

Terms & Conditions for Lotusmiles Pay Credit Card Holders

1. **Program Name:** "Privileges for Lotusmiles Pay credit card holders"
2. **Promotional Products/Services:** Lotusmiles Pay international credit card
3. **Scope:** Nationwide
4. **Form of Promotion:** Giving away goods and services for free with the purchase of goods or provision of services.
5. **Beneficiaries:** All Vietnamese individuals with full legal capacity who are valid Lotusmiles Pay international credit cardholders issued by ACB.
6. **Total Promotional Value (Nationwide):** 143,563,000,000 VND (One hundred forty-three billion five hundred sixty-three million dong).
7. **Detailed Program Terms and Conditions**

7.1. Offers:

Upon opening a card, the cardholder can flexibly choose one of two options and can change it later.

- **Option 1:** Based on each spending transaction, accumulate both unlimited bonus miles and qualifying miles for Lotusmiles tier status (*):
 - For eligible spending transactions from 20,000 VND, each 20,000 VND accumulates 1 bonus mile.
 - For eligible spending transactions from 400,000 VND, each 400,000 VND accumulates 1 qualifying mile.
- **Option 2:** Based on each spending transaction, accumulate unlimited Lotusmiles bonus miles (*) and upgrade Lotusmiles tier upon reaching a spending level:
 - For eligible spending transactions from 20,000 VND, each 20,000 VND accumulates 1 bonus mile.
 - Upgrade Lotusmiles tier upon reaching the spending level:

Spending in the last 12 months	Benefit
From 300 million VND to less than 800 million VND	Receive a Titanium card
From 800 million VND to less than 2 billion VND	Receive a Gold card
From 2 billion VND or more	Receive a Platinum card. If the cardholder is currently a Platinum or Million Miler, they can gift a Platinum card to a family member in their Family Account.

(*) Excludes transactions at special MCCs.

7.2. Promotion Period: From April 15, 2025, to April 14, 2026.

7.3. Program Participation Conditions:

7.3.1. Applicable Card Type: All valid Lotusmiles Pay international credit cards issued by ACB.

7.3.2. Eligible transaction rules:

- An eligible transaction is a payment transaction for goods/services that arises and is debited on the ACB system during the program period.
- An eligible transaction is a payment transaction for good/services but not limited to:
 - ✓ Transactions for personal consumption purposes at card-accepting units and
 - ✓ Overseas payment transactions excluding those at excluded MCCs
- Eligible transactions for bonus miles must have a value of 20,000 VND or more.

- Eligible transactions for qualifying miles must have a value of 400,000 VND or more.
 - If the converted number of miles is less than 1, it is rounded to 0.
 - If the fractional part is 0.5 miles or more, the total is rounded up to the nearest whole number.
 - If the fractional part is less than 0.5 miles, the total is rounded down to the nearest whole number.
 - For transactions at certain special MCCs (not applicable to overseas spending), 100,000 VND earns 1 bonus mile and 2 million VND earns 1 qualifying mile.
 - The following transactions are not eligible for rewards:
 - ✓ Canceled or refunded transactions.
 - ✓ Payments for bank fees or interest.
 - ✓ Cash withdrawals, including cash advances at counters, ATMs, or POS.
 - ✓ Payments related to MCCs for Facebook, Google, iTunes, advertising, jewelry, real estate, and money transfer services.
 - ✓ Transactions without a legal consumption purpose, such as gambling, securities, foreign currency, or virtual currency transactions, credit card top-ups to e-wallets, fraudulent or suspected fraudulent transactions.
 - ✓ Automatically canceled/refunded transactions due to system errors or cancellations by the customer or a third party.
 - ✓ Transactions that ACB suspects are intended for profiteering or are not legitimate payments for goods and services.
 - Customers engage in fraudulent or fictitious card transactions, or payment transactions not arising from the actual purchase of goods or services (e.g., sham transactions at merchants...);
 - Customers conduct transactions of an agency nature, arbitrage-driven transactions, or fraudulent activities (e.g., bill payments on behalf of others for electricity, airline tickets, telecommunications fees, etc.);
 - Transactions used to pay expenses related to business operations – not for personal consumption purposes;
 - Transactions made at certain merchants identified by ACB as potentially involving arbitrage or fraud, based on irregularities in customer behavior, transaction frequency, or transaction value during specific periods;
 - Other cases as regulated by ACB from time to time.
 - The list of excluded MCCs and special MCCs shall be updated by ACB periodically.
- 7.3.3. Accrual of Miles Terms:**
- If Customer chooses Option 1, both bonus miles and qualifying miles are accumulated simultaneously for each eligible transaction.
 - ACB exports data weekly on Tuesdays for transactions debited the previous week to determine eligibility for mileage accrual.
 - Data is sent to Vietnam Airlines before the last day of the following week to credit the miles.
 - Customer can check their mileage accrual through monthly Lotusmiles account statement from Vietnam Airlines, their website, or the mobile application.
 - If a credit card is canceled, accumulated miles are not affected.
 - ACB and Vietnam Airlines reserve the right to not award and/or adjust/reclaim the value of miles already awarded to the customer's Lotusmiles account in the following cases:
 - ✓ Card dispute transactions;
 - ✓ Cards with overdue debts;
 - ✓ Cards with fraudulent or fake transactions or suspected fraudulent or fake transactions;

