

## Terms and Conditions Governing the BOC Sheng Siong Card Cash Rebate Programme (With effect from 15 June 2025)

The Bank of China (“**BOC**”) Sheng Siong Card Cash Rebate Programme (this “**Programme**”) is available to BOC Sheng Siong Cardmembers (“**Cardmembers**”) for transactions made with the BOC Sheng Siong Card (“**Card**”).

The terms and conditions of this Programme (“**Terms and Conditions**”) are set out below. These Terms and Conditions are additional to, and shall be read together with, the terms contained in the prevailing BOC Cardmember Agreement, which shall continue to apply. By participating in this Programme, Cardmembers shall be deemed to have read, understood and accepted these Terms and Conditions (as may be amended, supplemented or varied from time to time, without prior notice). Unless the context otherwise requires or these Terms and Conditions expressly provide otherwise, all words and expressions defined in the prevailing BOC Cardmember Agreement shall have the same meanings when used or referred to below.

### 1. Definitions

For the purpose of these Terms and Conditions:

“**Billing Cycle**” means the length of time between the last Card statement closing date and the next.

“**Card Account**” means the account of the Cardmember maintained with BOC in respect of the Card.

“**Card Transactions**” means the transactions successfully charged and posted to the Card Account which Cardmember is the principal cardholder of or the Card that is issued to a person that Cardmember authorises as a supplementary cardholder, but excludes the Exclusions.

“**Exclusions**” refers to the Card Transactions described under Clause 3 below.

“**Sheng Siong**” means such stores and stalls (including any online store) engaged in groceries retailing and operated by Sheng Siong Group Ltd and its subsidiaries.

### 2. Cash Rebate

#### 2.1 Up to 6% cash rebate on Sheng Siong Spend

(a) With a minimum spend of S\$300 per Billing Cycle on other retail purchases made outside of Sheng Siong (“**Minimum Spend**”), 6% cash rebate will be awarded for spending made at Sheng Siong and charged to the Card with the assigned Merchant Category Code (MCC) 5411 – Grocery Stores and Supermarkets (“**Sheng Siong Spend**”) for the same Billing Cycle.

(b) 0.3% cash rebate will be awarded on Sheng Siong Spend if a Cardmember does not meet the Minimum Spend.

(c) The cash rebate under this category is capped at S\$35 per Card Account for each Billing Cycle.

## 2.2 1.5% cash rebate on Other Spend

(a) 1.5% cash rebate will be awarded on other retail purchases made outside of Sheng Siong (“**Other Spend**”), excluding transactions referred to in Clause 3 of these Terms and Conditions.

(b) There is no earning cap on the cash rebate on such Other Spend per Card Account for each Billing Cycle under this category.

## 3. Exclusions

3.1 The following Card Transactions (collectively referred to as the “**Exclusions**”) do not qualify to earn any cash rebate (as determined by BOC in its absolute sole discretion and may be amended, supplemented or varied from time to time, without prior notice):

(a) any interest charges, card annual fees, late payment charges, goods and services taxes, cash advances, fund transfers, purchases made through Installment Payment Plans (IPP), any form of purchase or statement instalments, tax payment plans, unposted, cancelled, disputed and refunded transactions, and all fees charged by BOC or any other third parties (if any);

(b) any payment made with the following Merchant Category Codes (“**MCC**”);

Category	MCC	Description
Quasi Cash/Financial Services, such as but not limited to	4829	Payment of funds for money transfers and remittance services
	4900	Utilities – electric, gas, water and sanitary
	5199	Non-durable goods (not elsewhere classified)
	5960	Direct Marketing – Insurance services, insurance sales, underwriting and premiums
	6010, 6012, 6051, 6211	Payments to financial institutions (including banks and brokerages) for financial services
	6011	Financial Institutions – Automated Cash Disbursements
	6050	Quasi Cash - Financial Institutions, Merchandise, Services

