UNIONBANK GRAB
CARD PROGRAM TERMS AND CONDITIONS

1. DEFINITIONS

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

"**Card**" means the UnionBank Grab Card issued by us and includes a supplementary card where the context requires;

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

"**Rewards**" means any goods, services, benefits, arrangements or other privileges (including without limitation, miles on participating airline frequent flyer programs, loyalty program points, cash credit or annual membership fee waivers), as may be determined by us in our absolute discretion, which may be redeemed by the use of Rewards Points under the Program.

"**Rewards Points**" referred to as Points hereafter, means the points earned through usage of the Card as specified in these Terms and Conditions, which may be used to redeem Rewards as may be determined by us in our absolute discretion;

"**Program**" means this UnionBank Grab Card Product Program or successor program(s);

"**Purchase**" means a purchase of any goods or services for personal consumption by the use of the Card and may, at the Bank's absolute discretion, include any Card transaction as may be determined by the Bank; "We, Our, Us" means Union Bank of the Philippines and;

"**You, Your**" means the Principal Cardholder, the person in whose name the Card Account is maintained. This term may also include the supplementary cardholder where the context requires.

2. PARTICIPATION

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 us in our sole discretion.

3. ISSUANCE OF REWARDS POINTS

3.1. You will receive Points for purchases of goods or services for personal consumption charged on your Card while your Card Account is open and remains in good credit standing.

3.2. You will earn points at the rate of one (1) point for every Thirty Pesos (Php 30.00) retail spend. The rewards points shall be computed at 3.33% of the amount charged for each eligible purchase made on the Card, and will be rounded off to the nearest whole number. For example: Php 5,000 x 3.33% = 167 points.

3.3. You will earn points at the rate of five (5) points for every Thirty Pesos (Php 30.00) spend on Grab transactions, up to a maximum of Ten Thousand Pesos (Php 10,000.00) worth of Grab transactions per statement cycle. Grab transactions are defined by the merchant's credit card acquiring entity under the

merchant category codes 4121, 4215, 4789, 4829, 5499, 5812, 5814, 6540 and 6051, and by merchant transaction descriptions beginning with “GRABTAXI”, “MYTAXI.PH”, and “GRAB”. The rewards points shall be computed at 16.65% of the amount charged for each eligible purchase made on the Co- Branded Card, and will be rounded off to the nearest whole number. For example: Php 5,000 x 16.65% = 833 points. The points will be credited to your card account on your statement date.

3.4. You will earn points at the rate of three (3) points for every Thirty Pesos (Php 30.00) spend made at restaurants and dining establishments, cinemas and other entertainment establishments, and on the following online subscription services: Spotify, Netflix, Iflix, Itunes. The rewards points shall be computed at 9.99% of the amount charged for each eligible purchase made on the Card, and will be rounded off to the nearest whole number. For example: Php 5,000 x 9.99% = 500 points. Purchases at restaurants and dining establishments are defined by the merchant’s credit card acquiring entity under the following merchant category codes: 5812, 5813, and 5814. Purchases at entertainment establishments are defined by the merchant’s credit card acquiring entity under the following merchant category codes: 7832, 7841, 7994, 7933, 5735, 7829, 7911, 7922, 7929, 7991, 7993, 7996, 7998, 7999, and 7932. Online subscription services are defined by the merchant’s credit card acquiring entity under the following merchant category codes: 5815 and 4899.

3.5. **Effective June 1, 2026:** You will earn 1 Rewards Point for every Php150 you spend on eligible PayDirect transactions. This is equivalent to 0.67% of the amount charged to your Card. *Example*: Php5,000 × 0.67% = 34 Rewards Points

- Before June 1, 2026: You will earn 1 Rewards Point for every Php60 you spend on eligible PayDirect transactions. This is equivalent to 1.67% of the amount charged to your Card. *Example*: Php5,000 × 1.67% = 84 Rewards Points

3.6. Points accrue in your name only, but are earned through supplementary card usage as well.

3.7. Charges which are not eligible to earn Points include, but are not limited to, non-personal / business transactions, cash advance transactions and other cash availments, refunded, disputed, unauthorized or fraudulent transactions, all fees and charges (annual membership fees, interest charges, availment fees, disbursement and handling fees, charges for cash advance, any other form of service/miscellaneous fees), traveler’s check or casino chip purchases and other unauthorized charges. EasyTransfer, EasyConvert, and EasyCash availments (or their successor facilities, platforms, or programs) do not earn Points unless otherwise stated.