- ✓ Cards canceled before or during the period ACB determines the customer is eligible for Lotusmiles mileage credit;
- ✓ Transactions that are canceled/refunded/reimbursed/re-credited to the credit card account

7.3.4. Lotusmiles Tier Upgrades Terms:

- If Customer chooses Option 2, bonus miles are awarded in parallel with the tier upgrade offer.
- The tier upgrade offer is applicable to new cardholders (including reissued cards) based on eligible spending within 12 consecutive months from the card issuance date. ACB exports data on the first Wednesday of each month to identify eligible customers for tier upgrades.

Spending in the last 12 months	Benefit
From 300 million VND to less than 800 million VND	Receive a Titanium card
From 800 million VND to less than 2 billion VND	Receive a Gold card
From 2 billion VND or more	Receive a Platinum card. If the cardholder is currently a Platinum or Million Miler, they can gift a Platinum card to a family member in their Family Account.

- ACB extracts data from its system on the first Wednesday of each month to identify customers eligible for Lotusmiles membership tier upgrades.
- If a customer qualifies for a Lotusmiles membership tier upgrade benefit before the 12-month period, and the upgraded membership tier is equal to or higher than their current tier, ACB will notify the customer via one of the following methods: email, text message to the phone number registered with ACB, or any other method ACB deems appropriate, to guide the customer on how to claim the reward. Customers have the right to choose to follow ACB's instructions (sending an email or text message to the phone number registered with ACB, or by any other method ACB deems appropriate) to receive the benefit immediately, even if the 12-month period has not yet elapsed.
- ACB will send data to Vietnam Airlines to upgrade the customer's Lotusmiles membership tier or inform Vietnam Airlines that the customer wishes to gift a Platinum Lotusmiles card to a family member.
- ACB sends data to Vietnam Airlines based on the email or text message to the phone number registered with ACB, or the customer's response through any other method ACB deems appropriate, received most recently from the customer at the time of data extraction from the system.
- ACB will not send data to Vietnam Airlines for Lotusmiles membership tier upgrades or inform Vietnam Airlines of a customer's desire to gift a Platinum Lotusmiles card to a family member if the customer does not follow the instructions for claiming the benefit correctly.
- Customers are eligible to receive the benefit once within every 12 consecutive months from the card issuance date.
- The process of sending data to Vietnam Airlines for Lotusmiles membership tier upgrades for customers or informing Vietnam Airlines of a customer's desire to gift a Platinum Lotusmiles card to a family member is completed before the last day of the month.

- The Lotusmiles membership tier upgrade or the gifting of a Platinum Lotusmiles card to a family member is carried out according to Vietnam Airlines' regulations at different periods.
- Customers can update information regarding their Lotusmiles membership tier upgrade through the following methods:
 - ✓ Lotusmiles account statements sent periodically by Vietnam Airlines monthly.
 - ✓ Vietnam Airlines and Lotusmiles websites and applications.
- ACB and Vietnam Airlines reserve the right not to grant benefits to customers in the following cases:
 - ✓ Card dispute transactions;
 - ✓ Cards with overdue debts;
 - ✓ Cards with fraudulent, forged, or suspected fraudulent/forged transactions;
 - ✓ Cards that were canceled before or during the period when ACB determined the customer was eligible for Lotusmiles mileage accrual;
 - ✓ Transactions that were canceled/refunded/reimbursed/credited back to the credit card account.

7.3.5. Changing Card Offer Terms

After choosing an option, customer can switch between Option 1 and 2 according to the regulations of ACB and Vietnam Airlines. Customer can change their option once every 12 months from the card opening date.

- From Option 1 to Option 2: Accumulated bonus and qualifying miles are retained. The 12-month (365 days) spending evaluation period for the tier upgrade offer starts from the week they register the change.

