

**PNB-PAL Mabuhay Miles Mastercard Credit Card
Auto-Conversion Terms and Conditions**

A. Implementation and Applicability

1. This auto-conversion of PNB Rewards Points to Mabuhay Miles program is applicable to the following credit card products only:
 - a. PNB-PAL Mabuhay Miles World Elite Mastercard
 - b. PNB-PAL Mabuhay Miles World Mastercard
 - c. PNB-PAL Mabuhay Miles Platinum Mastercard
 - d. PNB-PAL Mabuhay Miles NOW Mastercard
2. The auto-conversion program will start on July 15, 2026.
3. The auto-conversion program shall cover Rewards Points earned by the Cardholder under:

Credit Card Product	Coverage
PNB-PAL Mabuhay Miles World Elite Mastercard	Rewards Points earned from July 15, 2026 onwards
PNB-PAL Mabuhay Miles World Mastercard	Rewards Points earned from July 15, 2026 onwards
PNB-PAL Mabuhay Miles Platinum Mastercard	Rewards Points earned from July 15, 2026 onwards
PNB-PAL Mabuhay Miles NOW Mastercard	Rewards Points earned from July 15, 2026 onwards

4. Rewards points earned by the Cardholder before the implementation of the auto-conversion program will be available for manual redemption in accordance with the terms herein.

B. Mabuhay Miles Account

1. Cardholders must have a Mabuhay Miles Number registered with PNB Cards for their points to be included in the auto-conversion program.
2. Cardholders without a registered Mabuhay Miles Number may contact the following to update their account information and register their Mabuhay Miles Number for inclusion in the program:
 - a. Via Call
 - i. 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
 - i. Send an email to PNBCreditCards@pnb.com.ph
 - ii. Send a letter addressed to Cards and Financial Solutions Group, 9/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 update their account information.
3. Upon nomination of a Mabuhay Miles Number, auto-conversion of Rewards Points to Mabuhay Miles shall take place in accordance with Section D herein.
4. The nominated Mabuhay Miles Number must be under the name of the Cardholder. The Cardholder is responsible for ensuring that the name registered under PNB Cards and Mabuhay Miles is the same.
5. Auto-conversion of Rewards Points to another person's Mabuhay Miles account shall not be allowed.
6. The failure to credit Rewards Points to the Cardholder's Mabuhay Miles account, for reasons including but not limited to the following, shall be the responsibility of the Cardholder to address and rectify:
 - a. An inactive Mabuhay Miles account
 - b. An incorrect Mabuhay Miles account number
 - c. A closed Mabuhay Miles account
 - d. A mismatch between the name of the Cardholder's account and the Mabuhay Miles account

C. Earning of Points

1. Principal and supplementary Cardholders shall earn Rewards Points as follows:

Transaction Type	PNB-PAL Mabuhay Miles Mastercard Credit Cards			
	NOW	Platinum	World	World Elite
Retail – Non-Service Merchants	PHP 58 = 1 point	PHP 48 = 1 point	PHP 30 = 1 point ¹ PHP 38 = 1 point ²	PHP 28 = 1 point
Retail – Service Merchants	PHP 58 = 1 point	PHP 48 = 1 point	PHP 30 = 1 point ¹ PHP 38 = 1 point ²	PHP 28 = 1 point
Retail – Casino Transactions	None	None	None	None
Utility Bills (over-the-counter, ATM, Digital, App, Auto-Billing Facility)	None	None	None	None
Interest and Charges	None	None	None	None
Cash Advance	PHP 58 = 1 point	PHP 48 = 1 point	PHP 30 = 1 point ¹ PHP 38 = 1 point ²	PHP 28 = 1 point
Merchant Installment	PHP 58 = 1 point	PHP 48 = 1 point	PHP 30 = 1 point ¹ PHP 38 = 1 point ²	PHP 28 = 1 point
Non-Merchant Installment				
Balance Transfer	None	None	None	None
Convert to Cash	None	None	None	None
Transaction Conversion	None	None	None	None
Balance Conversion	None	None	None	None

Notes:

For PNB – PAL Mabuhay Miles World Mastercard Cardholders, an annual review will be conducted every January to determine the appropriate rewards conversion based on the Cardholder's Average Daily Balance (ADB) in their PNB savings/current account. Cardholders must ensure that their name and other personal details are updated and match the records in their PNB deposit account.

