

## **Mastercard Travel Rewards Programme - Frequently Asked Questions (FAQs)**

### **1. What is Mastercard Travel Rewards?**

Mastercard Travel Rewards offers CIMB Mastercard cardmembers access to a range of exclusive cashback offers whenever cardmembers travel and shop overseas or make purchases online. Simply pay with an eligible card at participating overseas merchants online or instore to enjoy, subject to offer terms and conditions.

### **2. What are the eligible cards for Mastercard Travel Rewards?**

You can use any of the following eligible cards to make your transactions at participating merchants to earn cashback:

- CIMB AWSM
- CIMB World Mastercard

### **3. Do I need to enroll in to enjoy Mastercard Travel Rewards?**

- A. For Offers that are specified as “Ready to Use” or “Online Offers Automatic Rewards”, you are not required to enrol or register.
- B. For Offers specified as “Add to Card” and “Click to Use”, you are required to register for an account on the Mastercard Travel Rewards site (<https://mtr.mastercardservices.com/en/i/11411>) to be eligible.
- For “Add to Card” offers, you will be required to click on the “Add To Card” button on the Mastercard Travel Rewards site to link the offer to your eligible card.
  - For “Click to Use” offers, you will be required to click on the merchant link through the Mastercard Travel Rewards site to make the qualifying spend.

Kindly refer to the How To Use page showing the steps for each offer type at: <https://mtr.mastercardservices.com/en/i/11411/how-to-use>

However, please note that each cardholder can only register for one Mastercard Travel Rewards Account. Multiple eligible cards from the same issuer may be added under that same account. This means that the cashback can be earned on each eligible card in the cardholder’s Mastercard Travel Rewards Account.

### **4. What is an eligible purchase under Mastercard Travel Rewards Programme?**

Eligible purchases include transactions made at participating overseas merchants online or instore merchants following the terms and conditions of each offer as listed on each merchant offer page under <https://mtr.mastercardservices.com/en/i/11411>.

Merchants may provide to eligible Mastercard cardholders certain discounts, rebates or other benefits on the purchases of goods and services ("Offers") that will be available on the Mastercard Site. Such Offers are subject to certain Terms & Conditions and may change at any time without notice to you. Merchants may also have different payment acceptance criteria for online purchases (e.g., debit or prepaid cards may not be accepted). This criteria is determined by the merchant in its discretion and may be visible on the Merchant website. Mastercard will not be liable for any loss or damage incurred as a result of any interaction between you and a merchant with respect to such Offers. Except as set forth herein, all matters, including but not limited to delivery of goods and services, returns, and warranties are solely and strictly between you and the applicable merchants. You acknowledge that Mastercard does not endorse or warrant the merchants that are accessible through the Mastercard Site nor the Offers that they provide.

If applicable, all offer redemption is dependent on merchant shipping policies and availability to cardholder's shipping address.



For all offers that are specified as “Click to Use”, cashback is not earned on shipping, handling, tax or the purchase and/or use of gift vouchers, which for avoidance of doubt, includes gift cards, gift certificates, or any other similar cash equivalents.

**5. How is the cashback processed? Do I need to do anything to make sure it is processed?**

Cashback is processed automatically if you (cardholder) have followed the terms of the Offer, which may require registration and shopping via the link provided on the Mastercard Site.

Each rebate will include an identifier such as "Mccashback" in the description on your card statement.

**6. Is the cashback processed immediately at the point of sale?**

The cashback is not processed immediately and will not reduce the purchase price of goods and services at the point of sale. The processing of cashback offers is undertaken quickly, but not instantly, by automated Mastercard systems, and appears as a credit on your card statement. Cashback will take up to 30 days to be processed for offers classified as “Ready to Use” and “Add to Card”, and typically up to 120 days for offers specified as “Click to Use” offers”.

**7. How can I check on the status of my cashback?**

Please click on your name go to “View Account Summary” at the top navigation bar to view the qualifying transactions you have made and the status of your cashback. Please note that it will take some time for cashback to be credited after “Approved Date”.

**8. How will the cashback appear on my card statement?**

Each rebate will include an identifier such as "Mccashback" in the description on your card statement.

Please visit <https://mtr.mastercardservices.com/en/faq> for the more information on FAQs.