	6300	Insurance Sales, Underwriting and Premiums
	6381	Insurance Premiums
	6399	Insurance, Not Elsewhere Classified
	6513	Real Estate agents and managers
	6529	Quasi Cash - Remote Stored Value Load - Financial Institute
	6530	Payment transactions – merchants
	6534	Quasi Cash - Money Transfer - Member Financial Institution
	6540	Non-Financial Institutions - Stored Value Card Purchase/Load
	7511	Quasi Cash - Truck Stop Transactions
	7995	Betting, including lottery tickets, casino gaming chips, offtrack betting and wagers at race tracks
Business Services, such as but not limited to	7349	Cleaning, maintenance and janitorial services
	7523	Parking lots and garages
Education Institutions, such as but not limited to	8211,8220,8241, 8244, 8249, 8299	Schools and Educational Services
Professional Services and Membership Organisations, such as but not limited to	8062	Hospitals
	8398	Charitable and Social Service Organisations
	8651	Political Organisations
	8661	Religious Organisations
	8699	Membership Organisations (Not Elsewhere Classified)
	8999	Professional Services (Not Elsewhere Classified)
Government services, such as but not limited to	4784	Toll and Bridge Fees
	9211, 9222, 9223, 9311, 9399, 9402, 9405	Payments to government institutions and/or payments for government related services
	9331	Tax Payments
Others, including but not limited to	4814	Telecommunication Services, including Local and Long Distance Calls, Credit Card Calls, Calls Through Use of Magnetic-Stripe-Reading Telephones, and Fax Services
	5411	Grocery Stores and Supermarkets
	5965	Direct marketing –Combination Catalog and Retail Merchants
	5993	Cigar Stores and Stands
	7399	Business Services

(c) Some examples of merchants which are excluded:

Category	Examples
Government Institutions / Services	ACRA, CPF, HDB SEASON PARKING, ICA, LTA, MOM, Town Council, URA
Financial Institutions / Services (including banks and brokerages)	CardUp, FOREX.COM, helloPay, IG MARKETS, ipaymy, MatchMove Pay, MONEYBOOKERS.COM, OANDA PACIFIC, Saxo Cap Markets, Swiss Money Transfer
Money Transfer and Remittance Services	MoneyGram, Swiss Money Transfer, Western Union, Wise, WorldRemit
Utility Bill Payments / Other Payments	SP Services , AXS, SAM payments
Prepaid accounts and payment service providers	EZLINK (FEVO), EZLINK (IMAGINE), TransitLink, NETS FlashPay, SingTel Dash, Youtrip, GrabPay Top up, MatchMove Pay, HelloPay, ShopeePay
Cleaning, Maintenance, and Janitorial Services	Helping, Sendhelper

3.2 The above table of merchants is provided as an example and is not exhaustive. BOC reserves the right to add, remove and/or reclassify merchants in the above table from time to time at its sole discretion, without prior notice.

3.3 A merchant's registered MCC may not always correspond to its nature of business. The MCCs are assigned by the merchant's acquiring bank(s). BOC does not determine the merchants' MCC. BOC shall not be liable in any way whatsoever relating to the categorisation of a merchant's MCC.

#### 4. Other Terms and Conditions

4.1 The total spend by a Cardmember and cash rebate awarded per Card Account in one Billing Cycle are based on posted local and foreign retail transactions in that Billing Cycle, excludes the Exclusions and such other transactions as determined by BOC from time to time at its sole discretion, may be amended, supplemented or varied without prior notice.

4.2 Should Cardmembers' spending be deemed to be for commercial and/or non-personal purposes, BOC reserves the right to refuse to award any cash rebate for such transactions, without prior notice. BOC reserves the right to cancel and reverse any cash rebate awarded in a Cardmember's statement of account at any time if it deems that such cash rebate was not earned from qualifying spend of a Cardmember and the Cardmember shall not be entitled to any compensation or payment whatsoever.

4.3 Combined spending from Principal and Supplementary Cards is allowed for the purpose of the award of cash rebate. Cash rebate awarded for the Billing Cycle will be credited into the Card Account in the next Billing Cycle. The Cash Rebate awarded will be reflected on the Principal Cardmember's monthly statement.

4.4 The Cash rebate amount for each transaction category will be computed based on the total value of all transactions in that category which are successfully charged and posted to the Card Account in a statement month as shown in the Card statement in respect of that statement month, and will be rounded down to the nearest two decimal places.

4.5 Transactions made must be posted transactions before the end of each Billing Cycle. BOC shall not be responsible for any delay in the transmission to BOC of evidence of retail purchases by merchants or any other third parties. Further, BOC identifies transactions and their categories via universal MCC assigned by Visa. The MCC is not decided by BOC but rather by the respective merchants and their acquiring banks. As such, BOC shall not be liable in any way whatsoever to award any rebate to any Cardmember or to compensate any Cardmember for any loss, liabilities, expenses or claims suffered or incurred by such Cardmember, if a relevant merchant classifies its MCC inaccurately and results in BOC not awarding any rebate to such Cardmember.

4.6 The cash rebate amount credited will be used to automatically offset the billed amount for the Card Account in the next statement month. The cash rebate cannot be withdrawn as cash, cannot be transferred to any other BOC credit card or debit card accounts or BOC accounts (otherwise agreed by BOC), and cannot be used to offset any minimum payment due, late payment charge, interest charges or any other fees imposed by BOC.