Example:

Customer 1:

- Card Issuance Date: March 17, 2025. Upon card activation, the customer selected Option 2.
- Spending Accumulation Period for Lotusmiles Tier Upgrade Benefit: From March 17, 2025, to March 16, 2026

Customer 2:

- Card Issuance Date: March 17, 2025. Upon card activation, the customer selected Option 1.
- Date Option 1 Changed to Option 2: April 9, 2025.
- Accordingly, the Spending Accumulation Period for Lotusmiles Tier Upgrade Benefit is: From April 7, 2025, to March 16, 2026.
- From Option 2 to Option 1: Customer will receive bonus and qualifying miles for transactions made from the week they registered the change.

7.3.6. Lotusmiles Miles Usage and Membership Cards:

- Customers use miles and upgraded cards in accordance with Vietnam Airlines' regulations, which are subject to change periodically.

8. General Terms

- If a customer issues or holds multiple credit cards linked to the same Lotusmiles membership number, and all cards meet the eligibility criteria for the offer, the customer will receive the offer for all eligible cards.
- If the date ACB performs data extraction from the system coincides with a public holiday, ACB will perform the data extraction on the next business day or a suitable date according to ACB's regulations at various times. The cardholder is responsible for all other incidental costs (including non-regular income tax, fees, and charges, if any, as per current legal regulations) related to receiving the offer and is responsible for tax declaration with state authorities.

- If ACB suspects signs of profiteering, misuse of the card, or fictitious transactions, ACB reserves the right to request the cardholder to provide invoices for goods and services in accordance with legal regulations before disbursing the offer as per the terms. Within 5 business days from the date ACB issues the notification, if the cardholder fails to provide valid documents or invoices for goods and services to ACB, ACB reserves the right to refuse to disburse the offer and/or adjust or reclaim the value of transactions for which the offer has already been disbursed to the customer.
- ACB and Vietnam Airlines reserve the right to withhold offers in cases of fraud or suspected fraud, or if the card is blocked at the request of authorities, or due to violation of ACB's policies, or if the card has become overdue, or if the card was closed before or during the period when ACB considers disbursing the offer.
- If a card has received an offer from ACB, the customer is not permitted to close the card within 6 months from the date of receiving the offer, or if ACB's verification indicates that the customer does not have a good credit rating, ACB will have the right to reclaim the value of the products and services the customer has received or redeemed by participating in the program and deduct the value of the products and services from any of the customer's accounts opened at ACB.
- All inquiries or complaints related to the content or results of the program must be submitted to ACB within 30 calendar days from the date of announcement or receipt of the corresponding offer to receive support for resolution. For inquiries or complaints submitted after 30 calendar days from the program end date, ACB will resolve them in a spirit of cooperation with the customer. If the parties fail to reach an agreement, the dispute will be resolved according to Vietnamese law.
- ACB will not resolve complaints or requests for offer refunds if the customer has successfully received Lotuses miles bonus miles.
- The program may end early if the budget is exhausted. In the event of early termination, ACB will notify customers on its website, www.acb.com.vn.
- If multiple customers qualify for the promotion and exceed the program's budget, ACB will prioritize disbursing offers to customers in the following order: (1) Earliest qualification date; (2) Highest total value of eligible spending; (3) Highest number of eligible transactions.
- ACB will not disburse offers for cardholder transactions in business sectors that allow point accrual but whose Merchant Category Code (MCC) belongs to the exclusion list (MCC incorrectly registered for the business activity, or merchant changing MCC, etc.).
- By participating in this program, the customer agrees to ACB's decision regarding the approval of eligible transactions and the disbursement of offers, as well as other matters related to the program.
- ACB and Vietnam Airlines reserve the right to refuse to grant rewards in cases of suspected or actual customer fraud.
- Commercial disputes between the customer and ACB will be resolved based on an agreement between the customer and ACB, and will be subject to the final decision of a Court or Arbitration Center if agreements are not reached.
- ACB and Vietnam Airlines reserve the right to supplement the list of offer recipients after the program ends and in accordance with legal regulations.
- ACB commits to strictly adhere to the regulations of the Ministry of Industry and Trade and the procedures for organizing the program.
- ACB and Vietnam Airlines are exempt from liability for any force majeure events occurring during the program period that cause cardholder transactions to be erroneous.
- By participating in this program, the cardholder accepts all terms and conditions of the program listed in these program terms.

