

Frequently Asked Questions (FAQ)
AFFIN Cards Win BIG Campaign

1. What is the Campaign about?

The Win BIG Campaign (“Campaign”) is organised by Affin Bank Berhad and Affin Islamic Bank Berhad (“the Bank”). All Cardmembers need to do is spend with AFFIN Cards, earn entries and stand a chance to win attractive Prizes.

2. When is the Campaign Period?

The Campaign will commence from 15 June 2020 to 14 October 2020.

3. Who is eligible to participate in this Campaign?

The Campaign is open to all new and existing Cardmembers of AFFINBANK/AFFIN ISLAMIC Credit Card/Credit Card-i and AFFINBANK/AFFIN ISLAMIC Visa Debit Card/Debit Card-i, or such other card as may be issued by the Bank at any time and from time to time.

4. Who is NOT eligible to participate in this Campaign?

- Cardmembers who hold of AFFINBANK/AFFIN ISLAMIC Visa Business Platinum, AFFINBANK Mastercard Basic, Visa Basic and AFFIN ISLAMIC Mastercard Basic;
- Cardmembers who are in default of payment, or whose Card account(s) that are suspended, blacklisted, cancelled or terminated; and
- Cardmembers who have committed or suspected to have committed any fraudulent or wrongful acts in relation to his/her AFFIN Card account or any facility of service granted by the Bank.

5. What are the Campaign Prizes?

The Campaign Prizes are divided according to the Qualifying Period below:

Prize Category		Prize	No. of Winners	Qualifying Period
Grand Prize		Samsung 65” 4K UHD TV + Samsung HW-R550 Soundbar	10	15 Jun 2020 – 14 Oct 2020
Monthly Prize	First Prize	Samsung Galaxy S20 Ultra	2	15 Jun – 14 Jul 2020 (Month 1)
	Consolation Prize	Samsung Galaxy S20+	2	
	First Prize	Samsung Galaxy S20 Ultra	2	15 Jul – 14 Aug 2020 (Month 2)
	Consolation Prize	Samsung Galaxy S20+	2	
	First Prize	Samsung Galaxy S20 Ultra	2	15 Aug – 14 Sept 2020 (Month 3)
	Consolation Prize	Samsung Galaxy S20+	2	
	First Prize	Samsung Galaxy S20 Ultra	2	15 Sept – 14 Oct 2020 (Month 4)
	Consolation Prize	Samsung Galaxy S20+	2	

6. How to earn entry for this Campaign?

Cardmembers just need to spend with AFFIN Cards according to Qualifying Spend Criteria below:

Qualifying Spend Criteria		Qualifying Entry(ies)
New Credit Cardmembers	New Credit Card approved with a minimum retail spend of RM200 within 45 days from card approval date	20
Existing Credit Cardmembers	Every RM100 online spend	10
	Every RM100 all other retail spend	1
Debit Cardmembers	Every 10 retail transactions monthly (any amount)	1

Scenario 1 : 1 Principal Credit Card

Transaction Date	Card Type	Transaction	Qualified Retail Spend (RM)	Qualifying Entries
15 Jun '20 – 14 Oct '20 (Campaign Period)	Principal Visa Signature Card	Tesco (Online)	550	
		Shopee (Online)	150	
		Sephora (Premise)	220	
Total ALL Credit Card Retail Spend (Online)			700	70 ¹
Total ALL Credit Card Retail Spend (Others)			220	2 ²
TOTAL				72

¹10 Qualifying Entries for every RM100 online spend with AFFIN Credit Card

²1 Qualifying Entry for every RM100 other retail spend AFFIN Credit Card

Scenario 2 : 1 New Principal Credit Card + 1 Debit Card

Transaction Date	Card Type	Transaction	Qualified Retail Spend (RM)	Qualifying Entries
15 Jun '20 – 14 Oct '20 (Campaign Period)	Principal Mastercard World Card	Habib Jewels (Premise)	2,500	28 ¹
		Mercato (Premise)	330	
15 Jul '20 – 14 Aug '20 (Month 2)	Debit Card	10 retail transactions in Month 2	200	1 ²
Additional Entries for the Newly Approved Credit Card			280	20 ³
TOTAL				49

¹1 Qualifying Entry for every RM100 other retail spend with AFFIN Credit Card

²1 Qualifying Entry for every 10 retail transactions monthly with AFFIN Debit Card

³20 Qualifying Entries for New Credit Card approved with minimum spend of 200 within 45 days from card approval date

Scenario 3 : 1 Principal Credit Card + 1 Supplementary Credit Card

Transaction Date	Card Type	Transaction	Qualified Retail Spend (RM)	Qualifying Entries
15 Jun '20 – 14 Oct '20 (Campaign Period)	Principal Visa Signature Card	Watson (Premise)	350	
		GrabFood (Online)	260	
	Supplementary Visa Signature Card	BHP (Premise)	200	
Total ALL Credit Card Retail Spend (Online)			260	26 ¹
Total ALL Credit Card Retail Spend (Others)			550	5 ²
TOTAL				31

¹10 Qualifying Entries for every RM100 online spend with AFFIN Credit Card

²1 Qualifying Entry for every RM100 other retail spend with AFFIN Credit Card

7. What is the “Qualified Retail Spend” for this Campaign?

Qualified Retail Spend for this Campaign will be local, online and/or overseas retail spend charged to any of the Eligible Cardmember’s AFFIN Cards during the Campaign Period.

8. What are NOT considered as Qualified Retail Spend for this Campaign?

The following shall NOT be considered as Qualified Retail Spend for this Campaign

- i. Unlawful transactions e.g. illegal online betting, gambling or gaming transactions etc.;
- ii. Cash withdrawal, cash advance, balance transfer;
- iii. Monthly instalments for any instalment payment facilities by the Bank;
- iv. Fees and charges e.g. profit payment, interest payment, annual fee, cash withdrawal fee, compensation charges of late payment/Ta’widh, etc.;
- v. Outstanding balance payment; and
- vi. Refunds, void/reversed, disputed, unauthorised or fraudulent transaction

9. What if the Cardmember has multiple Principal AFFIN Credit Cards?

The total entries earned from all the Qualified Retail Spend made with the Credit Cards under the Principal Cardmember’s account will be combined.

10. Can Supplementary Cardmember join the Campaign?

Qualified Retail Spend by Supplementary Cardmember(s) will be aggregated and considered as the Principal Cardmember’s total Qualified Retail Spend.

11. How are winners being selected?

Winners will be selected through a computerised random selection based on Campaign Entries that have been recorded during the Campaign Period.

12. How many Prizes that a Cardmember will be eligible to win under this Campaign?

Each Eligible Cardmember is eligible to win only one (1) Grand Prize or one (1) Monthly Prize throughout the Campaign Period.

13. Can the Prize be exchanged for cash or other products?

No, Prizes are strictly non-transferable or non-exchangeable, in cash or kind in part or in full. The Bank reserves the right to substitute the Prizes with similar value for whatsoever reason.

14. Who can be contacted for any enquiries related to this Campaign?

For any assistance, feedback and/or complaints related to this Campaign, Cardmember may contact the Bank at dedicated number for AFFIN Premium Cards (AFFIN World Mastercard) at 03 - 8230 2323, AFFINBANK/AFFIN ISLAMIC Contact Centre at 03 - 8230 2222 or e-mail to cardservices@affinbank.com.my.

15. Where can Cardmembers get more information or full terms and conditions of this Campaign?

Cardmembers may refer to www.affinonline.com or www.affinislamic.com.my for more information and full terms and conditions of the Campaign.