

# Victoria Mutual Building Society (“VMBS”) Rewards Programme Terms and Conditions

These terms and conditions govern the VMBS Rewards Programme which provides for cardholders to earn Reward Points when using their VMBS Credit Card to make certain purchases and to redeem these points. You agree that activating your VMBS issued Credit Card indicates your acceptance or consent to participate in the Programme pursuant to this agreement.

The terms “we”, “us” and “our” collectively refer to VMBS, its successors, assignees and subsidiaries or affiliates as and where applicable. The term ‘you’ and ‘your’ collectively refer to each authorized user of a credit card issued by VMBS.

You acknowledge that you are bound by these terms and conditions, the VMBS Credit Cardholder’s Agreement and the conditions set out on your Application Form, which may also be viewed on our website at [www.myvmgroup.com](http://www.myvmgroup.com)

## Definitions

- ▶ **“Authorized User”** means an individual other than you to whom VMBS has issued a Card on your Card Account at your request.
- ▶ **“Good Standing”** means your Card Account has no payments past due, is not closed and is operated in accordance with the terms and conditions of the VMBS Credit Card Cardholder’s Agreement.
- ▶ **“Reward Points”** may be earned and credited to your Reward Account on transactions which qualify as net purchases made with a Card linked to your Card Account.
- ▶ **“Reward Account”** means an account within the Programme that calculates, accumulates, and disburses rewards.
- ▶ **“Cashback Programme”** is an incentive programme that credits Reward Points to the cardholder’s credit card account.

Terms not specifically defined in this Agreement are defined in the VMBS Credit Card Cardholder’s Agreement and shall have the same meaning contained in the VMBS Credit Card Cardholder’s Agreement.

Under the Rewards Programme We may, at any time, adjust the number of Reward Points to be earned and the number of Reward Points which may qualify for redemption and cap the number of Reward Points that you may earn and redeem. Any changes to the Rewards Programme will be notified to you through updates via our website at [www.myvmgroup.com](http://www.myvmgroup.com)

VMBS may at its sole discretion discontinue or suspend the Rewards Programme at any time upon giving not less than 45 days’ Notice.

## Enrollment and Eligibility

To be eligible to enroll in the Rewards Programme, you must be the Primary cardholder, and your Card Account must be in Good Standing. Your eligibility requirements must be satisfied at all times in order for continued participation in the Rewards Programme. If you no longer satisfy the eligibility requirements at any time, we reserve the right to restrict your access to the Reward Points you may have earned.

We may at our sole discretion cancel your enrollment in the programme for any reason at any time.

## Reward Points

You may earn Reward Points by using your credit card to make purchases. Reward Points will be earned based on Net Purchases – which means the purchase of goods and services that you or an authorised user charges to your Card Account, less any credit, refunds or returns.

Reward Points will be considered as ‘earned’ once the originating eligible transaction has been processed by the merchant and posted by VMBS to your Card Account.

Our website provides the details of the relevant dollar value of each net purchase, which may change from time to time, and is equivalent to each Reward Point earned.

If you are refunded for an item purchased with your VM Credit Card, we will deduct from your Reward Account the Reward Points you previously received for the purchase of the item. If you return an item after you have already earned Reward Points and all these points have been redeemed, We reserve the right to deduct from your Card Account the dollar value of the Reward Points in relation to the original purchase transaction.

No Reward Points will be earned for Cash Advances, Balance Transfers, unauthorised or fraudulent charges, interest charges, fees or for the redemption of Reward Points.

The total number of Reward Points that may be accumulated at any period may be capped at the sole discretion of VMBS and the details in relation to caps placed on Reward Points is available at our website at [myvmgroup.com](http://myvmgroup.com)

## My Rewards Mobile App or Website

As the Primary Cardholder, you may access your My Rewards account via our website at ([myvmgroup.com](http://myvmgroup.com)) or find the app by “My Rewards by Visa Loyalty Solutions” at any virtual store to link your VMBS Credit Card to a digital card.

The My Rewards website and the App allows Primary cardholders to register to access information on the programme and how to redeem Reward Points, if applicable.

All cardholders will be eligible to utilize the My Rewards platform. We reserve the right to credit promotional points earned to our My Rewards platform where the redemption options may be used. Cardholders in a cashback programme may opt to purchase additional points to facilitate redemption on the My Rewards platform.

## Reward Points Balance

Reward Points for cards participating in redemptions via the My Rewards app may be viewed at any time by logging into the app or website. Reward Points will be updated on a daily basis subject to transaction settlement by the merchant. Current Reward Points balance for cards participating in cashback programmes may be obtained by contacting our Member Engagement centre at the number shown on the back of your card or email [creditcardmanager@myvmgroup.com](mailto:creditcardmanager@myvmgroup.com).

Reward Points will be automatically credited for accounts participating in a cashback programme.

Reward Points have no cash value and can only be redeemed for the reward shown on the website while your enrollment in the programme remains in effect. The Reward Points reflected on your Reward Account does not give you ownership rights to the points and do not constitute property owned by you.

## Redemption

Your Reward Points may only be redeemed by the Primary Cardholder.

