



One Card,
Endless Possibilities!




Credit Card Reward Award Programme Guide



111-000-MCB (622) www.mcb.com.pk





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Reward Award Programme's Terms and Conditions

Introduction:
Reward award programme is a virtual shopping programme through which MCB recognizes the loyalty of its customers. This is a programme by which customers are awarded with Reward Points on the purchases that are made through their credit card. The more the customer shops, the more the reward points are. This programme enables Credit Card Members to

- Redeem Earned Reward Points in exchange of a product from the I Shop Catalogue.
- Get a voucher of a certain credit worth from available list of outlets (Coming Soon).
- Get Cash Back in the card against the Earned Reward Points (Coming Soon).

Eligibility Criteria:
The following are the eligibility criteria with reference to Reward Points accumulation and usage.

Earning of Reward Points:
Transactions earning Reward Points
All local and International Transactions at POS.

Triple Reward Points on International shopping against Hotels, Motels, Resorts and Lodging on Platinum Card.

Transactions that do not earn Reward Points
All kinds of fees and charges
Services fees/markup
All transactions other than POS

Conversion
Rs. 50 spent on the MCB VISA earns the card member ONE Reward Point.
For cash back, points can be converted at the rate of Rs. 0.40/-

Points Calculation:
PKR 50 = 1 Point
PKR 1123 = 1123/50 = 22 Points

Contact Point
Card members can call up the MCB Call Centre and request for redemption.

Limit of Redemption

Category	Minimum Monthly Limit	Maximum Monthly Limit	Maximum Yearly Limit
I Shop	N/A	N/A	500,000 Reward Points
Voucher	5,000 Reward Points	50,000 Reward Points	200,000 Reward Points
Cash Back	5,000 Reward Points	50,000 Reward Points	200,000 Reward Points

Burning of Reward Points:
The points that are accumulated can be burnt by one of the following options:

I Shop Catalogue:
Points Redemption:
Customer can call our 24/7 Call Centre at 111-000-622 and request for any product available in our I Shop Catalogue, which is updated on the website, if the accumulated points are equal to or greater than the point value of the selected product.

Purchase Price Option:
This option will allow the Card Member to conduct a phone order transaction and authorize a one-time charge for the cost of the product to be charged on to his MCB VISA against the products available in the I Shop Catalogue.

Easy Shop Option (Coming Soon):
Customer can also request for a product greater in point value than the accumulated points and make the balance payment for the said product (by charging the available credit limit on their card).

Voucher Redemption: (Coming Soon)
Customer can request for a voucher of a certain Credit Worth against the accumulated Reward Points from a list of available outlets and make purchases by presenting the voucher at that particular outlet.

Cash Back Redemption: (Coming Soon)
Customer can request for Cash Back to be credited into their card against the accumulated Reward Points from the available denominations. The Cash Back amount will be credited in customer's credit limit and customer can make purchases with the help of that like normal transactions.

Expiry Policy:
The accumulated points will expire if:

- The Card Member misses out his/her three consecutive payments or falls in Loss or Charge-off category or the Card is terminated by MCB due to any reason.
- All accrued points will expire and will not be available for redemption if not utilized within 3 years of the transaction's date.

The above Reward Award policy is governed by the following Terms and Conditions:

TERMS & CONDITIONS of Loyalty programme

"MCB" means MCB Bank Limited ("MCB").

"Card Member" means Holder(s) of VISA Credit Card(s) issued by MCB.

"Authorized Signatory" means the Card Member.

"Principal Card Member" means a Card Member to whom MCB has issued Principal VISA Credit Card and for whom VISA Account is first opened by MCB.

"Principal Credit Card" mean VISA Credit Card issued by MCB to Principal Card Member, excluding any Supplementary Credit Card.

"Supplementary Card Member" means a Card Member to whom MCB has issued Supplementary VISA Credit Card, on behalf of a Principal Card Member.

"Card" means all categories and types of MCB VISA Credit Card.

"Card Account" means Card Member's VISA Account.

"I-shop" means I-shop facility offered to the Card Members whereby they can online purchase exciting products from the I-shop catalogue.

"Programme" means i-shop Programme offered for the Card Member with a good standing in the Card Account, as determined by MCB in its sole discretion.

"Redemption" means exchange of Earned Reward Points for products or services and/or exchange of Discounts, Gifts and other value addition coupons for benefits of the Card Member.

"Reward Catalogue" means a catalogue that gives details of products that the Card Member can get by redeeming Earned Reward Points or by charging on his Card.

"Registered Billing Address" means address on which the Card Member receives his/her Card Statement.

"Registered Number" means contact details of the Card Member, which are updated in MCB's record.

"Reward" means any benefit, whether monetary or otherwise, that is awarded to the Card Member on using the Card and upon fulfilling the criteria specified by MCB as communicated to the Card Member from time to time.

