

UNIONBANK CASH BACK
CARD PROGRAM TERMS AND CONDITIONS

UnionBank Cash Back Card Program

The UnionBank Cash Back Program entitles eligible Cardholders to earn Rebates on their Card Transactions and redeem the Rebates for Cash Credits which the Cardholder may use to pay, either partially or in full, amount(s) of Cardholder's retail spend at select merchants. To earn rebates, cardholders must be approved for UnionBank Cash Back Visa Platinum and/or UnionBank Cash Back Titanium Mastercard, be in good credit standing, and have access to UnionBank Online.

1. DEFINITIONS

In these terms and conditions ("Terms and Conditions"), unless the context otherwise requires:

"**Bank**" means UnionBank of the Philippines

"**Card**" means the UnionBank Cash Back Card issued by the Bank and includes a supplementary card where the context requires;

"**Card Account**" means the account maintained with Bank in respect of the card;

"**Cardholder**" / "**You**" / "**Your**" means the individual to whom a Card bearing that individual's name is issued by the Bank. The term "Cardholder" includes the primary cardholder, and where the context requires the supplementary Cardholder;

"**Delinquent Accounts**" means a Card Account that has not been paid the Minimum Amount Due thirty (30) days after the payment due date stated in the Statement of Account. Minimum Amount Due and Statement of Account are defined under the Terms and Conditions Governing the Issuance and Use of the UnionBank Credit Card.

"**Program**" means the UnionBank Cash Back Program or its successor program;

"**Purchase**" means a purchase of any goods or services by the use of the card and may, at the Bank's absolute discretion and without prior notice, include any card transaction as may be determined by the Bank;

"**Rebates**" means the cash rebate earned through usage of the UnionBank Cash Back Card as specified in these Terms and Conditions which may be used to redeem any goods, services, benefits, arrangements or other privileges as may be determined by the Bank in its absolute discretion;

"**Transactions**" means eligible retail purchases for goods or services for Cardholder's personal consumption made using the Card other than those transactions which do not earn Rebates or are excluded from the computation of Rebates as set out below, or any refund arising in connection with the use of the Card in any unauthorized manner

2. GENERAL PROGRAM MECHANICS

A. ELIGIBILITY

1. Your Card Account is entitled to participate in the Program at the date of commencement of the Program or the date when the Card is issued to you, whichever is later; provided that your Card Account is and remains in good credit standing, as determined by Bank in its sole discretion.
2. If a Cardholder's Card is terminated at any time for any reason, whether by the primary Cardholder or the Bank, the Cardholder will forthwith be disqualified from continuously participating in the Program and all unused Rebates then accrued shall automatically be forfeited immediately after voluntary or involuntary cancellation of the Card.
3. Any remaining Rebate including Rebates pending credit into the account of the Cardholder shall immediately cease to be valid upon the occurrence of the following:
 - a) the cancellation of the Card for any cause; or
 - b) the conversion of the Card to any other UnionBank Card and no refund, extension or compensation shall be given by the Bank.
4. Transfer of rebates from an expired or closed Card account to a current Card account will not be allowed.
5. Rebates earned from the use of a supplementary card shall be credited to the primary Cardholder. If a supplementary Card is terminated at any time for any reason, the primary Cardholder may still participate in the Program, provided that the primary Card Account remains open, active and in good credit standing.

6. Unused Rebates of Cardholders who have availed of debt restructuring and other collection programs for their accounts shall remain forfeited despite eventual payment of their account.

B. ISSUANCE OF REBATES

1. A Cardholder will receive, on a monthly basis, Rebates that will be credited to his/her Card Account at the following rates for purchases charged by him/her on his/her Card for purchases of goods or services for personal consumption while the Card Account is open, remains in good credit standing and is currently within terms and conditions.
 - a) 0.20% Rebate on all supermarket/grocery spend (with Merchant Categories 5300, 5309, 5310, 5411*) OR 6% Rebate if a minimum Php10,000 spend is met on non-supermarket and non-Meralco purchases;
 - b) 0.20% Rebate on Meralco bills (charged through UnionBank PayBill in UnionBank Online or their successor facilities or platforms) OR 2% Rebate if a minimum Php10,000 spend is met on non-supermarket and non-Meralco purchases;
 - c) 0.20% Rebate on all other retail spend.

