

Terms & Conditions: Voyage Miles redemption to Singapore Airlines KrisFlyer Miles (“Booster Campaign”)

1. CAMPAIGN

- 1.1. The **Booster Campaign** (the “**Campaign**”) is organised by OCBC Bank (Malaysia) Berhad (Company No. 199401009721 / 295400-W) (“**OCBC**”) and shall run from 18th April 2026 to 17th June 2026, both dates inclusive (the “**Campaign Period**”), subject to these Terms and Conditions.
- 1.2. and enables Eligible Cardmembers to convert their Voyage Miles into KrisFlyer miles under the KrisFlyer Programme operated by Singapore Airlines Limited, at a preferential Campaign conversion rate during the Campaign Period.

2. ELIGIBILITY

- 2.1. The Campaign is open exclusively to Principal Cardmembers of the OCBC Premier Voyage Mastercard issued by OCBC (each an “**Eligible Cardmember**”).
- 2.2. Eligible Cardmembers must be enrolled in the KrisFlyer Programme operated by Singapore Airlines Limited in order to participate in this Campaign. Participation in, and membership of, the KrisFlyer Programme are subject to the KrisFlyer Terms and Conditions, which are available at [here](#).

3. CAMPAIGN MECHANICS

- 3.1. Subject to the terms and conditions set out contained, this Campaign enables Eligible Cardmembers to convert their existing Voyage Miles earned with OCBC into KrisFlyer miles under the KrisFlyer Programme, at a preferential Campaign conversion rate applicable during the Campaign Period.
- 3.2. Subject to a minimum conversion of 3,000 Voyage Miles, an Eligible Cardmember shall be entitled to redeem 1,200 KrisFlyer miles (each, a “**KrisFlyer Mile**”) for every block of 3,000 Voyage Miles converted.
- 3.3. There shall be no maximum limit on the amount of Voyage Miles (“**VM**”) that an Eligible Cardmember may convert into KrisFlyer Miles under this Campaign, subject always to the availability of VM in the Eligible Cardmember’s account.
- 3.4. Redemption of VM under this Campaign must be made either through Voyage Exchange at +603 2772 3505 or via the OCBC MY Mobile Banking App.
- 3.5. Any conversion request submitted under this Campaign where the Eligible Cardmember has an insufficient VM balance shall be deemed invalid and shall be disqualified.
- 3.6. All KrisFlyer Miles redeemed pursuant to this Campaign are solely for the benefit of the Eligible Cardmember and shall be credited only to the Eligible Cardmember’s own individual KrisFlyer membership account registered in the Eligible Cardmember’s own name.

- 3.7. Eligible Cardmembers acknowledge and agree that the successful conversion of VM into KrisFlyer Miles may take up to three (3) working days from the date of redemption of the relevant amount of VM. Notwithstanding anything to the contrary contained herein, OCBC shall not be liable for any delay in the conversion process arising from or attributable to reasons beyond OCBC's reasonable control, including without limitation delays caused by system constraints, system errors, or incorrect or incomplete information captured in the system. Requests for urgent processing or cancellation of redemption shall not be entertained.
- 3.8. Eligible Cardmembers may refer to their respective KrisFlyer online account statements via the KrisFlyer's website to view updates on their accrued KrisFlyer Miles.
- 3.9. Once KrisFlyer Miles have been credited to an Eligible Cardmember's KrisFlyer membership account, OCBC shall have no responsibility or liability in respect of such KrisFlyer Miles or for the acts, omissions, or decision of Singapore Airlines Limited in connection with, including but not limited to, the administration of the KrisFlyer Programme. Upon acceptance of a redemption request by OCBC, no cancellation of request, refund of any applicable conversion fee or exchange of VM for any other redemption item shall be allowed.
- 3.10. For the avoidance of doubt, KrisFlyer Miles shall be transferred to the KrisFlyer membership account specified by the Eligible Cardmember on the KrisFlyer miles Redemption Registration page. Each Eligible Cardmember is solely responsible for ensuring that all information provided, including without limitation the correct KrisFlyer membership number, is accurate, complete and valid. Notwithstanding anything to the contrary, OCBC shall not be responsible or liable for any losses, damages, claims, expenses, fees or liabilities of whatsoever nature and howsoever arising, whether directly or indirectly, in connection with or as a result of the transfer of VM to the Eligible Cardmember's KrisFlyer membership account.
- 3.11. OCBC reserves the right to forfeit any unconverted VM, and Singapore Airlines reserve the right to forfeit any KrisFlyer Miles, in the event that the Eligible Cardmember terminates his or her credit card account prior to the successful conversion of the relevant KrisFlyer Miles, or in the event of any non-compliance with or breach of these Terms and Conditions by the Eligible Cardmember.

4. GENERAL TERMS & CONDITIONS

- 4.1. All terms and conditions in OCBC Cardmember Agreement and OCBC Premier Voyage Mastercard Terms and Conditions shall continue to apply. In the event of discrepancies, these Terms and Conditions shall prevail only insofar as they relate to the Campaign.
- 4.2. OCBC's decision on all matters relating to the Campaign shall be final, conclusive, and binding on all parties.
- 4.3. OCBC shall not be held liable in any manner whatsoever for any inconvenience, loss or damage howsoever arising in connection with the Campaign due to any act of God, war, riot, strike, terrorism, epidemic, lockout, industrial action, fire, flood, drought, storm or any events which are caused by factors beyond the reasonable control of OCBC.
- 4.4. OCBC reserves the right, upon giving prior notice, to vary, amend, add to, suspend, or terminate these Terms and Conditions and/or the Campaign at any time. Any such variation of the Terms and Conditions or suspension or termination of the Campaign shall be notified by way of a general notice posted at any OCBC branch, on the OCBC website and/or by such

other means as OCBC may deem appropriate. Such notice shall take effect 21 days from the date of issuance of the notice. Eligible Cardmembers shall not be entitled to claim or seek any compensation from OCBC for any loss, damage, cost, or expense of any nature whatsoever, whether direct or indirect, arising from or in connection with any variation, amendment, addition, suspension, withdrawal, cancellation, extension, or termination of the Campaign and/or these Terms and Conditions.

- 4.5. These Terms and Conditions shall be governed by the laws of Malaysia, and all Eligible Cardmembers shall be deemed to have agreed to submit to the exclusive jurisdiction of the Courts of Malaysia.