

TERMS & CONDITIONS OF VCB REWARDS PROGRAM

I. Program details

- 1. Program's name:** Loyalty program for Vietcombank's individual customer.
- 2. Effective date:** From 08/09/2021 until Vietcombank has another announcement.
- 3. Applicable products/services:**
 - Standard and Gold Visa/ Mastercard/ JCB/ Unionpay international credit cards.
 - Standard Visa/ Mastercard/ Unionpay international debit cards.
 - Domestic debit card Vietcombank Connect24.
 - VCB Digibank/VCB Pay service: applicable for billing payment, purchase payment and insurance premium payment transactions.
- 4. Eligible regions:** Nationwide
- 5. Promotion type:** rewarded with goods & service
- 6. Eligible customers:**
 - For existing VCB Digibank users: customers are enrolled automatically for VCB Rewards and can start earning points from the effective date.
 - For new VCB Digibank users: after successfully registering for VCB Digibank, customers are enrolled automatically for VCB Rewards and can start earning points after registration.

II. Regulations on rewards points

1. Earn points:

No	Transaction type	Base for calculation	Rewards points
1	Transactions on VCB Digibank and VCBPAY		
<i>1.1</i>	<i>Billing payment</i>	Number of billing payment transaction	100 points/ successful transaction
<i>1.2</i>	<i>Purchase transaction</i>	Transaction amount	1,000 VND = 1 point (earn rate = 0.1%)

No	Transaction type	Base for calculation	Rewards points
			transaction amount)
1.3	<i>Insurance purchase</i>	Transaction amount	1,000 VND = 1 point (earn rate = 0.1% transaction amount)
2	Card payment transactions		
2.1	<i>Transaction using international debit/credit card:</i>	Transaction amount using Visa cards	1,000 VND = 3 points (earn rate = 0.3% transaction amount)
	- <i>Payments at merchants</i> - <i>Online payments</i> - <i>Payments on VCB Digibank using credit card funding source</i>	Transaction amount using other card products	1,000 VND = 2 points (earn rate = 0.2% transaction amount)
2.2	<i>Transaction using domestic debit card:</i> - <i>Payments at merchants</i> - <i>Online payments</i>	Transaction amount	1,000 VND = 1 point (earn rate = 0.1% transaction amount)
3	Welcome points	VCB Rewards membership	1,000 points for each member

2. Regulations on eligible products and transactions:

❖ For international debit, credit cards:

- Not applicable for cashback, mileage, rewards cards, co-branded cards and corporate cards authorized for individual use, debit cards linked with corporate's current account.
- Applicable for payment transactions at merchant, online transactions on the Internet, QR payment using credit card funding source.
- Rewards points for eligible transactions of supplement cardholders will be credited for principal cardholders.
- Ineligible transactions include cash withdrawal transactions; fee and

interest transactions; mobile wallet top up; gambling transactions; foreign exchange, stocks purchase, financial investment transactions; refund transactions; transactions due to system errors; chargeback transactions, revert/ refund transactions, fraudulent transactions (including payment transactions conducted for cash advance) and other illegal transactions.

❖ **For domestic debit cards:**

- Not applicable for cards linked with corporates' current account.
- Applicable for payment transactions at merchant, online transactions on the Internet.
- Ineligible transactions include cash withdrawal transactions; fee and interest transactions; mobile wallet top up; gambling transactions; foreign exchange, stocks purchase, financial investment transactions; refund transactions; transactions due to system errors; chargeback transactions, revert/ refund transactions, fraudulent transactions (including payment transactions conducted for cash advance) and other illegal transactions

❖ **For transactions on VCB Digibank/VCB Pay:**

- Applicable for successful billing payment transactions, payment from current account, insurance purchase on VCB Digibank.
- Billing payment transactions include but not limited to:
 - Transactions in bill payment category on VCB Digibank: Electricity/ Water bill, Homephone/ Pay-later mobile phone bill, Internet ADSL/Cable TV/ VNPT Telecommunication service; Tuition fee/ Medical fee.
 - Bill payment via QR using current account.
 - Other transactions or service providers added in Bill payment category on VCB Digibank/VCB Pay as regulated by Vietcombank.
- Purchase transactions on VCB Digibank include but not limited to:
 - Transactions in Shopping category on VCB Digibank: Flight booking/ Movie ticket/ Hotel booking/ Train ticket/ Bus ticket, Flower purchase, Online shopping - VNPAY Shopping.
 - Payment transactions via QR using current account.
 - Other transactions added in Shopping category on VCB Digibank/VCB Pay as regulated by Vietcombank.
- Insurance purchase

- In case the product/service in each category was moved to separate category, payment transaction, transactions related to that product/service are still eligible for reward points.
- Foreign currency transactions will be converted into VND and earn points based on the rules in section II.1.
- List of eligible transactions can be changed according to Vietcombank's regulations.

