

## **TERMS AND CONDITIONS GOVERNING THE VOYAGE CARD ANNUAL SERVICE FEE OPTION**

### **1. ANNUAL SERVICE FEE OPTION**

Existing Principal holders of the VOYAGE Card ("Card") which includes all Bank of Singapore VOYAGE, OCBC Premier Private Client VOYAGE, OCBC Premier VOYAGE and OCBC VOYAGE Card who successfully upgrades the Annual Service Fee on their Card to S\$3,240 will qualify for this Benefit ("Qualified Customers").

#### **1.1 Under this Benefit:**

1.2 The Qualified Customer who qualifies for this benefit will be able to subscribe to / receive the following :  
a. 150,000 VOYAGE Miles once payment has been received by OCBC Bank for the Annual Service Fee of S\$3,240 (inc. GST). Annual Service Fee will be at S\$492.50 (inc. GST) (or such other fees as may be imposed by OCBC Bank) for subsequent years; or

1.3 Subject to Clause 2.2 below, the VOYAGE Miles earned under Clause 1.2a above will be converted to KrisFlyer Miles into the Principal VOYAGE Cardmember's KrisFlyer account.

1.4 The Qualified Customer must be an existing KrisFlyer member with a valid KrisFlyer account. Failure to provide a valid KrisFlyer account number on the VOYAGE Card application form pertaining to this Benefit prior to the submission of the VOYAGE Card application, will deem this Benefit inapplicable and invalid to the Qualified Customer.

1.5 The Qualified Customer is aware that the terms and conditions of the Singapore Airlines' KrisFlyer Programme shall apply and the Qualified Customer agrees to be bound by the said terms and conditions.

### **2. KRISFLYER RELATED BENEFITS**

2.1 The process of charging the respective Annual Service Fee options and the conversion of VOYAGE Miles awarded under this Benefit to KrisFlyer Miles under the KrisFlyer Programme will commence within 30 working days from the relevant date the relevant cardmember notifies the Bank of his selected option referred to in Clause 1.2 above (the "Relevant Option Notification Date").

2.2 Cardmembers understand and agree that successful conversion of VOYAGE Miles to KrisFlyer miles will take up to 3-5 working days for your KrisFlyer miles to be reflected in your KrisFlyer account. If there are any technical or account related issues, the transfer may take up to 15 working days from the date of redemption of VOYAGE Miles. Notwithstanding anything stated herein, OCBC shall not be liable for any delay in the conversion process for any reason whatsoever (including without limitation, delay due to incorrect information in the system or due to system constraints and errors). Urgent requests or cancellations will strictly not be entertained.

2.3 Notwithstanding anything stated herein, OCBC Bank shall not be liable for any delay in the conversion process for any reason whatsoever (including without limitation, delay due to incorrect information in the system or due to system constraints and errors). Urgent requests or cancellations will strictly not be entertained.

2.4 Refund of any service fee paid (including without limitation the annual service fee of S\$3,240 (inc. GST) shall not be entertained or allowed.

2.5 OCBC Bank shall not be responsible for any fraud or unsuccessful transfers. In the latter case, a second and final attempt on the conversion and transfer of the VOYAGE Miles will be carried out within 7 working days from the date of the initial unsuccessful transfer.

2.6 Notwithstanding anything to the contrary, OCBC shall not be responsible for any Qualified Customer's Miles once they have been successfully transferred from VOYAGE Miles to KrisFlyer Miles.

2.7 For the avoidance of doubt, VOYAGE Miles will be transferred to the relevant Qualified Customer's KrisFlyer membership account and it is the Qualified Customer's responsibility to provide all accurate and valid information (including without limitation the correct KrisFlyer membership number) to effect the transfer. Notwithstanding anything to the contrary, OCBC shall not be responsible for any losses, damages, claims, expenses, fees or liabilities howsoever incurred or suffered by any Qualified Customer in relation to or as a result of the transfer of any VOYAGE Miles to the relevant Qualified Customer's KrisFlyer membership account.

### **3. GENERAL**

3.1 The benefits made available to Qualified Customers pursuant to the terms of the Benefit are not exchangeable or refundable for cash, credit or kind.

3.2 OCBC Bank shall have the right to use agents, contractors or correspondents or any other third party as it deems appropriate in its sole and absolute discretion to administer and/or implement the Benefit and OCBC Bank shall not be liable to any person for any act, omission or neglect on the part of such agents, contractors, correspondents or third parties.

3.3 OCBC Bank reserves the right to suspend, withdraw or terminate the Benefit at any time without notice. The decision of OCBC Bank on all matters relating to the Benefit shall be final, binding and conclusive on all customers, including without limitation, any decision on the eligibility of any person to participate in this Benefit.

3.4 OCBC Bank may at any time at its sole and absolute discretion, without notice or assigning any reasons therefore, delete, vary, supplement, amend or modify the terms of the Benefit at any time. The Qualified Customers are deemed to accept and are bound by such variations, additions, deletions, amendments and/or modifications if the Qualified Customers do not terminate the use of the Card.

3.5 In the event of any inconsistency between terms and conditions and any brochure, marketing or promotional materials relating to Benefit, the terms of the Benefit as set out herein shall prevail.

3.6 OCBC Bank assumes no responsibility for any of the contents found on third party websites referred to in the terms and conditions of the Benefit, and shall not be held responsible or liable for any loss or damages caused or alleged to have been caused by use of or reliance on any content, products or services available on such sites. OCBC Bank does not have control of such websites and the reference to any such websites in these terms and conditions does not mean that OCBC Bank endorses the material on such websites or has any association with the owner thereof.

3.7 A person who is not a party to the terms and conditions of the Benefit has no right under the Contracts (Rights of Third Parties) Act Cap 53B to enforce any term or condition of the Benefit.

3.8 The terms of this Benefit shall be governed by and construed in accordance with the laws of Singapore, and the Qualified Customers irrevocably submit to the non-exclusive jurisdiction of the Singapore courts.