3.8. PayEasy transactions earn Rewards Points for the portion of the principal of the monthly installment amount billed on your statement of account. Interest charges will not be entitled to earn Rewards Points.

3.9. Points earned from straight retail transactions applied for conversion under PayEasy after purchase will be deducted from your Card account upon conversion. These Points 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 Points.

3.10. PayBill (auto-charge) charges up to P100,000.00 per transaction will earn Rewards Points, except for Maynilad, Meralco, PLDT and Visayan Electric Company (VECO) transactions which will earn Rewards Points only for charges up to P20,000.00 per transaction. Any amount in excess of said caps will not earn Rewards Points.

3.11. All Maynilad, Meralco, PLDT and Visayan Electric Company (VECO) Pay Bill transactions paid via

UnionBank Online or the UnionBank Mobile App will earn Rewards Points for total charges of up to P20,000 per merchant per statement cycle. Meanwhile, you will earn Rewards Points for payments of up to P100,000 per merchant per statement cycle for Digitel, ICC, Bayantel, Globe Telecom, Sky Cable/Home Cable and Smart. Any amount in excess of said caps will not earn Points.

3.12. Points 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. Points, including accelerated /bonus points, 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.

3.13. All transactions related to the issuance of points are subject to the UnionBank Rewards Program Terms and Conditions.

4. REDEMPTION OF REWARDS POINTS

4.1. Provided that your Card Account is in good standing as determined by us and your Card Account has sufficient Points, you are entitled to redeem any one or more of the Rewards, based on the required amount of Points, via the redemption channels that we have identified.

4.2. Once the redemption has been processed, the request cannot be revoked or cancelled and the Points cannot be transferred back into your Card Account.

4.3. Pay with Points

4.3.1. We may from time to time send you an SMS that will allow you to redeem your Points to offset the full or partial amount of your Grab transactions.

4.3.2. Redemptions may not be cancelled, reversed, or changed. If the redemption was successful, you will see a credit adjustment on your next statement which corresponds to the amount of points you have redeemed.

4.3.3. In the event of any dispute, our decision shall be final and conclusive.

4.3.4. The merchant's Return/Exchange Policy applies for the purchased item.

4.4 Annual Membership Fees

4.4.1. You may use your Points to pay for your annual membership fee.

4.4.2. You may only use your Points to pay for your annual membership fee for either the principal or supplementary Card under your Card Account and may only do so once a year.

4.4.3. The Annual Membership Fee redemption 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.

4.5 Cash Credits

4.5.1 You may use your Points to redeem Cash Credits to offset a portion or the entire amount of the retail spend reflected in your latest statement of account.

4.5.2 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.

4.6 Points Transfer to GrabRewards

4.6.1 You may use your Points to redeem GrabRewards Points.

4.6.2 You agree that you must already be a member of GrabRewards before you can use your Points to redeem GrabRewards points.

4.6.3 You understand that usage of your Points to redeem GrabRewards Points will be subject to such terms and conditions as may be imposed by us and/or Grab.

4.6.4 You agree that you may transfer your Points from your Card Account into a GrabRewards account in your name only (and not in anyone else's name). For the redemption to be processed successfully, you should ensure that your name and mobile number on your Card Account exactly matches your name and mobile number on your GrabRewards account.

4.6.5 In the event of an unsuccessful redemption request, your Points will be credited back to your Card Account.

4.6.6 You may redeem GrabRewards points for rewards in accordance with the procedures, rules and regulations of GrabRewards. We shall not be liable for any changes made by GrabRewards on the terms and conditions of the GrabRewards program for which you may suffer any loss or inconvenience or for your inability or failure to GrabRewards points to redeem rewards for whatever reason, including for the expiry of any GrabRewards points that were redeemed. We do not make any representation and/or warranty on the GrabRewards points redeemed by you nor accept any liability for expenses, losses or damages which you may incur as a result of using the GrabRewards points. Any and all dispute/s arising from or in connection with the use of or inability to use the GrabRewards points shall be settled between you and GrabRewards.

5. ANNIVERSARY GIFT

You will be eligible to receive complimentary Grab vouchers worth Php 2,000 on the card anniversary of your UnionBank Grab Card, when you make an accumulated retail spend of Php 120,000 in the last 12 months. The Grab vouchers may be a combination of promo codes or vouchers for various Grab products and services such as but not limited to GrabCar Premium, GrabExpress, GrabAssistant, and GrabFood.