9. Notification Responsibilities:

The content and any changes to these Terms and Conditions are mutually agreed upon by Asia Commercial Bank (ACB) and Vietnam Airlines. ACB and Vietnam Airlines reserve the right to change and adjust the content of these Terms and Conditions and other related regulations at any time to align with actual implementation, without prior notice to customers. In the event that ACB amends or adjusts these terms, ACB will announce it on its Website and/or notify customers via one of the following methods: email, text message to the phone number registered with ACB, or any other method ACB deems appropriate.

10. Excluded MCCs:

MCC 5944 and 5094 are only excluded for domestic payments, not for overseas transactions. Other MCCs are excluded for both domestic and overseas payments.

No.	Transaction Type (MCC)	Description
1	4829	Wire transfer money orders
2	5944	Jewelry stores
3	5094	Precious stones and metals, watches, and jewelry
4	7631	Electronic Repair Shop
5	6050	Quasi Cash-Member Financial Institutions
6	6051	Non-Financial Institutions - foreign currency, money orders, travelers' cheques
7	6010	Manual Cash Disbursements
8	6011	Automated Cash Disbursements
9	6530	Remote Stored Value Load-Merchant
10	6211	Security Brokers and Dealers
11	6538	MoneySend Funding
12	7801	Government Licensed On-Line Casinos (On-Line Gambling)
13	7802	Government-Licensed Horse/Dog racing
14	7995	Betting, including lottery tickets, casino gaming chips, off-track betting, and wagers at race tracks
15	9754	Gambling - Horse racing, Dog Racing
16	5960	Direct Marketing
Transaction related to payment in Facebook/Google, Itunes and digital advertising		
17	6513	Real Estate agents and managers - rentals
18	7311	Advertising service
19	7999	Recreation Services (Not Elsewhere Classified)
20	7399	Business Services (Not Elsewhere Classified)
21	7399	Business Services
22	5734	Record Stores
23	5735	
24	5815	Digital Goods - Audiovisual Media Including Books, Movies, and Music

No.	Transaction Type (MCC)	Description
25	5816	Digital Goods - Games
26	5817	Digital Goods - Software Applications (Excluding Games)
27	5818	Digital Goods - Multi-Category
28	5968	Direct Marketing
29	5969	
30	4900	Utilities, electric, gas, water
31	4814	Telecommunication Service
32	4816	Computer Network/Information
33	8999	Professional Services (Not Elsewhere Classified)
34	5945	Hobby, toy, and Game Shops
35	5999	Miscellaneous & specialty
36	4899	Cable, Satellite, and Other Pay Television and Radio Services
37	Top-up transactions to e-wallets like Paypal, Alipay, Google Wallet	

Special MCCs:

No.	Transaction Type (MCC)	Description
1	5541	SERVICE STATIONS
2	5542	AUTOMATED FUEL DISPENSERS
3	9211	COURT COSTS/ALIMONY/SUPPORT
4	9222	FINES
5	9311	TAX PAYMENTS
6	9399	GOV'T SERV - DEFAULT
7	9402	POSTAGE STAMPS
8	9405	INTRA-GOVERNMENT PURCHASES
9	8398	CHARITABLE/SOC SERVICE ORGS
10	8661	RELIGIOUS ORGANIZATIONS
11	4111	LOCAL COMMUTER TRANSPORT
12	4112	PASSENGER RAILWAYS
13	4131	BUS LINES
14	4784	TOLLS AND BRIDGE FEES
15	4789	TRANSPORTATION SVCS - DEFAULT

11. Excluded Merchant IDs for e-wallet top-ups:

No.	Mer_ID	Merchant Name
1	000000070111315	Vi Momo 123456 VNM
2	000000070111539	CYBERPAY VN 84473503939 VN
3	000000010120426	ZaloPay 1900545436 VN
4	000000070110986	CTY CP CONG NGHE VIMO 0436320986 VN
5	000000000689331	MOCA - TOP UP -VND HANOI VNM

No.	Mer_ID	Merchant_Name
6	000000070111737	mocavnn 840439413161 VN
7	000000070110937	NganLuong Online 84436320986 VN
8	110000000000100	ZION*MOBILEPAYMENT 1900545436 VN
9	000000070111315	Vi Momo 123456 VN
10	000101596995074	CONG THANH TOAN SOHA Ha Noi VN
11	001200010124576	MOLPAY*MASB-MOLPOINTS KLANG MY
12	000101596984078	WEPAY Ha Noi VN
13	110000000000070	VNPAY_VN 10000 VN
14	110000000000142	VTC_PAY 008444551530 VN
15	000000000849737	MOCA - KHAC 19006923 VN
16	233364100022051	baokim 0084439785369VN
17	000000030100523	NL-ALEPAY-242 10000 VN
18	000000070110895	PAYOOVN 84839117147 VN