

## Sagicor Bank Credit Card Rewards Terms & Conditions

Sagicor Bank Jamaica Limited ("Sagicor Bank" or "the Bank") introduces the Sagicor Rewards Programme (referred to throughout this document as "the Programme"). The Programme is a promotional incentive feature that is available on select Sagicor Bank Credit Card products. The Programme allows Cardholders to access a range of rewards based on points accumulated through the posting of eligible transactions to a Credit Card account.

The Programme offers a range of options including: Pay with Rewards, Cash Back, Travel, Hotel Accommodation, Car Rental, Cruises, sight-seeing activities and Electronic Gift Cards. These options may vary based on the Cardholder's Credit Card product.

### **TERMS AND CONDITIONS**

By signing, activating, or using your Sagicor Bank issued Credit Card, you agree that you have received and read the Programme Terms and Conditions and agree to be bound by them.

### **DEFINITIONS & INTERPRETATIONS**

**"You", "your" and "Cardholder"** means the Primary Cardholder to whom a Sagicor Bank Credit Card is issued.

**"We," "our," "us," "Sagicor Bank" and "the Bank"** means, as applicable, Sagicor Bank and its branches.

**"Bonus Points"** means additional points that the Bank at its discretion may choose to apply in addition to the specified base points per US\$ or local currency equivalent.

**"Cap"** means the maximum number of Sagicor Points you can earn in any specified period based on the total net purchases posted to your Card Account.

**"Card"** means any Sagicor Bank Credit Card that has been issued in connection with a Sagicor Bank Card Account and all renewals and replacements of that card which participates in the Sagicor Rewards Programme.

**"Card Account"** means the Sagicor Bank Credit Card account opened in your name.

**"Card Agreement"** means the Sagicor Bank Credit Card Credit Card Terms and Conditions with us.

**"Merchant"** means the goods or services provider with which the Cardholder has undertaken to complete a transaction using their Sagicor Bank Credit Card.

**"Merchant Funded Rewards"** means special limited time promotional offers made by select merchants in conjunction with Sagicor Bank affecting the redemption of, or earn rate for, reward points by Sagicor Cardholders.

**"Net Monthly Purchases"** means Qualifying Purchases performed during a month less refunds, merchandise returns and disputed charges posted to the account during the same period.

**"Pay with Rewards"** is an 'opt in' feature which allows Cardholders to receive a statement credit (rebate) for the full or partial amount that was paid for a purchase or transaction.

**"Primary Cardholder"** means (1) a person who applied and was approved for a personal Credit Card OR (2) Authorised user indicated as the Primary Cardholder on a Business Credit Card. **"Supplemental or Additional Cardholder"** means a person to whom we have issued a Credit Card on your account at your request.

**"Qualifying Purchase"** means any retail, signature or pin-based purchase, internet purchase, phone or mail order purchase, or automatic bill payment made with a participating Card product. Payments to the Card account, balance transfers, cash advances, ATM transactions, convenience and Credit Card cheques, finance charges, insurance premiums, annual fees or other fees, credits, disputed transactions, fraudulent transactions or penalties, payments made for traveller's cheques, money orders, wire transfers, taxes and government-related expenses and similar products and services charges are not Qualifying Purchases where applicable. We reserve the right to determine in our sole discretion whether a Card transaction is a Qualifying Purchase.

**"Sagicor Reward points" and "points"** means the points credited to your Sagicor Reward Points Account based on the scoring of transactions posted to your Card Account

**"Sagicor Reward Points Account"** means the Sagicor Bank Account opened in your name for crediting and debiting of Sagicor Reward Points earned or redeemed in connection with the Programme.

**"SMS"** means short message service, or text message, containing information on your Sagicor Reward account activity and sent by Sagicor Bank, upon instruction, to your device through the cellular telephone service network provider. Your device will be identified by the mobile telephone number provided by you to Sagicor Bank or updated on the Sagicor Bank Rewards Portal.

**"Travel Expense Credit"** means the credit for the dollar amount of your travel purchase(s) made using your Card that is applied to your Card Account, as a result of having redeemed sufficient and available points from your Sagicor Points Account.

These Terms and Conditions are in addition to and should be read in conjunction with the Sagicor Bank Credit Card Terms and Conditions. In the event of any conflict between these Terms and Conditions and that of the Credit Card Terms and Conditions, the Programme Terms and Conditions shall prevail to the extent of any conflict or inconsistency.