"Rs." means Rupees.

"Product Price" means the monetary value of any product purchased through Credit Card or by redeeming the Earned Reward Points. Product prices are inclusive of all delivery service, insurance, etc. charges.

"Expiry Policy" means Expiry Policy under which Earned Reward Points not used will be communicated from time to time to the Card member. After the expiry, it shall not be adjustable, refundable or redeemable in any case whatsoever. Further, Reward Points shall expire if the Card Member misses out his/her three consecutive payments or fails in loss/charge-off category or the card is terminated by MCB due to any reason.

"Earned Reward Points" means the Reward Points that are earned against Retail Transactions or on any other transaction, programme, promo, where the bank will deem fit. The Bank will award Reward Points to the Card Member for life time or limited time use of credit card as per policy that will be communicated from time to time.

"Sum Reward Points" means the Earned Reward Points can be utilized by the Card Member for purchasing products through Reward Catalogue, Voucher Redemption, Easy Shop Option or Direct Cash Back within the card.

ELIGIBILITY

1. MCB i-shop Programme is for the Card Members with good standing in the Card Account, as determined by MCB in its sole discretion.
2. If the Principal Card Member's Card account is terminated at any time for any reason whatsoever, whether by the Principal Card Member or by MCB, the Principal Card Member and the Supplementary Card Member will forthwith be disqualified from participating in the Programme and all unused Reward Points then accrued shall automatically be cancelled and no longer be available for use by the Card Member. However, in case of voluntary closure of the Card by the Basic Card Member, the accumulated points will not be redeemable. Therefore, Card Member should ensure redemption of points prior to card cancellation.
3. If a Supplementary Card is terminated at any time for any reason whatsoever, the Principal Card Member shall not be disqualified from participating in the Programme.
4. Reward Points, Discounts, Gifts and other value addition coupons accumulated under the Card account are redeemable by the Card Member only if the Card account is open and active (i.e. not cancelled or terminated by the Card Member or MCB, and is not fraudulently operated, and current (i.e. there are no past due balances on the Card Member's Credit Card account).
5. Notwithstanding anything contained herein, MCB shall have the absolute discretion to determine which Card account shall be eligible to participate in the Programme and shall be entitled to disqualify any Card account and/or Card Member from participating in the Programme without subscribing any reasons thereof.
6. In case of any error in Earned Reward Points or excess accumulation of Reward Points due to any reason whatsoever, MCB has absolute rights to adjust or revise or to hold delivery of ordered products against the wrongly Earned Reward Points.

PURCHASE OF PRODUCTS FROM THE i-SHOP CATALOGUE BY REDEMPTION OF REWARD POINTS OR CHARGING ON MCB VISA

1. Reward Points awarded to the Card Member will be shown in his/her monthly Credit Card Statement or can be confirmed through the MCB Call Centre at 111-000-MCB (822).

2. Any Discounts, Gifts, Products and Vouchers, once obtained by the Card Member from the Reward Catalogue are not exchangeable, refundable or redeemable against cash or credit under any circumstances and are not replaceable in the event of loss, misuse or destruction after being issued and are subject to such Terms and Conditions as may be prescribed by the issuer of the same.
3. Reward Points earned by Supplementary Card Member will be credited to the Principal Card Member and may be used for redemption only by the Primary Card Member. Similarly, requests for products from the Reward Catalogue shall only be entertained if raised by the Principal Card Member.
4. MCB Bank reserves the right to revoke, cancel and/or deduct and/or re-compute any Reward Points earned to the Card account in the event the Card Member fails to effect due payment for the Card transactions.
5. Reward Points, Discounts, Gifts and Products from the Reward Catalogue that have been successfully redeemed cannot be refunded or transferred back to any Card Account of the Card Member.
6. Adjustments shall be made to the Reward Points if there are any credits posted to an Account, including those arising from returned goods or services (Unavailable, damaged, not delivered, Wrongly Delivered Products), or from billing disputes, or otherwise reasons subject to MCB's approval.
7. No offer is valid in conjunction with other promotions, discounts, offers, privilege cards that are on offer by participating merchant partner outlets. However, during such periods the Card Members will be entitled to earn discount/gift/value addition coupons and Reward Points as long as the Card Member meets the stipulated criteria at the selected participating merchant outlet.
8. Any Earned Reward Points not used for certain duration as defined by MCB shall be deducted from the Card Account and the Card Member shall not be able to use them for redemption.
9. If the Card Member reaches the maximum limit of point redemption in a specific category for a specified duration, no further request of point redemption will be entertained in that duration for that particular category.
10. All prices updated against products are inclusive of delivery, service charges, insurance, etc. and are already negotiated with the Alliance Partner; therefore the Card Member shall not be allowed to challenge the product prices.