1 all transactions of Cardholders with minimum ADB of P100M

1 Philippine Airlines (PAL) transactions (MCC: 3022) of Cardholders with ADB below P100M

2 non-PAL transactions of Cardholders with ADB below P100M

2. The earning of Rewards Points for Retail – Service Merchants shall be subject to capping as indicated below:

Category	Monthly Cap
Supermarket / Grocery Stores	PHP 100,000.00
Gasoline / Petrol Stations	PHP 50,000.00
Drugstore / Healthcare	PHP 25,000.00

3. The capping of Rewards Points shall be applied on a monthly basis, corresponding to each billing cycle.
4. Merchant Category Codes (MCCs) are used to classify establishments and merchants based on the nature of their business. The eligibility of a transaction to earn Rewards Points shall be determined by its assigned MCC. In the event of any inconsistency between the MCC assigned by the acquiring bank and the perceived nature of the business, the MCC classification assigned by the acquiring bank shall prevail.
5. Dollar-denominated transactions will be converted to their Philippine Peso equivalent prior to the computation of Rewards Points. The applicable exchange rate shall be determined by PNB based on prevailing market conditions. PNB reserves the right to modify such exchange rate at any time without need of prior notice to the Cardholders.

6. Rewards Points for Installment Plan transactions shall be computed based only on the monthly amortization amount already posted and billed to the account. Unposted or future amortizations shall not earn Rewards Points until such time that they are billed.
7. 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 similar or analogous transactions, shall be excluded from the Program and shall not earn any Rewards Points. PNB reserves the right, at its discretion, to add or remove transactions from the list of eligible or excluded transactions. PNB's determination of eligible transactions shall be final and binding.
8. Any fraud, abuse, and violation in connection with the earning, or redemption of Rewards Points may result in the forfeiture of accumulated points and/or the cancellation of the Cardholder's account(s).
9. Rewards Points earned during a particular billing period shall be reflected in the corresponding Statement of Account. Unless the Cardholder disputes the number of Rewards Points earned within twenty-one (21) days from receipt of the statement, the Rewards Points reflected therein shall be deemed correct, and final and binding.
10. PNB reserves the right to modify, at any time and without prior notice: (a) the conversion ratio of Rewards Point to eligible spend; (b) the allocation of Rewards Points for specific transactions; (c) the redemption value of Rewards Points or conversion to rewards; and (d) the types of transactions that qualify for earning of Rewards Points.
11. Rewards Points are non-transferable and non-convertible to cash. Rewards Points earned by Supplementary Cardholders shall accrue to and be reflected under the Principal Cardholder's account.
12. If a Cardholder disputes a transaction for which Rewards Points have been earned, the corresponding points will be debited from the account once a temporary credit memo has been processed. If, after the investigation, the transaction is subsequently validated, the disputed amount shall be rebilled and the corresponding Rewards Points shall be re-credited to the account.
13. PNB reserves the right to disqualify transactions that are determined to be of a commercial or non-personal nature.

D. Auto-Conversion

1. All Rewards Points earned by eligible Cardholders starting July 15, 2026 shall be automatically converted to Mabuhay Miles in accordance herewith.
2. Rewards points shall be converted at the rate of 1 Rewards Point = 1 Mabuhay Mile.
3. The auto-conversion of Rewards Points to Mabuhay Miles will occur after the next Statement Cut-Off Date of the relevant billing cycle. The converted Mabuhay Miles will be credited to the Cardholder's Mabuhay Miles account within thirty (30) to forty-five (45) days from the cut-off date.
4. Eligible Cardholders are those whose accounts are active and in good standing, with a valid Mabuhay Miles Number as of the Statement Cut-Off Date or at the time of crediting of the Mabuhay Miles, as determined by PNB in accordance with these Terms.
5. Manual redemption of Rewards Points to Mabuhay Miles earned from July 15, 2026 onwards shall no longer be allowed for points earned after the implementation of the Auto-Conversion Program. Notwithstanding the foregoing, if the Cardholder's account is not current or becomes past due as of the next Statement Cut-Off Date, Rewards Points previously earned shall not be eligible for auto-conversion to Mabuhay Miles. Such points shall instead be transferred to a separate rewards pool and shall only be made available for manual redemption once the Cardholder's account status is updated and returns to current status.
6. Cardholders with no registered Mabuhay Miles Number at the time of crediting will have their Rewards Points credited to a separate rewards pool and shall be subject to manual redemption.
7. Cardholders with past due accounts shall not be eligible for auto-conversion. Eligibility shall be reinstated once the account status becomes current, and such update shall be reflected in the succeeding statement cycle.
8. Cardholders whose Rewards Points are not successfully converted into Mabuhay Miles due to factors beyond PNB's control will have their Rewards Points credited to a separate rewards pool, which will be subject to manual redemption.

