

## BOC AIR MILES PROGRAMME REDEMPTION FORM

To redeem Air Miles under BOC Air Miles Programme, please complete this form and email it to [cardservice.sg@bankofchina.com](mailto:cardservice.sg@bankofchina.com).

### Section 1: ENROLMENT PARTICULARS

First Name of Cardmember\*: \_\_\_\_\_ \*Name matching Frequent Flyer Programme

Last Name of Cardmember\*: \_\_\_\_\_

BOC Principal Credit Card No.: \_\_\_\_\_

Frequent Flyer Programme Membership No.: \_\_\_\_\_ Contact No.: \_\_\_\_\_

### Section 2: REDEMPTION PARTICULARS

I would like to redeem the following;

For BOC Elite Miles World Mastercard only	Item	Product Code	Qty	BOC Bonus Points	Total BOC Bonus Points to redeem
	10,000 KrisFlyer miles	FV 138		50,000	
Other BOC Reward Cards	Item	Product Code	Qty	BOC Bonus Points	Total BOC Bonus Points to redeem
<ul style="list-style-type: none"> <li>• BOC Travel Card</li> <li>• BOC Great Wall Platinum Card (Visa/Mastercard)</li> </ul>	10,000 KrisFlyer miles	FV 137		60,000	

Each Air Miles transfer to the Cardmember's FFP Account will incur a non-refundable conversion fee of S\$30.56 (inclusive of GST) charged to your credit card, with each transfer in blocks of 10,000 KrisFlyer miles, subject to a maximum of 10 blocks per transfer, or as may be otherwise stipulated by BOC from time to time.

### Section 3: DECLARATION AND AGREEMENT

By signing this form, I, the Principal Cardmember,

- represent and warrant that all information provided by me in this form is true and complete;
- agree and authorise BOC to deduct the required BOC Bonus Points for any relevant Air Miles redemption;
- authorise BOC to disclose any information regarding me and/or my Card Account to any third parties for the purpose of or in connection with the Air Miles redemption;
- agree that BOC may in its absolute discretion decline my redemption without giving any notice or reason therefor; and
- acknowledge and agree to the Terms and Conditions Governing the BOC Rewards Programme and all other terms and conditions of the Frequent Flyer Programme of the participating airline(s) in which I am enrolled.

\_\_\_\_\_  
Cardmember's Signature  
and Date

## BOC Air Miles Programme Terms & Conditions (“Terms & Conditions”)

1. Only a Bank of China (“BOC”) Principal Cardmember (“Cardmember”) may enrol in the BOC Air Miles Programme (“Programme”).
2. To participate in the BOC Air Miles Programme, the Cardmember must first enroll or be enrolled in the relevant participating airline’s Frequent Flyer Programme (“FFP”). He/she must also complete and return the BOC Credit Card Air Miles Programme Enrolment & Redemption Form (“Form”) to BOC.
3. A Cardmember who is enrolled in the BOC Air Miles Programme may convert his/her BOC Bonus Points to KrisFlyer miles under the relevant FFP (“Air Miles”) and/or redeem air miles under any other programme or promotion as may be specified by BOC from time to time.
4. Air Miles will be transferred to the account of FFP membership number indicated on the Form (“FFP Account”), and the Cardmember is responsible for providing an accurate and valid FFP membership number.
5. A Cardmember’s Air Miles may only be transferred to the FFP Account in his/her own name as recorded in the relevant participating airline’s records.
6. Each Air Miles transferred to the Cardmember’s FFP Account will be subject to a non-refundable conversion fee of S\$30.56 (inclusive of GST), or such other amount as BOC may determine in its absolute discretion. The conversion fee will be charged to the Cardmember’s Card Account.
7. Each Air Miles transfer shall be in blocks of 10,000 KrisFlyer miles, and subject to a maximum of 10 blocks per transfer, or such other limits as may be stipulated by BOC from time to time.
8. Once a redemption request for Air Miles has been accepted by BOC, cancellations and/or exchange of BOC Bonus Points for any other redemption item within the BOC Rewards Programme will not be entertained.
9. The Air Miles transfer process will usually take 14 to 21 working days. 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).
10. Strictly no urgent requests for transfers or cancellations will be entertained.
11. The Cardmember will receive a BOC Rewards Voucher as a form of notification that the redemption of the BOC Bonus Points has been approved and the transfer of the Air Miles is in process. A Cardmember may refer to his/her respective airline’s FFP online account statement for an update of his/her accumulated miles.
12. BOC will not be responsible for any fraudulent or unsuccessful transfer. In the case of an unsuccessful transfer, the Cardmember’s BOC Bonus Points will be reinstated to the Cardmember’s Card Account. The conversion fee will not be refunded.
13. The Cardmember is subject to and shall comply with the terms and conditions of the FFP of the participating airline(s) in which he/she is enrolled.
14. BOC shall not be responsible for the Cardmember’s Air Miles which has been successfully transferred to the Cardmember’s FFP Account or for the actions of the participating airlines in connection with the BOC Air Miles Programme.
15. Without prejudice to Clauses 16 (Disclosure) and 21 (BOC’s Personal Data Protection) of the BOC Cardmember Agreement, by participating in this Programme, each of the Cardmember and the Supplementary 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 (including any third parties) for the purpose of or in connection with 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](http://www.bankofchina.com/sg/aboutus). The Cardmember agrees to be bound by these Terms and Conditions, including any amendments and variations thereto.
16. BOC may at any time extend, change, replace, suspend, withdraw or terminate the Programme, and BOC shall be entitled to vary, cancel, replace or supplement these Terms and Conditions without giving any reason or prior notice.
17. The Bank’s decision on all matters relating to or in connection with the Programme shall be final and binding and no correspondence or claims will be entertained. By participating in this Programme, each of the Cardmember and the Supplementary Cardmember shall be deemed to have read, understood and accepted these Terms and Conditions, including any amendments and variations thereto.