The Programme is made available to you by Sagicor Bank free of charge.

### **ELIGIBILITY REQUIREMENTS**

Under the Programme, you earn points every time you make a Qualifying Purchase with a valid Sagicor Bank Credit Card. Participation eligibility criteria are as follows:

1. You must be the legal holder of a Credit Card issued by Sagicor Bank in your name.
2. The Programme is automatically available to all Sagicor Bank Mastercard Credit Card Cardholders with Card Accounts in good standing. We reserve the right to determine, at our sole discretion, whether a particular Card or Cardholder is eligible to participate in the Programme.

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3. All Visa Credit Card Cardholders, excluding Visa Business cards, are eligible for participation in the Sagicor Rewards programme.
  4. The Merchants retain the right to request independent identification from you.
  5. Your account must be in good standing and not over the limit or in arrears. Your account may stop earning Sagicor Rewards points if we haven't received one (1) minimum payment by the due date as set out on your monthly Credit Card statement which can be rectified by payment in full of all outstanding minimum payment amounts. However, all accumulated and pending Sagicor Rewards points will be forfeited if we haven't received your minimum payment amount for three (3) consecutive due dates, or if your Credit Card account is frozen, cancelled, delinquent, written-off, fraudulently obtained, or in default of the Credit Card Terms and Conditions.
  6. Sagicor Bank reserves the right at any time and without notice, to modify or discontinue, temporarily or permanently, the Programme in whole or in part. We may change, modify or delete any aspect of the Sagicor Rewards Programme and these Terms and Conditions at any time without prior notice to you. Without limiting the generality of the foregoing, Programme changes may include, but are not limited to (i) changes to the restrictions, benefits or features in whole or in part applicable to the Programme; (ii) changes to any Reward(s), (iii) changes to the Sagicor Rewards points required to be redeemed for any Rewards, or (iv) changes to the formula upon which Sagicor Rewards points are earned.
  7. Sagicor Bank Reward points are personal to you and cannot be traded or willed except with our written permission and in accordance with these Terms and Conditions. Any assignment or transfer in violation of these Terms and Conditions will be considered null and void and may, in our sole discretion, result in the cancellation of your reward points or the termination of your membership in the Programme.
  8. You will not be able to redeem any reward points unless your Credit Card Account is in good standing at the required time. Qualifying Purchases made while the Card is not in good standing will not earn Sagicor Bank Rewards.
  9. For Business Card Cardholders, where a Corporate Card has been issued to an employee, the corporate owner of the account has the right to request that Sagicor Bank exclude the account from participation in the reward Programme.
  10. The Bank reserves the right to invalidate points earned where these were accumulated as a result of activity that violates the terms under which the Card Account was issued as determined under the Bank's Rights and Obligations, Section 3.0 of the Credit Card Terms and Conditions.
1. Sagicor Bank MasterCard and eligible Visa Credit Cards will earn Rewards points based on the points schedule in effect from time to time. Please visit our website at [www.rewards.sagicorjamaica.com](http://www.rewards.sagicorjamaica.com) for details.
  2. You may earn 1 point to US\$1 spent. Local currency transactions will be converted to US\$ as required at the prevailing rewards Programme exchange rate. The Bank may at its sole discretion modify the rate at any time without prior notice. Refer to the reward schedule on our website at [www.SagicorJamaica.com](http://www.SagicorJamaica.com) for details on the transaction specific earn rates.
  3. Your reward balance will reflect the net position of purchases charged to your Credit Card account at any point in time.
  4. Earn rate may vary based on merchant name, merchant category, merchant geographic location, promotions or bonus points feature of your card's reward Programme.
  5. All Sagicor Bank Credit Cards are eligible to redeem rewards points for all available options subject to the exclusions as outlined in your card product welcome guide or on our website. For more product rewards information, visit our website at [sagicorjamaica.com/personal/banking/credit-cards/rewards](http://sagicorjamaica.com/personal/banking/credit-cards/rewards).
  6. There will be one reward balance for Qualifying Purchases made with all Cards issued on any given Sagicor Bank Credit Card account. Qualifying Purchases made with authorised Additional and Supplementary Cards will earn Sagicor Bank Reward Points for the Sagicor Reward Points Account of the Primary Cardholder only.
  7. The number of Sagicor Reward Points earned, points redeemed, your current Sagicor Rewards points balance, and your general reward account information will be available on the Sagicor Rewards website at [www.rewards.sagicorjamaica.com](http://www.rewards.sagicorjamaica.com). Additionally, the Sagicor Rewards client care team can provide rewards points information and assistance. Contact us by calling the Sagicor Client Care Centre at 888-SAGICOR (724-4267).
  8. Redemption of your Sagicor Reward points will be facilitated through the Sagicor Rewards website, the Pay with Rewards mobile application, and for travel-related redemptions, via Authorised Agents at the Sagicor Client Care Centre where applicable.
  9. The minimum redemption amount may vary based on Reward being redeemed. This information is available on our rewards website.
  10. Reward Points will be redeemed on a "last in, first out" basis, meaning that the last points earned will be the first points redeemed over the life of your rewards account.