9. In case of any change to the Mabuhay Miles account registered with PNB Cards, miles already credited from converted points shall not be transferred and shall remain in the originally credited Mabuhay Miles account.
10. Upon conversion of Rewards Points to Mabuhay Miles, it shall be subject to the applicable Mabuhay Miles Terms and Conditions.
11. PNB shall not be responsible for the management, use, or disposition of Mabuhay Miles once such miles have been credited to the Cardholder's Mabuhay Miles account.

E. Manual Redemption of Points

1. Rewards Points earned by Cardholders prior to the implementation of the Auto-Conversion Program, as well as Rewards Points earned after implementation that are not eligible for auto-conversion, shall be transferred to a separate rewards pool and shall be available for manual redemption. Rewards Points available for manual redemption may be applied toward Annual Membership Fee reversal in accordance with the terms herein.
2. Rewards Points earned prior to the implementation of Auto-Conversion Program shall be reflected and maintained separately from the points earned after its implementation.
3. Cardholders may manually redeem their Rewards Points manually through the ff. channels:
 - a. By Phone
 - i. Contact the PNB Cards 24/7 Customer Service Hotline at (+632) 8818 9818 or Domestic Toll Free at 1800 10 818 9818
 - b. By email
 - i. Send an email to PNBCreditCards@pnb.com.ph
 - c. Other channels PNB may, at its discretion and at any time, introduce additional or alternative channels through which Cardholders may redeem Rewards Points or update their account information.
4. Manual redemption of Rewards Points shall follow the conversion rate indicated below:

	PNB-PAL Mabuhay Miles Mastercard Credit Cards			
	NOW	Platinum	World	World Elite
Mabuhay Mile	1 Rewards Point = 1 Mabuhay Mile	1 Rewards Point = 1 Mabuhay Mile	1 Rewards Point = 1 Mabuhay Mile	1 Rewards Point = 1 Mabuhay Mile

*Note: Minimum requirement of blocks of 2,000 shall no longer be implemented for Mabuhay Miles redemptions of Rewards Points upon implementation of the auto-conversion program for PNB-PAL Mabuhay Miles Mastercard credit cards.

Annual Membership Fee Reversal	PNB-PAL Mabuhay Miles Mastercard Credit Cards			
	NOW	Platinum	World	World Elite
Principal Cardholder	4,000 Rewards Points = PHP 1,000 AMF Reversal	12,000 Rewards Points = PHP 3,000 AMF Reversal	24,000 Rewards Points = PHP 6,000 AMF Reversal	100,000 Rewards Points = PHP 50,000 AMF Reversal
Supplementary Cardholder	NA	NA	NA	50,000 Rewards Points = PHP 25,000 AMF Reversal

5. Mabuhay Miles resulting from manual redemption shall be credited to the Mabuhay Miles account registered with PNB Cards within seven (7) to ten (10) banking days from the redemption date.

F. Forfeiture of Points

1. Cardholders whose accounts fall under any of the following circumstances/status 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;
 - f. Conversion of the card to a non-PNB-PAL Mabuhay Miles Mastercard Credit Card; or
 - 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. Cardholders who request conversion of their card to a non-PNB-PAL Mabuhay Miles Mastercard Credit Card acknowledge and agree that all Rewards Points earned under the card shall be forfeited in favor of PNB. Such Rewards Points are non-transferable and non-convertible to other rewards, cash rebates, or any other form of compensation.
 4. PNB reserves the right, at any time and in its reasonable discretion, to terminate the Card Account and/or cancel, invalidate, or reverse any Mabuhay Miles converted from Rewards Points.

G. Other Conditions

1. Any question or concern regarding a Cardholder's eligibility for, or the implementation of, the Auto-Conversion Program shall be reviewed and resolved by PNB. PNB's determination shall be considered final, in accordance with applicable policies and regulations.
2. PNB may update or revise these Terms and Conditions from time to time to reflect changes in business requirements, regulatory guidelines, or operational processes. Cardholders will be informed of such changes through appropriate notice.

Philippine National Bank 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/>