6. GENERAL

6.1 Any remaining Points shall immediately cease to be valid and shall be forfeited upon the occurrence of any of the following:

6.1.1. The cancellation of your Card, whether by you or us; or
6.1.2. The conversion of your Card to any other UnionBank Card; or
6.1.3. The delinquency of your Card Account or when your Card Account ceases to be in good credit standing. The term 'delinquent account' shall have the same meaning as defined in the UnionBank Card Agreement.

6.2. 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 Points then accrued shall automatically be forfeited immediately after the voluntary or involuntary cancellation of your Card.

6.3. 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.

6.4. The Bank may, from time to time, in Bank's absolute discretion, amend the categories of transactions that earn Rebates, revisit Card Transactions, charges or retail purchases when calculating Rebates to be credited, or otherwise vary the basis of calculation of Rebates. These are deemed binding upon sixty (60) days notice to you, or any such period as required by law, rules or regulations as applicable, whether in writing, by display or posting in the Bank's premises, website and other channels, or by electronic means such as electronic mail and short messaging services, or such other methods of communication which the Bank may deem suitable, and will take effect in accordance with these Terms and Conditions, the Terms and Conditions Governing the Issuance and Use of UnionBank Credit Card, and applicable rules and regulations.

6.5. The accumulation and usage of Points shall be specified in your statement of account. Unless we hear from you within 30 days from delivery of your statement of account to your billing and/or e-mail address, the Points indicated on the statement of account are considered correct.

6.6. Rewards 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. Rewards points, including accelerated /bonus points, 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.

6.7. Where Points have been credited to your Card Account and/or used or redeemed before the purchase/transaction for which such Points were earned is charged back, we will debit your Card Account for the credited Points. We shall be entitled to debit such Points even if such debiting causes your Card Account to have a negative Points balance.

6.8. We reserve the right to suspend or exclude you from participating or continuing to participate in the Program if:

6.8.1 In our opinion you have in any way breached these Terms and Conditions and the terms and conditions of the UnionBank Card Agreement; or
6.8.2 In our opinion, you conduct your Card Account in a manner inconsistent with the object and intent of the Program.

6.9 Transfer of Points from an expired or closed Card Account to a current Card Account, as well as transfer of Points to any other person, will not be allowed.

6.10 If you availed of debt restructuring, rewrite and other collection programs for your Card Account, any unused Points shall remain forfeited despite eventual payment of your Card Account.

6.11 We 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.

6.12 We are not liable if we are unable to perform our obligations under these Terms and Conditions, due directly or indirectly to the failure of any machine or communication system, industrial dispute, war, Act of God, or anything outside our control or outside the control of our agents or any third party. We shall not be responsible for any delay in the transmission to us of evidence of retail spend by the participating merchants, department stores, or any third party.

6.13 You agree that your redemption using your Points warrants your acceptance of the Program and any applicable terms and conditions.

6.14 We 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.

6.15 Goods, services, benefits arrangements or other privileges are between you and the third party provider. Third party provider is responsible to you for the quality or performance of such goods, benefits, arrangements or other privileges redeemed from or supplied by any merchant, service provider 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. Since the Bank is not privy to your transactions with these third parties, 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.

6.16 You hereby authorize us to disclose information regarding yourself and your Card Account to such third parties as we deem necessary for the purposes of the Program.

6.17 Our records of all matters relating to the Program shall be conclusive and binding on you.

6.18 Any request for adjustment of Points is subject to our approval at our absolute discretion.

6.19 We are entitled, for any reason at any time, without liability, to suspend the calculation, accrual or redemption of Points, to rectify any errors in the calculation, or otherwise adjust such calculation.

6.20 We may, at any time, cancel or terminate the Program.

6.22 All questions or disputes regarding eligibility for the Program or eligibility of Points for redemption will be resolved by us at our sole discretion.

6.23 Our decision on all matters relating to the Program shall be final and binding on you.

6.24 To the fullest extent permitted by law, in no event will we or any of our 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 we have been advised of the possibility of such damages in advance, and all such damages are expressly excluded.

6.25 The terms and conditions of the UnionBank Card Agreement shall likewise apply; you must strictly abide by the same.

6.26 The Bank is committed to providing clear and transparent communication so you are informed of the limits of our liability. 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) regardless of who is affected. This applies in all situations, whether based on contract, tort, negligence or otherwise in connection thereof, even if Bank has been advised of the possibility of such damages in advance.

7. TAXATION

The Points obtained as a result of your private transactions should have no taxation consequences. You will be responsible for whatever tax implications may arise out of the ultimate treatment of the Points.

8. CONSENT FOR PROCESSING, PROFILING AND SHARING OF DATA AND INFORMATION

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.