*"Merchant Category" means the classification of each merchant establishment as determined by the acquiring bank based on the nature of the merchant's business, as defined by VISA/Mastercard. The Bank reserves the right to amend, increase or decrease the cash rebate earned through usage of the Card, privileges granted and/or manner of redemption at the Bank's sole discretion.

2. Unless otherwise specified, Cardholders are not entitled to earn Rebates from any other categories of transactions. UnionBank EasyTransfer transactions; UnionBank EasyCash transactions, UnionBank EasyBill transactions, refunded, disputed or cancelled retail or cash advance transactions; payment of annual card membership fees; interest payments; late payment fees; charges for cash advance; and any other form of service/miscellaneous fees shall not earn Rebates.
3. Rebates earned from straight retail transactions applied for conversion to PayEasy after purchase will be deducted from Your Card Account upon conversion. These Rebates will be earned back monthly in such amounts corresponding to the principal of the monthly installment amount billed on the statement of account. Any interest charges will not earn Rebates.
 1. The Program will have an earning cap of Php1,250.00 per statement cycle. If the cap has been met anytime within a statement cycle, the Cardholder will only begin earning again at the beginning of the next cycle.
 2. The Rebate shall be computed on a per transaction basis and shall be rounded off to the nearest Philippine Peso (Php).
 3. The Cardholder can redeem at a minimum of Php1.00 worth of Rebates and in increments of Php1.00. Upon redemption, the Rebates shall then be credited back into the Card Account. To redeem, you may log on to your UnionBank Online app.
 4. The rebates redeemed are not considered payment to the Card and cannot be used to offset the Minimum Amount Due. The Cardholder is required to settle at least the Minimum Amount Due in the statement to avoid late charges from being billed to the Card Account.
 5. All transactions related to the issuance of Points, Miles or Rebates are subject to the UnionBank Rewards Terms and Conditions. Please visit www.unionbankph.com/cards-tc to view the full terms and conditions.
4. You will earn Rebates on PayDirect transactions at the rate of 0.10%. The computation is 0.10% of the amount charged for each eligible PayDirect transaction made on the Card. Example: Php5,000 x 0.10% = 5 Rebates.

C. REDEMPTION OF REBATES

General Rules on Redemption

1. Subject to clauses 2(B) and 2(C)(2), there is no time restriction on the redemption of Rebates.
2. The Bank reserves the right to suspend or exclude the Cardholder from participating or continuing to participate in the Program if:
 - a. In its opinion the Cardholder or has in any way breached the UnionBank Cash Back Program Terms and Conditions or the Terms and Conditions Governing the Issuance and Use of UnionBank Credit Card; or
 - b. In its opinion the Cardholder conducts his/her Card Account in a manner inconsistent with the object and intent of the UnionBank Cash Back Program.
3. Provided that your Card Account is in good standing as determined solely by Bank and your Card Account has sufficient Rebates, you are entitled to redeem the Rebates, based on the required amount of Rebates, via the redemption channels that Bank has identified.

4. Once the redemption has been processed, the request cannot be revoked or cancelled and the Rebates cannot be transferred back into your Card Account.
5. For the redemption of annual membership fee waivers and Cash Credits, you may visit www.unionbankph.com/cards-tc to view the full terms and conditions.

Pay with Points

6. You may also choose your Rebates to pay, either partially or in full, amount(s) of your retail spend at select merchants. Bank may from time to time send you an SMS that will allow you to redeem your Rebates to offset the full or partial amount of your retail spend at merchants.
7. You may refer to the link in the Pay with Points SMS you receive for the number of Rebates required to redeem and offset the full or partial amount of your retail spend you have made at select merchants. Once the redemption has been processed, the request cannot be revoked or cancelled and the Rebates cannot be transferred back into your Card Account. If the redemption is successful, you will see a credit adjustment on your next statement of account that corresponds to the amount of Rebates you have redeemed. The merchant's Return/Exchange Policy remains applicable for the purchased item or service.
8. You may only use your Rebates to pay for your annual membership fee, provided that there is straight retail spend reflected in the same statement of account in which the annual membership fee was charged. There is no minimum spend requirement for as long as you have enough Miles to offset your annual membership fee.
9. You may only use your rebates to pay for the annual membership fee for either the principal or supplementary Card under your Card Account and may only do so once a year.
10. Bank and the participating Pay with Points merchants shall not be obliged to recognize or replace any item that you may have redeemed through this Program which is subsequently misplaced, lost or stolen after your redemption