III. Rewards points:

- **Burn rate:** 01 point = 01 VND
- **Points record:**
 - Rewards points for transactions on VCB Digibank will be credited right after transaction successfully recorded in Vietcombank system.
 - Rewards points for card transactions will be credited 01 working day after the transaction recorded in Vietcombank system. Transactions that have not been recorded or void are not eligible for rewards points.
 - Welcome points for member of VCB Rewards will be credited right after customer's VCB rewards account successfully enrolled.
- **Points validity:**
 - Rewards points accumulated in each year will expire on 31st October of next year (Eligible points).
 - Expired points will be deducted from customer's VCB Rewards account. Within 30 days before expiry date, Vietcombank will send notification on to-be-expired points and the expiry date according to Vietcombank's regulations from time to time.
- **Other regulations:**
 - Each customer who successfully registers for VCB Digibank service is automatically granted with 1 VCB Rewards account. Each customer has only 1 VCB Rewards account based on customer's CIF number at Vietcombank.
 - Vietcombank notifies customer when customer becomes member of VCB Rewards program or when there is a successful redemption transaction, via OTT message and/or email and/or other channels, as regulated by Vietcombank.
 - In case the customer changes his/her phone number which is used to log

in VCB Digibank, the customer's Digibank account is canceled. As a result, VCB Rewards account is closed and all points in the VCB Rewards account will be collected.

- In case customer changes his/her phone number which is used to receive OTP SMS that does not match the VCB Digibank login number, customer's VCB Rewards account will be maintained and entitled to earn points for redemption.
- When customer uses Vietcombank's products and service, based on current point accumulation mechanism regulation, customer will earn a corresponding number of points.
- Customers using multiple products and service within the scope of the program will earn points of all used products.
- For each successful redemption, the remaining points will be accumulated for the next successful redemption until further notice from Vietcombank.
- Accumulated bonus points calculated on the transaction value are rounded up to the nearest integer according to the system's principles.
- Points can not be transferred to others.
- For card transactions, the accumulated bonus points on the spending transaction value of the supplementary cardholder are recorded in the total accumulated bonus points of the primary cardholder.
- For transactions that are refunded/cancelled or have suspicious signs that need to be recovered, the accumulated points will be deducted accordingly in proportion to the value of such refund/cancelled transactions.
- For tracing transactions, points will be updated/adjusted after Vietcombank notifies the results of the tracing transactions to the customer.
- In case the customer cancels VCB Digibank and/or the customer closes/cancels the CIF code, the VCB Rewards account will be canceled at the same time and the customer's accumulated points will be back to 0 (zero points) and not valid for redemption right after the time the VCB Rewards account is canceled.
- For transactions that are refunded/cancelled or have suspicious signs that need to be recovered, the accumulated points will be reduced

corresponding to the value of such refund/cancelled transactions, Vietcombank has the right not to add points or block accumulated points for suspected, fraudulent, forged or improper transactions of payment transactions, goods and services for legitimate personal consumption purposes or profiteering. In case customers have questions about these transactions, customers can contact Vietcombank's 24/7 Hotline via hotline 1900545413 (for regular customers)/18001565 (for priority customers) or contact transaction points nearest Vietcombank to query transaction status information.

- In case the customer's VCB Rewards points account is not enough to recover points within 6 consecutive months from the date of the first unsuccessful redemption transaction, Vietcombank has the right to temporarily lock the customer's VCB Rewards account. Vietcombank will automatically unlock the customer's VCB Rewards account when the customer makes at least 01 qualifying transaction from the time the VCB Rewards account is locked. The system automatically restores all existing points in the VCB Rewards account and the remaining points to be recovered from the customer.

IV. Regulations on reward points redemption policy

- **Channel to exchange points for gifts:** Customers log in VCB Digibank, go to VCB Rewards section to choose gifts corresponding to existing accumulated bonus points to redeem points.
- **Minimum points required to exchange gifts:** 20,000 points.
- **Gift catalog:**
 - Points can only be redeemed according to the updated gift catalog on VCB Digibank.
 - The program's gift catalog includes but is not limited to: Annual fee for international credit cards, service on VCB Digibank, and other gifts as regulated by Vietcombank, including:
 - i) International credit card annual fee:*
 - Rewards points can be used to convert into annual fees for credit cards within the scope of the program (including primary and supplementary cards).
 - Credit card annual fee: will be refunded to customer's credit card account within the time specified by Vietcombank.

- Customer can use points to convert into annual fee in case customer's card has been charged annual fee and has not incurred an annual fee refund/cancellation transaction within 1 year from the time of point redemption.
- For each card product, the conversion of points to Annual Fee is only applicable up to 01 annual fee period/year for the primary card and 01 period/year for supplementary cards (if any).

ii) Services on VCB Digibank:

- Customer can use points to perform service/shopping on VCB Digibank including:
 - ✓ Telco top up
 - ✓ Charity money transfer (not applicable to IOS operating system according to Apple's policy)
 - ✓ Online shopping on the platform of partners cooperating with Vietcombank.

iii) The list of partners cooperating with Vietcombank in providing gifts to customers of VCB Rewards includes but is not limited to: VNPAY.

