currency, a Cardholder must call PNB Cards 24/7 Customer Service Hotline to request the transfer of Rewards Points to the new Credit Card account, in order for the Cardholder to redeem such Rewards Points.

3. To redeem Rewards Points, the Cardholder must not have violated any of the Program's Terms and Conditions and the *Terms and Conditions Governing the Issuance and Use of PNB Credit Cards*.

4. If the Cardholder fails to meet the requirements in Sections J.1 to J.3, redemption of Rewards Points shall be temporarily suspended. Redemption may resume once all requirements are satisfied, provided this occurs within the prescribed Redemption Period.

5. In the event of any violation by the Cardholder during redemption process, PNB may delay, suspend, or deny the redemption request. If the Cardholder becomes delinquent, PNB may,

in its discretion. allow redemption to resume once eligibility is restored, however, PNB is under no obligation to do so.

6. The Card Account must have sufficient Rewards Points to meet the minimum points required for a redemption. If the Cardholder cancels the Credit Card prior to earning enough points for redemption, any remaining and unredeemed Rewards Points shall be forfeited.

K. REDEMPTION CHANNELS & PROCEDURES

1. Cardholder may redeem a Reward through the following:

a. via Call

Contact PNB Cards 24/7 Customer Service Hotline at (+632) 8818 9818 or Domestic Toll Free at 1800 10 818 9818

b. via Email / Mail

- Send an email to PNBCreditCards@pnb.com.ph;
- Send a letter addressed to Cards and Financial Solutions Group, 8/F PNB Financial Center, President Diosdado Macapagal Blvd., Pasay City, Metro Manila 1300

c. Other channels that PNB may announce in the future where Cardholders 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.

4. For Cash Credits and Payment of Annual Membership Fee, redemption thereof shall be reflected on the next statement date following the receipt of the redemption request.

L. FORFEITURE OF EARNED POINTS

1. Cardholders whose accounts fall under any of the following circumstances/statuses shall automatically forfeit all accumulated Rewards Points:

   a. The account has reached sixty (60) days past due, regardless of any subsequent payment of outstanding balances;
   b. Involuntary cancellation of the card;
   c. Expiration of the card without renewal;
   d. Fraudulent account activity;
   e. Violation of the Terms and Conditions Governing the Issuance and Use of PNB Credit Cards;
   g. Death of the Principal Cardholder

2. Cardholders who voluntarily cancel their cards shall have all accumulated Rewards Points automatically forfeited upon termination of the account. Likewise, Rewards Points shall be forfeited upon expiration of the cards that are not renewed.

3. PNB reserves the right, at any time and in its reasonable discretion, to terminate the Card Account and/or cancel, invalidate, or reverse any redemptions converted from Rewards Points.

M. DISCLAIMERS

1. PNB takes reasonable care to ensure that the information it publishes about the Program is accurate. However, PNB is not responsible for information provided by third parties. Descriptions of Merchant Items in the Catalog are based on details supplied by the respective merchants or suppliers.

   a. Any rights or claims related to a reward, whether a product or a service, are solely the responsibility and liability of the supplier. Neither PNB nor its external fulfillment agency shall be liable for: the supply, installation, or use of any Reward/s;
   b. any death or injury, or consequential loss or damage arising from the supply or use of a Reward/s including any loss, theft, or destruction thereof.

2. The appearance of Merchant Items in the Rewards Catalog may differ slightly from the actual items available at the merchant outlet, including variations in color, size, or texture.

N. WARRANTIES

PNB makes no express or implied warranties regarding the goods and/or services redeemed. This includes, but is not limited to, any warranties as to quality, suitability for a particular purpose, or ownership of intellectual or industrial property rights related to such goods and/or services.

O. TAXATION

Cardholders are responsible for any taxes that may apply to redeemed rewards. PNB does not guarantee or advise on the tax treatment of rewards, and any resulting tax obligation must be paid by the Cardholder.

P. MISCELLANEOUS PROVISIONS

1. PNB may suspend or terminate the Program at any time by providing Cardholders thirty (30) days prior written notice. Notice may be given through branch announcements or posters, written communication sent to the Cardholder's last known billing address, or messages printed on the Cardholders’ statements of account. Transactions made during the suspension period or after termination of the Program shall no longer earn Rewards Points.

2. In the event of termination of the Program, PNB shall designate and announce a redemption period during which Cardholders may redeem their accumulated Rewards Points. Any Rewards Points not redeemed within this period shall be forfeited.

3. PNB may engage third party agents or contractors to administer, in whole or in part, the Program. For this purpose, Cardholders authorize PNB to disclose relevant information to such agents or contractors as may be necessary for the performance of their functions.

4. These Terms and Conditions shall be governed by applicable laws and regulations. Any legal action arising from these Terms and Conditions shall be filed exclusively with the proper courts of Pasay City, to the exclusion of all other venues.