Cash Credits

11. You may use your Rebates to redeem cash credit to offset a portion or the entire amount of the retail spend reflected in your latest statement of account prior to redemption. There is no minimum spend requirement for as long as you have enough Rebates to redeem your preferred cash credit denomination. You may visit www.unionbankph.com/cards-tc to view the full terms and conditions and for the latest set of point, miles or rebates required to redeem cash credit.
12. Please allow 1 week for the processing of the cash credit request. Bank reserves the right to extend the processing time without notice. The cash credit will be reflected in your next statement of account.
13. The cash credit redeemed is not considered a payment to your Card Account and cannot be used to offset the Minimum Amount Due, Total Amount Due or any amount in between that is due on your statement of account. You are required to settle at least the Minimum Amount Due to avoid late charges from being billed to the Card Account.

3. GENERAL POLICIES

1. Any remaining Rebates shall immediately cease to be valid and be forfeited upon the occurrence of any of the following:
 - a. The cancellation of your Card, whether by You or the Bank; or
 - b. The conversion of your Card to any other UnionBank Card; or
 - c. Your Card Account becomes a Delinquent Account.
2. If your Card is terminated at any time for any reason, whether by you or us, you will be disqualified from participating in the Program, and all unused Rebates then accrued shall automatically be forfeited immediately after the voluntary or involuntary cancellation of your Card. If your supplementary Card is terminated at any time for any reason, you may still participate in the Program; provided that your Card Account remains open, active and in good credit standing.
3. For the avoidance of doubt, Bank is entitled, in Bank's absolute discretion, at any time and from time to time and without notice and without giving any reason, to take into account or disregard any Card transactions or charges or retail purchase in the calculation of Rebates to be credited or to otherwise vary the basis of calculation of Rebates.
4. The accumulation and usage of Rebates shall be specified in your statement of account. Unless Bank hears from you within thirty (30) days from delivery of your statement of account to your billing address, the Rebates indicated on the statement of account are considered correct and final as of statement date.
5. Rebate reversals will be applied during the statement cycle when the reversal transaction is posted, which may differ from the statement cycle of the original purchase transaction. Rebates, including accelerated /bonus Rebates, if any, will be awarded only if the cumulative value of new

purchase transactions in the respective spend category is higher than the value of transactions reversed.

6. Where Rebates have been credited to your Card Account and/or used or redeemed before the purchase/transaction for which such Rebates were earned is debited, Bank will debit your Card Account for the credited Rebates. Bank shall be entitled to debit such Rebates even if such debiting causes your Card Account to have a negative Rebates balance. If You decide to terminate the Card while there is a negative Rebate, the corresponding Php equivalent of the negative Rebate shall be charged to the Card Account.
7. Bank reserves the right to suspend or exclude you from participating or continuing to participate in the Program if:
 - a. In Bank's opinion you have in any way breached these Terms and Conditions and the terms and conditions in the UnionBank Card Agreement; or
 - b. In Bank's opinion, you conduct your Card Account in a manner inconsistent with the object and intent of the Program.
8. Bank may at any time vary, modify or amend the terms and conditions of the Program, and you shall be bound by such variations and amendments.
9. Bank is not liable if it is unable to perform Bank's obligations under these Terms and Conditions, due directly or indirectly to the failure of any machine or communication system, Force Majeure such as but not limited to industrial dispute, war, Act of God, or anything outside Bank's control or outside the control of Bank's agents or any third party. Bank shall not be responsible for any delay in the transmission to Bank of evidence of retail spend by the participating merchants, department stores, or any third party.
10. To the fullest extent permitted by law, in no event will the Bank or any of its officers, employees, representatives and/or agents be liable for any loss or damages (including without limitation, loss of income, profits or goodwill, indirect, incidental, consequential, exemplary, punitive or special damages of any party including third parties) howsoever arising, whether in contract, tort, negligence or otherwise in connection thereof, even if Bank has been advised of the possibility of such damages in advance, and all such damages are expressly excluded.
11. You agree that your redemption using your Rebates warrants your acceptance of the Program and any applicable terms and conditions.
12. Bank shall not in any way be liable to you or any third party for any goods, services, benefits arrangements or other privileges or the quality or performance of such goods, benefits, arrangements or other privileges redeemed from or supplied by any merchant, service provider, or any third party under or pursuant to the Program, including for any death, injury, loss of or damage to property, or consequential loss or damage of any nature that you, and if applicable, any person/s, may or has/have suffered arising from or out of the redemption of your Rebates. You should seek redress from and direct any complaints or comments in respect of such goods, benefits, arrangements or other privileges to the respective provider, merchant or third party.
13. You hereby authorize Bank to disclose information regarding yourself and your Card Account to such third parties as Bank deems necessary for the purposes of the Program.
14. Bank's records of all matters relating to the Program shall be conclusive and binding on you.
15. Any request for adjustment of Rebates is subject to Bank's approval at Bank's absolute discretion.
16. Bank is entitled, for any reason at any time, without liability or prior notice, to suspend the calculation, accrual or redemption of Rebates, to rectify any errors in the calculation, or otherwise adjust such calculation.
17. Bank may, at any time and without notice, cancel or terminate the Program.
18. Fraud, abuse or any unauthorized action relating to the earning or redemption of Rebates may result in forfeiture of Rebates, disqualification from the Program, suspension or cancellation of your Card privileges or the charging of the full cost of the Rebates. The taking of such measures shall be without prejudice to any legal action that Bank may take.
19. All questions or disputes regarding eligibility for the Program or eligibility of Rebates for redemption will be resolved by Bank at its sole discretion. Bank's decision on all matters relating to the Program shall be final and binding on you.
20. To the fullest extent permitted by law, in no event will Bank or any of its officers, employees, representatives and/or agents be liable for any loss or damages (including without limitation, loss of income, profits or goodwill, indirect, incidental, consequential, exemplary, punitive or special