- Regulations on the source of gift redemption:

- For gifts such as credit card annual fee refund, charity money transfer, telco top-up: Customer can only use 1 source of points in VCB Rewards account to redeem gifts.
- For gifts that are online shopping on the platform of partner cooperating with Vietcombank: Customers can use 1 source of points in VCB Rewards account or combine using 2 sources, which are points in VCB Rewards account and money in the current account payment of the customer to redeem gifts.

- Regulations with gifts which are goods:

- The transaction to convert points to gifts is successful when and only when the gift/item selected by the customer is available in stock and the customer receives a confirmation of successful redemption.
- Gifts are goods and in-kind purchases made by the customer at the gift supply partners for VCB Rewards, which will be sent to the address registered by the customer on the partners' shopping page and delivered according to delivery process of those partners.
- Issues related to gifts are goods and objects purchased by customers at

gift supply partners for VCB Rewards, customers actively contact partners to be resolved. Vietcombank is not responsible for problems arising from gifts, forms of gift delivery and matters governed by regulations or commitments between customers and gift suppliers.

- **Other regulations:**

- Regulations on minimum points for gift exchange, gift redemption channel, gift catalog, gift supply partners may be adjusted from time to time and will be notified by Vietcombank when there is an adjustment.
- Vietcombank is not responsible for complaints, request to return gifts in case the customer has successfully exchanged points into gifts and Vietcombank receives notification of successful transaction from the partner.
- Customers can contact Vietcombank's 24/7 Hotline via hotline 1900545413 (for regular customers)/18001565 (for priority customers) or contact the nearest Vietcombank transaction point to inquire about status information of gift exchange.
- Customer's points exchange transactions in any form such as gifts, services, etc. will not earn VCB Rewards points.

V. Regulations on complaint settlement

- Customers can contact Vietcombank's 24/7 Hotline via hotline 1900545413 (for regular customers)/18001565 (for priority customers) or contact the nearest Vietcombank transaction point or via online channel to inquire about status information of earning point or gift exchange transactions.
- Time for enquiry for points accumulation/exchange transactions tracing: Within 30 days from the date the r points are recorded into the customer's VCB Rewards account/the day the customer successfully makes the redemption request
- Over the time limit above, Vietcombank has the right to refuse to handle the inquiry requests from customer.
- Vietcombank will handle the customer's request for investigation and complaint within 15 days from the date of receipt of complete documents proving the valid transaction of the customer.

VI. General terms:

- This program may change for each of period to comply with the provisions of

law or regulations, laws or directives of government agencies.

- **Vietcombank's responsibilities:**

- Vietcombank release a public announcement of T&C on Vietcombank website.
- Vietcombank updates customer's points within the time limit specified in Article III.

- **Vietcombank's rights:**

- Vietcombank has the right to change, cancel or modify the program and needs to notify 03 (three) working days in advance on Vietcombank's official website and/or notify customers who are members of the VCB program. Rewards via OTT/Email and/or at Vietcombank's transaction points throughout the system.
- Vietcombank has the right to request customer to provide necessary information and documents to ensure that customer's transactions are valid in accordance with the law and Vietcombank's regulations. Fraudulent and abusive acts related to accumulating reward points and redeeming reward points in the program will lead to the locking/closing of the customer's points account or the blockade/cancellation of the customer's accumulated points. In case the VCB Rewards account is locked for the above reason, the customer's accumulated points will still be maintained, but the temporary points accumulation transactions have not been recorded. After making a conclusion about the customer's behavior, Vietcombank will decide whether to continue accumulating points or cancel the customer's account and accumulated points.
- Vietcombank is exempt from responsibility for force majeure events such as fire, explosion, flood, earthquake, faulty card processing system, etc., causing customers' transactions to be erroneous, impossible or impossible to perform. transmission to the banking system;
- Vietcombank has the right to change the terms and conditions of the promotion program in accordance with the law by publicly posting it on Vietcombank's website.
- Any taxes or other obligations or fees or charges payable to any government or other entity that may arise from the program are for the responsibility of the customer.

- **Customers' responsibilities:**

- For card transactions, the customers are responsible for keeping the transaction invoice (including the card payment invoice and the purchase invoice) and must provide it fully to Vietcombank upon request. The amount on the purchase invoice must match the amount on each corresponding card payment bill.
- Customers are responsible for providing transaction invoices and other relevant proofs at Vietcombank's request no later than 05 working days from the date of expiration of the complaint period or from the date Vietcombank requests to provide to prove the right customer benefit. The customer's right to complain will expire if the above time limit expires, the cardholder fails to provide evidence to prove the customer's interests;
- Customers are responsible for refunding all points Vietcombank has paid in case Vietcombank has proof that the rewarded transaction is an invalid transaction.
- Customers are responsible for paying personal income tax from irregular incomes (if any) in accordance with current Laws.
- By participating in this program, customer acknowledges to know and accept all terms and conditions of this program and adjustments (if any); all terms in Vietcombank Credit Card Terms and Conditions.

- **Customers' rights:**

- Customers have the right to request a trace of the accumulation/exchange transaction (if any) within 30 working days from the date the reward points are credited to the customers' VCB Rewards account or the date the customers successfully making the redemption request.
- Customers (main cardholders) are the person who make complaint with the bank.