### **EARNING AND REDEEMING SAGICOR BANK REWARDS**

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11. Points will be purged from your Sagicor Bank Credit Card Rewards account in the event of no activity (earning or redemption) over a period of twenty-four (24) months.
12. Your rewards points will expire thirty-six (36) months after being earned and will no longer be available for redemption.
13. Variance in exchange rates may affect posting of cross currency transaction amounts to your Sagicor Bank Credit Card billing account for rebates and cash back payments.
14. Redemption requests for Electronic Gift cards will be processed within three (3) business days from date of request.

### Your Reward Account or Redemption Request Details

15. We may send electronic communications or alerts to you by any method subject to our discretion, including electronic mail, in-app notifications, postings to the Sagicor Rewards programme website, and/or SMS messages. You authorise us to direct information based on the contact details that you have provided including but not limited to information on e-tickets and other travel details. All alerts and communications from us to you via electronic channels are deemed delivered when sent. You release us from any liability or claim as a result of your non-receipt of such documentation sent to you through these means. You are responsible for advising us of any change of your e-mail or mailing address.

### TRAVEL-RELATED BOOKINGS

16. For travel-related bookings, for example: airline tickets, hotel accommodation, car rentals, cruises, and other related activities, Sagicor Rewards points will be converted for travel packages and shared with authorised third parties as required. Points redeemed will be deducted from your Sagicor Rewards account. If additional amounts are required to complete these bookings, your Sagicor Bank Credit Card may be used via the Sagicor Rewards website.
17. You are required to submit:
  - A. Your travel request at least three (3) days prior to the date of arrival.
  - B. Hotel requests at least three (3) days prior to the date of arrival

For assistance with bookings, contact the Sagicor Rewards Client Care authorised agents by calling the Client Care Centre at 888-SAGICOR (724-4267).

Travel assistance for booking and other travel related queries will be available daily as follows:  
 Monday – Friday: 9 a.m. to 9 p.m. EST  
 Saturday and Sunday: 9 a.m. to 7 p.m. EST

Cruise redemptions must be booked through a Client Care Centre agent. The hours of operation for our cruise and tour agents: -

Monday – Friday: 9 a.m. to 9 p.m. EST  
 Saturdays: 9 a.m. to 7 p.m.  
 Service will be unavailable on Sundays and on U.S. Business Holidays

18. All BOOKINGS, CANCELLATIONS AND CHANGES are subject to the rules of each Supplier on your itinerary; some reservations cannot be cancelled; other reservations may incur Programme fees and/or Supplier fees to cancel or change. Refunds, if permitted, are subject to the policies of the individual Supplier, including timelines. All refund requests must be submitted within 30 days of the scheduled departure date and any negotiable documents (i.e. airline tickets, redeemable certificates or vouchers, etc.) issued must be returned to Travel Services prior to processing any refund. Full Travel-related booking Terms and Conditions are available on the Sagicor Rewards website. If the cancellation of a Sagicor Bank Reward is allowed, the Sagicor Bank Reward points redeemed in connection with such Reward will be refunded to your Sagicor Reward Points Account.
19. All travel transactions are quoted and processed in US Dollars at redemption and may be posted to your account at the prevailing exchange rate.
20. Transaction fees may apply. Please review our reward schedule for details.

### PAY WITH REWARDS

21. The Pay with Rewards mobile application (PWR) is available to Sagicor Bank MasterCard Credit Cards only.
22. PWR is an opt-in redemption method available for eligible Cardholders. If selected, the Mastercard App Terms of Use and Privacy Notice, Terms & Conditions and Frequently Asked Questions are available for full review on our Rewards website.
23. All mobile devices with eligible Credit Cards should be set to English as the default Language.
24. Full or partial redemption is available in this Programme.
25. You will be unable to complete redemption for rebate through PWR without sufficient points or with insufficient available funds on your Card account.
26. Total points deducted may include incremental adjustments for redemption amounts. Please review the rewards schedule for details.

