

Terms and Conditions Governing BOC Elite Miles World Mastercard Programme (with effect from 1 July 2025)

These terms and conditions (the “**Terms and Conditions**”) governing the BOC Elite Miles World Mastercard Programme (the “**Programme**”) are to be read in conjunction with the BOC Cardmember Agreement, the Terms and Conditions Governing the BOC Rewards Programme, the BOC Air Miles Programme Redemption Form and such other terms and conditions as may be expressly stated in these Terms and Conditions. Unless otherwise stated, in the event of any inconsistency in these Terms and Conditions and any other terms and conditions in relation to the Programme, these Terms and Conditions shall prevail.

1. DEFINITIONS

In these Terms and Conditions, the following words and expressions shall, unless the context otherwise requires, have the following meanings:

1.1 “**Bank**” or “**BOC**” means Bank of China Limited, Singapore Branch and its successors and assigns.

1.2 “**BOC Bonus Points**” means the loyalty points awarded under the Programme. Annual Card fees, interest, late payment charges, goods and services taxes, cash advances, fund transfer and other fees and charges will not be taken into account in the computation and award of BOC Bonus Points.

1.3 “**Card**” means the BOC Elite Miles World Mastercard issued by BOC, and shall include, as the context may require, any Supplementary Card and any replacement or renewal of the Cards.

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

1.5 “**Cardmember**” means the person named on the Card and shall include the Principal Cardmember and the Supplementary Cardmember.

1.6 “**Eligible Transactions**” means all Card transactions eligible for the computation and award of BOC Bonus Points, and include retail purchases and online transactions charged to the Card Account but exclude the Excluded Transactions.

1.7 “**Excluded Transactions**” means the transactions set out in Clause 2.2 in these Terms and Conditions.

1.8 “**Local Spend**” refers to all Card transactions charged in Singapore, including card transactions made overseas but effected/charged in Singapore dollars, all online transactions effected in Singapore dollars and all online transactions effected in foreign currencies at merchants with payment gateways in Singapore.

1.9 **“Overseas Spend”** refers to all Card transactions charged overseas, including card transactions made overseas and effected/charged in foreign currencies, and online transactions effected in foreign currencies at merchants with payment gateways outside of Singapore.

1.10 **“Principal Cardmember”** means the person to whom a Card other than a Supplementary Card is issued by BOC.

1.11 **“Supplementary Card”** means a Card issued by BOC under Clause 3 of the BOC Cardmember Agreement to the Supplementary Cardmember.

1.12 **“Supplementary Cardmember”** means the person to whom a Supplementary Card is issued by BOC.

All capitalised words and expressions in these Terms and Conditions shall, unless otherwise defined herein, have the same meanings as defined in the BOC Cardmember Agreement.

2. ISSUANCE OF BOC BONUS POINTS

2.1 A Cardmember will be awarded BOC Bonus Points for all Eligible Transactions made by the Cardmember or the Supplementary Cardmember with the Card at the following rates:

Category	BOC Bonus Points	Equivalent Air Miles
Every S\$1 Local Spend	7 BOC Bonus Points	1.4 miles
Every S\$1 Overseas Spend	14 BOC Bonus Points	2.8 miles

BOC Bonus Points may be used to redeem Air Miles, BOC Rewards Vouchers or certain BOC Rewards.

For more information, please refer to the Terms and Conditions Governing the BOC Rewards Programme.

2.2 BOC Bonus Points are not awarded on the following Excluded Transactions:

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

(b) The following transactions:

Category	Merchant Category Code ("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, 6011, 6012, 6050, 6051, 6211	Payments to financial institutions (including banks and brokerages) for financial services
	6300, 6381, 6399	Insurance Payments
	6513	Real Estate agents and managers
	6529, 6530, 6534, 6540	Payments of funds to prepaid accounts and/or merchants who are categorised as "payment service providers"
	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, 8661, 8699, 8999	Political Organisations, Religious Organisations and Membership

		Organisations (not elsewhere classified)
Government Services, such as but not limited to	9211	Court Costs including Alimony and Child Support
	9222	Fines
	9223	Bail and Bond Payments
	9311	Tax Payment
	9399	Government Services – not elsewhere classified
	9402	Postal Services – Government Only
	9405	Intra-Government Purchases- Government only
Payment to other miscellaneous stores	5965	Direct Marketing – Combination Catalog and Retail Merchants
	5993	Cigar Stores and Stands

Some examples of the merchants referred to above include the following:

Category	Examples
Cleaning, Maintenance, and Janitorial Services	Helping, Sendhelper
Educational Institutions	Institute of Technical Education, NTU, NUS, SIM, SIT, SMU, SUSS, SUTD
Financial Institutions for Financial Services	AxiTrader, BANC DE BINARY, BANCDEBINARY.COM, CardUp, City Index, FOREX.COM, MONEYBOOKERS.COM, IC Markets, IG Asia, WWW.IGMARKETS.COM.SG, ipaymy, OANDA, Peppersone, Plus500, Revolut, Saxo Capital Markets/Saxo Cap Mkts Pte Ltd, SKR*SKRILL.COM/SKR*xglobalmarkets.com, SKYFX.COM
Government Services	ACRA, CPF, HDB SEASON PARKING, ICA, IRAS , LTA, MOM, Town Council, URA
Hospitals	Farrer Park Hospital, Gleneagles Hospital, KK Women’s and Children’s Hospital, Mount Alvernia Hospital, Mount Elizabeth Hospital, National University Hospital, Parkway Shenton Hospital, Singapore General Hospital, Tan Tock Seng Hospital