To be eligible for redemption of Reward Points your Card Account must be in good standing and you must have the required number of Reward Points eligible for redemption on your Reward Account balance.

For cards participating in cash back programmes, Reward Points are automatically redeemed by credit of the monetary value to your Card Account on a schedule according to your product reward programme. For more information you may view the VM Rewards Schedule at [www.myvmgroup.com](http://www.myvmgroup.com).

For cards participating in redemption via the My Rewards by Visa Loyalty Solutions, Your (Reward) Account will be debited with the number of Reward Points required to redeem the item or service you selected on the date you request the reward. You will be notified after processing of the request with the details of the redemption.

For refund or reversal of transactions processed using My Rewards by Visa Loyalty Solutions virtual card or website, kindly refer to the terms and conditions of use for that portal.

All reward offerings are subject to availability and other such terms and conditions as may be stated in that specific reward programme.

Reward Points which remain unredeemed after the (expiration) period stipulated on our website may be automatically cancelled without notice to you.

Redemption values for Reward Points may vary from time to time and the redemption values will be displayed on our website.

Where applicable, automatic cashback redemption will be facilitated as statement credit. Cashback is assessed at the end of the quarterly billing and is applied during the subsequent statement cycle.

When Reward Points are applied as statement credit denoted as “cashback”, the outstanding balance on Card Account may be reduced. Nevertheless, you are required to pay at least the minimum-payment on or before the payment due date to avoid late payment fee and the restriction of the Card Account.-

Do note that redemption of points may be subjected to a minimum and maximum redeemable amount.

Reward Points will be redeemed using a “first entry in, first entry out” rule. Therefore, the first points earned will be the first points redeemed:

We reserve the right to block the redemption of Reward Points, in the event:

- ▶ the Card Account is in default
- ▶ the Card Account is dormant
- ▶ the Card Account is blocked due to fraudulent activity
- ▶ the Card Account holder infringes the credit card terms and conditions.

## Loss of Reward Points

You may forfeit all Reward Points in the event:

1. The Card Account is closed by the Building Society or at your request.
2. The Card Account is non-performing.
3. Reward Points remain unused at the end of the validity period. The validity of the Reward Points may vary based on the features of the product. For more information, you may view the VM Rewards Schedule.

## Taxes

Any taxes arising from the receipt and redemption of Reward Points shall be for your Card Account and payable by you.

## Limitation of our responsibility

1. VMBS makes no warranty or representation in relation to the quality, safety or suitability of rewards provided by Retailers or Merchants under the programme and such Retailers or Merchant shall be responsible to you with respect of any claims loss damage exchanges or return of rewards due to any reason whatsoever.
2. Neither VMBS nor any participating Merchant or Retailer in the programme, nor any of our respective affiliate, officers, directors, employees, or agents will be liable to you or anyone making a claim on your behalf, in connection with (1) any change in Rewards which is reflected on the Reward Programmes website, (2) any forfeiture of Reward Points due to termination of the programme or your enrollment (3) any dispute you may have with any participating Retailer or related to your transactions with, or purchases from any Retailer (4) any loss, damage, expense or inconvenience caused by any occurrence outside of our control; or (5) any content, products or service appearing on our website to which we may provide a link from the programme website.

## Use of Information

You agree that we may share Programme and Card Account related information about you with other parties such as Participating Retailers and Merchants or service providers, as required to administer the Programme or to fulfil your redemption requests under the Programme. All collection, use or disclosure of personal

information about you shall be in accordance with VMBS Privacy Policy that is available for viewing at [www.myvmgroup.com](http://www.myvmgroup.com)

## Communication

- I. All communication will be sent to the Primary Cardholder of the Card Account. We may communicate with you from time to time using different methods of communication. Our primary method of communication with you will be by way of electronic mail (e-mail). We may use any of the contact information provided by you, including e-mail addresses, mail/post to your home address (business address where applicable), telephone number(s). The Card Account holder must immediately notify VMBS in writing if your contact information has changed.
- II. At our discretion we may use radio and television advertisements, our ABM and where applicable we may communicate with you through the My Rewards platform or use any other method that we deem appropriate to communicate with you. If we send communication via post, we will deem that our communication is received by you five (5) days after posting for inter country mails and 14 days after posting for international mails. When we communicate with you by Electronic Communication you may be deemed to be in receipt of such communication after 24 hours of our dispatch to you.

## Waiver

Any waiver granted by us in respect to strict compliance with any aspect of these Terms and Conditions shall not alter, affect or prejudice any of our other rights or recourse and shall be deemed not to be a waiver of any of your rights and recourses arising in respect of any other breach of these Terms and Conditions. No delay or omission by us in exercising any right or recourses hereunder shall operate as a waiver of that or any other right or recourses.

## Governing Law

You agree that all queries and disputes regarding the Rewards Programme and the interpretation of these Terms and Conditions shall be resolved by us in accordance with the Laws of Jamaica.

## Contact Us

Where applicable for information on your reward Account or your Card Account you may contact us by using the number at the back of the card.

For assistance with the My Rewards App features or services, you may utilize the chat option within the application.