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27. PWR will be enabled for redemption for both domestic and international purchases (excluding tax payments, government transactions, and travel related transactions).

38. All bookings for Travel, Hotel Accommodation, Car Rentals, Cruises and Other Activities will be handled by third party Service Providers to be appointed by Sagicor Bank.

39. The Participating Merchants retain the right to identify eligible purchases or exclude certain items from the Programme. We recommend that you enquire about the discounts, rebates or promotional offers available at the time of or before completing the transaction with any Participating Merchants.

40. Participating Merchants and their establishments as well as eligible products and services may vary from time to time, without prior notice.

41. The quality, merchantability, suitability of the product and services, transaction of purchase and sale, lease, hire, delivery, product warranties, return of merchandise, refunds, credits and generally all aspects of the transaction made between you and the Participating Merchants may remain the responsibility of some Merchants, agents, independent entities or partners in this Programme. Sagicor Bank will not be responsible or liable for any part of the transaction and the underlying products or services. In addition, Sagicor Bank does not necessarily endorse the Merchants nor their products or services.

42. Sagicor Bank shall not be liable for any damages, direct or indirect, consequential, incidental, damages for loss of profit, business opportunity or opportunity cost, related to the performance or non-performance of any Participating Merchant, products or services, whether such damage may have or not been foreseen, even where Sagicor Bank may have been advised of the possibility of such loss or damages.

43. Where applicable, processing fees related to redemption for reward options will be included in the total points calculated for that redemption.

44. Fees and charges where indicated are inclusive of GCT.

45. Cardholder agrees to the receipt of marketing information related to the Sagicor Rewards Programme via mail, email or SMS based on their confirmation of these settings on our reward website and/or related applications.

### LIMITS ON LIABILITY

46. We are not liable for and you release us from any and all claims in respect of:

- a) Any accident, loss, damage or injury to you arising out of use of your Sagicor Reward points which may be caused or contributed to by travel or other suppliers or by any other cause, condition or event whatsoever beyond the direct control of Sagicor Bank or any affiliated companies and their directors, officers, employees and agents.

### **ELECTRONIC GIFT CARDS**

28. The list of merchants that provide Electronic Gift Cards for redemption is available on the Sagicor Rewards website.

29. Total points deducted may include incremental adjustments on the redemption amounts. Please review the rewards schedule for details.

30. Electronic gift certificates are only available in US Dollars and should only be used at locations in the United States.

31. If you are planning to use your electronic gift certificate to shop online, please note that some merchants do not ship to countries outside of the United States. Refer to the merchant terms and conditions or merchant website for additional information prior to making a redemption as electronic gift certificates are non-refundable.

32. Shipping fees and/or import fees of the products purchased with the electronic gift certificates are not covered by the electronic gift certificate and are the Cardholder's responsibility.

### **CASH BACK**

33. You may redeem your points for cash credit to your Card Account

34. Visit our website to view the points to Jamaican Dollar cashback value conversion rate.

35. Cash back will be credited to your card account within 2 business days after the request date.

### **OTHER CONDITIONS**

36. Rewards points do not constitute your property for any purpose. The reward points may only be used in accordance with these terms and conditions.

37. Any discounts, rebates or promotional offers made available through this Credit Card loyalty programme, may not accumulate with other discount, rebate, or promotional offer made available by Sagicor Bank or any Participating Merchant. Only one (1) rebate, discount or offer is available per card per purchase. The rebate, discount or offer may not be divided between different cards or Cardholders.