Insurance Payments	AIA Insurance, AIG, AVIVA, AXA, Great Eastern, Manulife, MSIG insurance, NTUC Income, Prudential, QBE Insurance, Somp Insurance, TM life insurance
Money Transfer and Remittance Services	MoneyGram, Swiss Money Transfer, Western Union, Wise, WorldRemit
Prepaid Accounts and Payment Service Providers	AXS, EZ Link/EZ-Link/EZLINK, eNETS, HelloPay , MatchMove Pay, NETS FlashPay, SAM, SingTel Dash, Transit/TransitLink, Youtrip, any Grab mobile wallet top-up transactions, and any ShopeePay wallet top-up transactions
Real Estate Agents and Managers	ERA Singapore, MCST, RentHero
Utility Bill Payments / Other Payments	AXS, SAM payments, SP Services

The merchants listed in the above table are provided as examples and are not exhaustive.

2.3 BOC reserves the right to add, remove and/or reclassify the Excluded Transactions without any reason or prior notification and without liability to any party.

2.4 A merchant's registered MCC may not always correspond with its nature of business. The MCC is assigned by the merchant's acquiring bank. BOC does not determine the merchant's MCC. BOC shall not be liable in any way whatsoever relating to the categorisation of a merchant's MCC.

2.5 Any BOC Bonus Points awarded to a Cardmember will be stated in the Card Account statement of the Principal Cardmember. For the avoidance of doubt, Supplementary Cardmembers are not entitled to separate BOC Bonus Points.

2.6 BOC Bonus Points are accumulated on an annual basis and valid for a period of 12 to 24 months from the date of issuance, or for such duration as may be specified by BOC from time to time. BOC Bonus Points that are not utilised within the applicable validity period will be automatically forfeited, cancelled and rendered null and void upon expiry (as illustrated in the table below), or upon termination of the Card or Card Account, whichever is earlier.

BOC Rewards Period Illustration Table:

BOC Bonus Points Earned in the Period of	BOC Bonus Points Expiry Date
1 Jul 2024 to 30 Jun 2025	30 Jun 2026
1 Jul 2025 to 30 Jun 2026	30 Jun 2027
1 Jul 2026 to 30 Jun 2027	30 Jun 2028

2.7 BOC Bonus Points awarded to the Cardmember are calculated based on the posted amount of each eligible transaction rounded down to the nearest whole number and then aggregated. Transactions posted after the current billing cycle will be awarded BOC Bonus Points in the next billing cycle where such transactions are posted. BOC shall not be liable for costs, losses and/or liabilities incurred by the Cardmember or any other person as a result of or in connection with any failure or delay in the transmission to BOC of evidence of retail transactions by merchants or any other third parties or the posting of any transaction to a Card Account by BOC.

2.8 Adjustments will be made to the BOC Bonus Points if there are any unposted, voided, cancelled, disputed and/or reversed transactions including those arising from returned goods and services, billing disputes, or any other reason, at the discretion of BOC.

2.9 BOC is entitled to suspend the award or computation of BOC Bonus Points, rectify any errors in the computation or otherwise adjust such computation at any time without giving any reason or prior notice and without liability to any person. Any abuse or fraud relating to the issuance and/or redemption of BOC Bonus Points may result in the forfeiture of accrued BOC Bonus Points, as well as the cancellation of the Cardmember's Card(s). Should a Cardmember's spending be deemed to be for commercial and/or non-personal purposes, BOC reserves the right to refuse to award any BOC Bonus Points for such transactions. BOC further reserves the right to cancel and reverse any BOC Bonus Points awarded to a Card Account at any time if it deems that such BOC Bonus Points were not earned from qualifying spend of a Cardmember and the Cardmember shall not be entitled to any compensation or payment whatsoever.

2.10 Where any charge posted to a Card Account is voided, refunded, cancelled, reversed, disputed and/or determined to be in respect of or related to Excluded Transactions, or otherwise deemed ineligible for BOC Bonus Points, the corresponding BOC Bonus Points will be cancelled or reversed at BOC's sole discretion.

2.11 The Card Account must be in good standing at the time of crediting of the BOC Bonus Points. In the event that the Card Account is delinquent, terminated or suspended for any reason whatsoever before the BOC Bonus Points are credited into the said Card Account or

if the Cardmember fails to effect due payment for the Card transactions, BOC reserves the right to revoke, deduct, recomputed and/or forfeit such BOC Bonus Points at its sole and absolute discretion and the relevant Cardmember shall not be entitled to any compensation or payment whatsoever.

