

Date: 15 June 2020

Credit Card 360° Rewards Redemption Portal’s Upgrade

In order to provide an enhanced redemption experience, we will be upgrading our 360 Rewards Redemption portal for our credit cards between 22 June 2020 (00:00) to 27 June 2020 (23:59).

Please note that accessibility to the 360° Rewards Redemption portal will be impacted during this period:

| Period | Type of redemption that is unavailable | Type of redemption that is available |
|------------------------------|--|--|
| 22 June 2020 to 26 June 2020 | Gift redemption only (except eVoucher) | <ul style="list-style-type: none"> • eVoucher redemption • AirMiles redemption • Points to Cash redemption • Cashback to Statement Redemption (Getcash) • WorldMiles to Cash Redemption |
| 27 June 2020 | All redemptions | None |

If you wish to redeem any items from the existing rewards catalogue, kindly perform the redemption before 22 June 2020 as your desired item may not be available for redemption after the upgrade.

Our new 360° Rewards Redemption portal will be made available from 28 June 2020 onwards along with a refreshed rewards catalogue after the upgrade.

Note: All AirMiles redemptions will be temporarily unavailable from 28 June 2020 until further notice. A notice will be displayed in the redemption portal once AirMiles redemptions are made available.

For more information, please refer to our **Frequently Asked Questions (FAQ)**.

Thank you.

Important Notice

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Frequently Asked Questions (FAQ)

1. Why is the 360° Rewards Redemption portal unavailable from 22 June to 27 June 2020?

The 360° Rewards Redemption portal will undergo an upgrade from 22 June 2020 (00:00) to 27 June 2020 (23:59) in order to provide an enhanced redemption experience.

As such, please note that accessibility to the 360° Rewards Redemption portal will be interrupted during this period:

| Period | Type of redemption that is unavailable | Type of redemption that is available |
|------------------------------|--|--|
| 22 June 2020 to 26 June 2020 | Gift redemption only (except eVoucher) | <ul style="list-style-type: none">• eVoucher redemption• Airmiles redemption• Points to Cash redemption• Cashback to Statement Redemption (Getcash)• WorldMiles to Cash Redemption |
| 27 June 2020 | All redemptions | None |

Our new 360° Rewards Redemption portal will be made available from 28 June 2020 onwards along with a refreshed rewards catalogue after the upgrade. We apologise for any inconvenience.

2. Will there be changes to the points/ cash conversion rate after the upgrade?

No. There are no changes to the existing points/ cash conversion rate.

3. Do I still earn rewards points, cashback and WorldMiles from eligible spends during the upgrade's period?

Yes. Rewards points, cashback and WorldMiles earning from eligible spends will not be impacted during the upgrade's period.

4. Will the gift items & eVouchers be different once the portal is upgraded?

Yes, some items will no longer be available with effect from 28 June 2020. If you wish to redeem any items from the existing rewards catalogue, kindly perform the redemption before 22 June 2020 as your desired item may not be available for redemption after the 28 June 2020.

5. What can I do in the upgraded redemption portal?

In the refreshed redemption portal, you can perform all the following redemptions:

- Points to Item
- Points plus Pay to Item
- Points to Cash

- Point Transfer
- Cashback to Item
- Cashback to Statement (Getcash)
- WorldMiles to Cash

All AirMiles redemptions will be temporarily unavailable from 28 June 2020 until further notice. A notice will be displayed in the redemption portal once AirMiles redemptions are made available.

6. Effective 28 June 2020, can I still access the 360° Rewards Redemption portal with my existing username & password?

If you are a registered user, your login credentials will still be the same. You may access with your existing username & password.

7. I submitted a gift redemption on 21 June 2020. Will there be any impact to the delivery of my gift redemption?

Your redemption will be processed as usual and the expected time of delivery is 14 working days. You may check status of redemption in Order History in the portal from 28 June 2020 onwards.

8. I would like to make a credit card gift redemption on 24 June 2020. Why I can't view any catalogue in the redemption portal?

Gift redemption (all items including eVouchers) is not available from 22 June 2020 to 27 June 2020, as the portal will be undergoing upgrade. You may access the portal for redemption from 28 June 2020 onwards. We apologize for the inconvenience.

9. I made a redemption on 28 June 2020. May I know why I receive a notification to my mobile phone to authorize the redemption?

For enhanced security, Mobile Key has been enabled in the rewards redemption portal with effect from 28 June 2020. If you are a Mobile Key registered customer, you will receive a notification to your mobile phone to authorize your rewards redemption. For more information about Mobile Key, you may refer to <https://www.sc.com/my/bank-with-us/sc-mobile-app/standard-chartered-mobile-key/>

If you are not a Mobile Key registered customer, you will receive OTP (One-time password) when you make a redemption.

10. Why I can't perform any AirMiles redemption in the refreshed redemption portal?

AirMiles redemption will be temporarily unavailable from 28 June 2020 until further notice due to technical issue. A notice will be displayed in the redemption portal once AirMiles redemptions are made available. We are sorry for inconvenience caused.

11. Will I receive any notification after I've performed a redemption?

Yes, you will receive a notification via SMS & Email on your redemption status.