

Terms & Conditions for AmBonus Points On-The-Spot Redemption Programme

Definition

“Full Redemption” means obtaining product and services via full utilisation of AmBonus Points accumulated for the value in Ringgit equivalent.

“Partial Redemption” means obtaining product and services via a combination of AmBonus Points and Ringgit value.

“On-The-Spot” means a redemption using AmBonus Points at participating merchants (“merchant”) to buy and collect the products or use the services at the point of sales.

Eligibility

1. This programme is applicable to all AmBank Credit Card/AmBank Islamic Credit Card-i cardholders both Principal and Supplementary except Cards without AmBonus or CARz Points.

Redemption Mechanics

2. Cardholders are able to redeem at all participating merchant outlets using full or partial (Points and RM) redemption. Merchants shall, at the time, reserve the right to accept redemption of product by full redemption, points solely and/or partial redemption with the use of points and payment of the balance value.
3. The conversion rate is 400 points for every RM1.00 redeemed. Notwithstanding to this, the Bank reserves the right to vary and/or revise the conversion rate of the points at any time with at least twenty one (21) calendar days’ notice to the Cardholder before the new rate take effect.
4. Minimum points required to redeem for one (1) product is 3,000 points or RM7.50 with the exception of Mydin which minimum points required is 4,000 points. The Points can only be used after entry into the Cardholder’s statement. Redemption request with insufficient points will not be executed.
5. In the event of partial redemption, the balance value of the products and service shall be charged to the Cardholder’s Credit Card/-i which will earn further AmBonus Points.
6. Full redemption of products and/or services with points will not earn AmBonus Points.
7. Before leaving the respective merchant’s outlet, Cardholders are required to verify and acknowledge that the products received are in order upon acceptance. Redemption request once accepted by the Bank may not be revoked, cancelled, returned or exchanges.
8. Dispute arising from On-The-Spot redemption of points will be treated as a normal credit card transactions dispute. Refund of points (if any) will be credited into Cardholder’s credit card/-i account.

9. In the event of short deduction of points, the Bank reserves the right at its sole and absolute discretion to debit the credit card in the form of; a) points or b) in Ringgit at the rate of RM1.00 for every 400 points.
10. The Bank disclaims any liability, obligation or duty and provides no representation or warranty in respects of any products and/or services offered by merchants, in particular their merchantability, quality, suitability, use, ancillary services and repairs. Cardholders are advised to liaise directly with the participating merchant.
11. The Bank shall further not be liable, whether direct or consequential, for any loss and damage or whatsoever suffered by Cardholders caused directly or indirectly, in whole or in part from their participation in the On-The-Spot Redemption Programme or as a result of any act or omission on the part of the Bank. The Bank shall not be responsible in anyway whatsoever, in respect of technical failures of any kind, unauthorised human intervention and electronic or human error in the administration and procession of the On-The-Spot Redemption Programme.
12. For the avoidance of doubt, cancellation, termination or suspension by AmBank/AmBank Islamic of this Programme shall not entitle the Cardholder to any claim or compensation against AmBank/AmBank Islamic for any and all losses or damages suffered or incurred by the Cardholder as a direct or indirect result of the act of cancellation, termination or suspension.
13. By participating in On-The-Spot Redemption Programme, Cardholders agree to be bound by the official terms and conditions stated herein, including decisions of the Bank which are final and binding. No further correspondences will be entertained. The Bank hereby reserves the right to change, amend, delete or add on to these terms and conditions with twenty one (21) calendar days' notice to Cardholders before the new terms and conditions take effect.