damages of any party including third parties) howsoever arising, whether in contract, tort, negligence or otherwise in connection thereof, even if Bank has been advised of the possibility of such damages in advance, and all such damages are expressly excluded.

21. The terms and conditions governing the issuance and the use of the UnionBank Credit Card shall likewise apply to the UnionBank Cash Back Card and in the event of any conflict or discrepancy the terms set out herein shall prevail only as far as the Program is concerned.
22. The Rebates obtained as a result of the Bank's customer's private transactions should have no taxation consequences. The Cardholder will be responsible for whatever tax implications may arise out of the ultimate treatment of the Rebate.

4. DATA PRIVACY AND CUSTOMER CHANNELS

The Cardholder agrees that his application, maintenance, or continued use of any of the Bank's products and services shall be his acceptance and agreement to be bound by the provisions of the Bank's Data Privacy Statement (DPS) found at <https://www.unionbankph.com/privacy-security>. The Cardholder agrees to authorize the Bank to collect, use, and share Personal Data (as defined under the Data Privacy Law of 2012 and its implementing rules and regulations), customer data, and account or transaction information or records (collectively, the "Information") provided, and where permitted by law, to share it with: (i) Aboitiz Construction, Inc.; (ii) Aboitiz Equity Ventures; and the (iii) Bank, including their respective subsidiaries and affiliates (collectively, the "Aboitiz Group") for cross-selling and for the following purposes: (a) purposes as set out in the DPS in force; (b) to identify and inform the Cardholder of products and services provided by the Aboitiz Group that may be of interest to the Cardholder; (c) for compliance to any law, regulations, government requirement, treaty, agreement, policy or as required by or for the purpose of any court legal process, examination, inquiry, audit, or investigation of any authority. This applies notwithstanding any non-disclosure agreement.

Your needs and feedback are important to Us and if you have any questions or concerns, you may reach us through any of our channels below. For our social media channels, a representative will get back to you within 24-48 hours from the time we receive your question or concern.

- Phone: +63 2 8841 8600
- UnionBank Online App: Mailbox > Support > Create New Ticket
- Facebook Messenger: m.me/unionbankph
- X (formerly Twitter): x.com/unionbankph

In the event that your concern requires an investigation, you agree to provide Us with all information We need, and consent to the use and processing of the information you provide, to enable Us to expediently address your query. You also allow the Bank to disclose information you may have provided to third parties, if necessary to address your concern

Union Bank of the Philippines is regulated by the Bangko Sentral ng Pilipinas
<https://www.bsp.gov.ph>