REDEMPTION OF REWARD POINTS THROUGH VOUCHER PURCHASE

1. Reward Points awarded to the Card Member will be shown in his/her monthly Credit Card Statement or can be confirmed through the MCB Call Centre at 111-000-MCB (822).
2. Voucher request shall be entertained as per the available denominations.
3. The minimum points required for request of Voucher may be revised by MCB as and when required from time to time.
4. Voucher redemption will only be applicable at selected outlets/merchants.
5. There is a cap on number of vouchers that can be requested against each available denomination on monthly, quarterly and yearly basis.
6. Voucher shall only be delivered on the Registered Billing Address.
7. Voucher shall not be replaced if it is lost, misused or damaged by the Card Member.
8. Any Earned Reward Points not used by the Card Member for certain duration as defined by MCB shall be deducted from the Card and the Card Member shall not be able to use it for redemption against voucher purchase.

REDEMPTION OF REWARD POINTS THROUGH CASH BACK

1. Reward Points awarded to the Card Member will be shown in his/her monthly Credit Card Statement or can be confirmed through the MCB Call Centre at 111-000-MCB (822).
2. Cash Back request shall be entertained as per the available denominations.
3. The minimum points required to request for Cash Back can be revised as and when required by the Bank from time to time.
4. There is a cap on number of Cash Back requests that can be made against each available denomination on monthly, quarterly and yearly basis.
5. Cash Back amount shall only be credited in Customer's primary card account and will not be reimbursed through Cheque, Cash or Pay Order and also shall be treated as credit and will not be considered as payment.

6. Any Earned Reward Points not used by the Card Member for certain duration as defined by MCB, shall be deducted from the Card and the Card Member shall not be able to use them for redemption against Cash Back.

GENERAL CONDITIONS

1. MCB Bank shall not be responsible for any damage or loss incurred by the Card Member arising out of the purchase, supply, installation, use or otherwise of the products as for any negligence, breach of statutory or other duty on the part of MCB Bank.
2. MCB Bank gives no warranty (whether express or implied) whatsoever with respect to goods and services availed through exchange of accumulated Reward Points or purchased by charging on MCB Visa. In particular but without limitation, MCB Bank gives no warranty with respect to the quality of the goods or services or their suitability or fitness for any purpose.
3. MCB Bank is entitled at any time and without any prior notice or liability to the Card Member in any manner whatsoever to terminate Reward Points or cancel or vary its benefits or features, or vary or add to or delete any of these Terms and Conditions, or withdraw or change the participants of Reward Points, or modify or limit the value of Reward Points and/or the manner of their redemption even though any of such act may diminish the value of the Reward Points already accumulated.
4. The Card Member's participation in the i-shop Programme, shall be governed by:
 - (a) MCB VISA Credit Card Terms and Conditions;
 - (b) The Terms and Conditions contained herein;
 - (c) The Terms and Conditions of any booking form or other document issued by or obtained from MCB Bank/participating merchants by any means;
 - (d) Any other Terms and Conditions as may be stipulated by the respective participating merchant outlets or third party operators, service providers or suppliers engaged by MCB Bank to provide Rewards featured under the Programme.
 - (e) MCB VISA i-Reward Programme Terms and Conditions

5. MCB Bank may at any time vary, modify or amend any of the said Terms and Conditions as it may, in its absolute discretion, think fit, and the Card Member shall be bound by such variations and amendments.
6. The Card Member agrees that these Terms and Conditions are in addition to the Terms and Conditions of the MCB Visa, which continue to govern the Card Member's use of the MCB Visa Credit Card.
7. Any abuse or fraud in respect of the issuance of Reward Points, Discounts, Gifts and other value addition coupons, MCB Bank may, in its absolute discretion, cancel accrued Reward Points, Gifts and other value addition coupons already issued.
8. Without prejudice to any of MCB Bank's rights and remedies, MCB Bank may, at any time, in its absolute discretion and without giving any reason or notice, terminate this i-Reward Programme or withdraw, cancel or invalidate any offers in this Programme.
9. The Card Member hereby authorizes MCB Bank to disclose information regarding the Card Member and the Card Member's relevant Account to third parties for the purposes of this Programme.
10. MCB Bank's decision on all matters relating to this Programme shall be final and binding on the Card Member and no correspondence will be entertained.
11. MCB 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, Act of God, or anything outside the control of MCB or its servants or agents. MCB shall not be responsible for delay in the transmission of sales transactions by Card Acquiring Members of Visa, Master Card and Visa International.
12. Any other terms and conditions as may be stipulated by the respective participating merchant outlets or third party operators, service providers or suppliers engaged by MCB to provide rewards featured under this Programme will apply.