2.12 In the event that any affected BOC Bonus Points have already been redeemed, BOC reserves the right to debit the retail value of the redemption from the Card Account of the Cardmember, without further notice to the Cardmember.

3. MILES REDEMPTION

3.1 Only a Principal Cardmember may convert his/her BOC Bonus Points to Air Miles under the BOC Air Miles Programme in accordance with the Terms and Conditions Governing the BOC Rewards Programme.

3.2 A Principal Cardmember enrolled in the BOC Air Miles Programme may effect Air Miles transfers only to his/her Frequent Flyer Programme Account in his/her own name as recorded with the relevant participating airline in blocks of 10,000 KrisFlyer miles, subject to a maximum of 10 blocks per transfer, or such other limits as may be stipulated by BOC from time to time.

3.3 BOC Bonus Points may be converted to Air Miles at the following Miles Conversion Rates:

50,000 BOC Bonus Points = 10,000 KrisFlyer miles

For the purpose of this Clause 3:

“Miles Conversion Rates” refers to the rates at which BOC may convert BOC Bonus Points into Air Miles under the BOC Air Miles Programme.

3.4 With effect from 1 July 2025, the above Miles Conversion Rates will be applicable to all new BOC Bonus Points and existing BOC Bonus Points which have been accumulated to date. All Air Miles transfer requests received on and from 1 July 2025 will be subject to the above Miles Conversion Rates.

3.5 BOC reserves the right to amend, vary or modify the Miles Conversion Rates at any time and from time to time at its sole and absolute discretion.

3.6 Each Air Miles transfer will be subject to a non-refundable conversion fee of S\$30.56 (inclusive of GST), or such other amount as BOC may determine at its absolute discretion.

3.7 Cardmembers understand and agree that the Air Mile transfer process will usually take 14 to 21 working days. No urgent requests or cancellations will be entertained. Notwithstanding anything stated herein, BOC shall not be liable for any delay in the transfer process for any

reason whatsoever (including without limitation, delay due to incorrect information in the system or due to system constraints and errors).

3.8 BOC will not be liable or responsible for any fraudulent or unsuccessful transfer. In the case of an unsuccessful transfer, the Principal Cardmember's BOC Bonus Points will be reinstated to his/her Card Account. The conversion fee will not be refunded.

3.9 The Cardmember is subject to and shall comply with the terms and conditions of the Frequent Flyer Programme of the participating airline(s) in which he/she is enrolled.

3.10 BOC shall not be responsible for the Air Miles which have been credited to the Principal Cardmember's Frequent Flyer Programme Account or for the actions of the participating airlines in connection with the BOC Air Miles Programme.

3.11 For more information, please refer to the BOC Air Miles Programme Terms and Conditions on the BOC Air Miles Programme Redemption Form.

4. GENERAL

4.1 The benefits made available to Cardmembers pursuant to the terms of the Programme are not exchangeable or refundable for cash, credit or any other form of reward.

4.2 BOC shall have the right at its sole and absolute discretion to use agents, contractors, correspondents or any other third parties to administer and/or implement the Programme and BOC shall not be liable to any person for any act, omission or negligence on the part of such agents, contractors, correspondents or third parties.

4.3 BOC may, at its sole and absolute discretion and without assigning any reasons therefor, delete, vary, supplement, amend or modify the terms of the Programme at any time. Cardmembers are deemed to have accepted and are bound by such variations, additions, deletions, amendments and/or modifications if they do not terminate the use of the Card.

4.4 BOC reserves the right to suspend, withdraw or terminate the Programme at any time. BOC may, at its sole and absolute discretion and without prior notice, suspend, cancel or discontinue the Card at any time.

4.5 BOC's decision on all matters relating to the Programme or the Card Account shall be final, conclusive and binding on all Cardmembers, including without limitation, any decision on the eligibility of any person to participate in the Programme and BOC shall not be liable for any losses suffered by any person as a result of its decision. The Bank shall not be obliged to

give any reason or enter into any correspondence with any person on any matter relating to its decision.

4.6 BOC assumes no responsibility for any of the contents found on third party websites referred to in the terms and conditions of the Programme 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. BOC does not have control of such websites and the references to any such websites in these terms and conditions do not mean that BOC endorses the materials on such websites or has any association with their owners.

4.7 Without prejudice to Clauses 16 (Disclosure) and 21 (BOC's Personal Data Protection) of the BOC Cardmember Agreement, by participating in this Programme, a Cardmember irrevocably consents and authorises BOC and its agents and vendors and their sub-contractors (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, a copy of which can be found on www.bankofchina.com/sg/aboutus.

4.8 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.

4.9 BOC shall not be liable for any losses, damages, expenses, errors, delays, omissions suffered or incurred by such person in connection with the performance of its obligations under these Terms and Conditions.

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

4.11 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.

4.12 These Terms and Conditions shall be governed by the laws of Singapore and any Cardmember participating in this Programme irrevocably submits to the non-exclusive jurisdiction of the Singapore courts.