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- b) Any loss or damage you suffer by reason of the loss or theft of your Sagicor Bank Rewards air travel tickets or other travel documentation delivered to you through any means electronic or otherwise.
  - c) Loss or theft of any Reward-redeemed item.
  - d) Suspension or termination of the Programme for any reason.
  - e) Suspension or termination of your membership in the Programme, the closing of your Sagicor Reward Points Account, or the cancellation, forfeiture or invalidation of any or all your Sagicor Reward Points.
  - f) Cancellation of any Reward.
  - g) Non-availability of any requested reward.
  - h) Correspondence which is lost or delayed in the mail or otherwise or misdirected communications such as mail or e-mail or any consequences thereof.
  - i) Non-delivery by a travel supplier of any travel package or failure to provide a travel package as described.
  - j) Any errors or omissions in any brochure or other sources.
  - k) Claims resulting from performance or failure to perform by a supplier.
47. In no event will Sagicor Bank, its directors, officers, agents or employees be liable to you for any consequential, incidental, exemplary or punitive damages.
48. Customers should examine Sagicor Reward Points Account Points Summary carefully in the details outlined on the rewards website at [www.rewards.sagicorjamaica.com](http://www.rewards.sagicorjamaica.com). In case of errors, you should notify us, in writing, within 60 days from the activity date. After 60 days from the activity date, our records of your Sagicor Reward Points Account and the details of any transactions will be considered correct and binding upon you. Thereafter, we will be released from any claim with regards to your Sagicor Reward Points Account.
49. You are responsible to advise us of any changes of contact information or address and provide us with updated documentation including but not limited to Identification and Tax Registration Number.
50. Sagicor Bank makes no warranties or representations of any kind regarding the Programme, which is provided on an as-is basis. The Bank expressly disclaims any warranty and conditions including implied warranties and conditions of merchantability, fitness for a particular purpose, title, non-infringement, and those arising by statute or otherwise in law or from a course of dealing or usage of trade of any reward in the Reward Programme. You agree that Sagicor Bank will not be liable to you or to any third party for any modification or discontinuation of this Programme.
51. Cardholders are responsible for securing their reward website login information. Supplementary Cardholders may be given access, at your own risk.
52. Sagicor Bank will not be liable for any reduction of points due to redemption by any supplementary or additional Cardholder who has been provided access to the system by the Primary Cardholder
53. Authorised Additional (secondary/co-applicant) and Supplementary Cardholders are not participants in the Programme and have no rights against Sagicor Bank.

### **MERCHANT FUNDED REWARDS**

54. Details for special promotional rewards will be communicated in accordance with the scheduled start of each promotion. Rules for eligibility, earning and usage of points will supersede the standard eligibility, earn and usage rate applicable to the Sagicor Bank Credit Card reward Programme.

### **GENERAL INFORMATION**

55. You may call the Sagicor Rewards Client Care Centre Agent at 888-SAGICOR (724-4267) to speak with a representative for assistance or visit the Sagicor Rewards website at [www.rewards.sagicorjamaica.com](http://www.rewards.sagicorjamaica.com).
56. Fraud or abuse in the use of Sagicor Reward Points may be subject to immediate administrative or even legal action.
57. We may share, exchange and disclose such information about you with other parties, such as participating partners, merchants or service providers, as required to administer the Programme or to fulfil the redemption requests under the Programme or pursuant to a court order or pursuant to a governmental agency holding legislative power to compel such disclosure.
58. We will notify you of any changes to the Programme features or the Programme terms and conditions in accordance with applicable law and in any of the following ways: a notice on the Sagicor Rewards website, a notice on the Sagicor Bank website, via email, SMS, in our branches, in your monthly statement, prominently displayed on our ATMs, or addressed to you at your last address in our records. We will post the revised Sagicor Bank Rewards Programme terms and conditions on our website. Your continued use of the Credit Card account means that you agree to and accept the new Sagicor Bank Rewards Programme terms and conditions as amended. If you do not agree with any of the changes made or with the revised Sagicor Bank Rewards Programme terms and conditions, you must immediately stop using reward service website and related mobile applications and send a written request to the Bank for your card account to be excluded from the reward Programme. All requests for removal from the Programme are final and will be applicable to all cards on the account where the request was made for exclusion of the Primary card. Supplementary or additional cards may be removed on request by the Primary Cardholder.

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### **GOVERNING LAW**

1. The provisions of these Terms and Conditions shall be governed by the Laws of Jamaica and the Cardholder hereby waives any defence of inconvenient forum or such other defence in opposition to Jamaican Courts which shall have jurisdiction to

hear and determine disputes in respect of these Terms and Conditions.

## Sagcor Bank Credit Card Rewards Terms & Conditions

### **APPENDIX – (Links to the following)**

*Travel/Hotel/Car Rental/Cruises/Activities – General Terms & Conditions*

*Mastercard - Pay With Rewards™ App Terms Of Use*

*Mastercard - Pwr Mobile App Privacy Notice*