4.7 In the event of any cancelled, disputed, refunded, voided and/or reversed transactions for any reason (whether in whole or in part) where such transactions result in the Cardmember's qualifying spend falling below the Minimum Spend requirement, the Cardmember should make additional qualifying spend to enjoy the 6% cash rebate on Sheng Siong Spend.

4.8 In the event of a reversal, refund, cancellation and/or dispute of any posted transactions for any reason (whether in whole or in part), the value of such transactions shall be deducted from the relevant monthly billed amount for the purpose of computing and awarding cash rebate. BOC reserves the right to debit the Card Account or otherwise recover from the Cardmember any excess cash rebate previously credited in relation to such reversal, refund, cancellation or dispute of posted transactions, or the resulting application of a lower rebate rate due to the Cardmember's qualifying spend falling below the Minimum Spend requirement.

4.9 Where any transaction charged and posted to the Card Account is subsequently voided, refunded, cancelled, reversed and/or disputed for any reason (whether in whole or in part), BOC shall have the sole and absolute discretion to reverse and forfeit the cash rebate awarded in respect of the Transaction amount voided, refunded, cancelled, reversed and/or disputed.

4.10 All unused cash rebate will be forfeited on the earlier of: (i) the expiry of such cash rebate at the end of two (2) calendar years from the month on which the cash rebate was first credited into the Card Account; or (ii) BOC's receipt of a Principal Cardmember's request to terminate his/her Card; or (iii) the termination of the Principal Card by BOC for any reason whatsoever.

4.11 The Card Account must be in good standing at the time of crediting of the cash rebate. In the event the Card Account is delinquent, terminated or suspended for any reason whatsoever before the cash rebate is credited into the said Card Account, BOC reserves the right to forfeit the cash rebate at its sole discretion.

4.12 BOC may vary the percentage of the cash rebate or revise the Minimum Spend requirement at any time without giving any reason.

4.13 BOC's records of all matters relating to this Programme are conclusive and binding on the Cardmembers. BOC is entitled, for any reason and at any time and without liability, to suspend the computation or awarding of cash rebate, rectify any errors in the computation, or otherwise adjust such computation. Any abuse or fraud in respect of the issuance of cash rebate may result in the cancellation of cash rebate already credited into the Card Account. BOC reserves the right to debit the Card Account or otherwise recover from the Cardmember any such cash rebate.

4.14 BOC may, at its sole and absolute discretion and without prior notice, suspend or discontinue this Programme at any time.

4.15 In the case of any dispute, BOC's decision on all matters relating to the Card Account and the programme shall be final, conclusive and binding and no payment or compensation will be given or paid by BOC to any person. BOC shall not be obliged to give any reason or enter into any correspondence with any person on any matter relating to its decision.

4.16 By participating in this Programme, a Cardmember irrevocably consents and authorises BOC and its agents and vendors (including but not limited to the parties involved in organising, promoting and conducting this Programme) to collect, use and disclose his/her personal data to any person for the purpose of this Programme, and confirm that he/she has read and agrees to be bound by the terms of BOC's Personal Data Protection Policy, as may be amended, supplemented and/or substituted by BOC from time to time and without prior notice, a copy of which can be found on [www.bankofchina.com/sg/aboutus](http://www.bankofchina.com/sg/aboutus).

4.17 BOC shall not be liable if it is unable to perform its obligations under these Terms and Conditions, due directly or indirectly to the failure of any machine or communication system, industrial dispute, war, Acts of God, or anything outside the control of BOC or its servants or agents.

4.18 BOC shall not be liable for any errors, delays, omissions in the performance of its obligations under these Terms and Conditions.

4.19 BOC shall have the absolute discretion to use any agents, contractors, vendors or third parties to administer and/or implement this Programme and BOC shall not be liable to any person for any act of omission or neglect on the part of such agents, contractors, vendors or third parties.

4.20 BOC reserves the right to amend, supplement, vary or cancel any of these Terms and Conditions at any time at its sole and absolute discretion and without liability to any person without giving any reason or prior notice. If a Cardmember does not wish to accept any of the amended Terms and Conditions, he/she should not participate in this Programme or immediately withdraw from this Programme.

4.21 All information is correct at the time of publishing or posting online. However, BOC makes no representation or warranty whether express or implied, and accepts no responsibility or liability for its completeness or accuracy.

4.22 In the event of any inconsistency between these Terms and Conditions and any brochure, marketing or promotional material relating to this Programme, these Terms and Conditions as set out herein shall prevail.

4.23 A person who is not a party to these Terms and Conditions has no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any of these Terms and Conditions.

4.24 These Terms and Conditions shall be governed by the laws of Singapore and Cardmembers participating in this Programme irrevocably submit to the nonexclusive jurisdiction of the Singapore courts.