

**TERMS AND CONDITIONS**  
**AFFIN DIVENTIUM AIRPORT PICKUP LIMOUSINE RIDES PROGRAM (“T&C”)**

AFFIN DIVENTIUM Airport Pickup Limousine Rides Program (“**Program**”) is organised by Affin Bank Berhad and Affin Islamic Bank Berhad (collectively referred to as the “**Bank**”). This Program is subject to the respective terms & conditions set out in this T&C.

**A. DEFINITION**

The following words and expression shall have the following meaning, unless the context otherwise requires:

- i. “**AFFIN BANK**” shall mean Affin Bank Berhad [97501003274 (25046-T)].
- ii. “**AFFIN ISLAMIC**” shall mean Affin Islamic Bank Berhad [200501027372 (709506-V)].
- iii. “**AFFIN DIVENTIUM Card(s)**” refers to AFFIN DIVENTIUM Credit Card/-i.
- iv. “**Cardmember(s)**” refers to the holder(s) of a valid AFFIN DIVENTIUM Card(s).
- v. “**New-to-Bank or NTB**” refers to new-to-bank principal applicant which have applied for and have their AFFIN DIVENTIUM Credit Card(s) approved within the Program Period.
- vi. “**Itinerary**” is defined as either a one way or return to and from the destination country from the Eligible Cardmember(s) country of issuance. This is inclusive of itineraries with more than 1 stopover e.g. Malaysia cardmembers travelling to Thailand, from Thailand to Taiwan and Taiwan back to Malaysia will be able to enjoy the limo service in Thailand.

**B. PROGRAM PERIOD**

This Program is valid from 1 March 2026 – 31 August 2026, both dates inclusive, and such other period(s) as may be determined by the Bank from time to time (“Program Period”)

**C. PROGRAM ELIGIBILITY**

1. This program is open to Cardmember(s) who meet the criteria below:
  - i. All new and existing individual Principal Cardmembers;
  - ii. Cardmembers with an account in good standing during the Program Period.  
(*hereinafter referred to as “Eligible Cardmember(s)”*).
2. The following Cardmember(s) are NOT eligible to participate in this Program:
  - i. Cardmember(s) whose AFFIN DIVENTIUM Card(s) or account(s) (“Card Account(s)”) are not in good standing, inactive, blacklisted, cancelled, terminated or who are in breach of any terms and conditions of the AFFIN Card(s) at any time during the Program Period;
  - ii. Cardmember(s) who have committed or are suspected of committing any fraudulent, unlawful or wrongful acts in relation to any of the facilities granted by the Bank relating to the Cardmember(s)’s Card Account(s).
  - iii. Cardmember(s) who has been adjudicated bankrupt;
  - iv. Cardmember(s) whose account held with the Bank are in delinquent or unsatisfactorily conducted as determined by the Bank during the Program Period.
3. Eligible Cardmembers must achieve a minimum spend requirement of RM20,000 in the latest month’s statement prior to booking request to enjoy this Program. Spending by supplementary Cardmembers shall be aggregated and considered as the Eligible Cardmember(s)’s total spend.
4. Minimum spend includes all retail transactions performed in Malaysia and outside Malaysia except for cash advance/cash withdrawal and monthly instalment payment facilities by the Bank. Only new retail transactions will be counted for the purpose of this Program.
5. For the avoidance of doubt, the following shall NOT be considered as a retail transaction for the purpose of this Program:
  - i. Unlawful transactions e.g. illegal online betting, gambling or gaming transactions etc.
  - ii. Cash withdrawal, cash advance, balance transfer:
  - iii. Monthly installments for instalment payment facilities by the Bank e.g. Cash-on-Call Instalment Plan (CIP) and Balance Transfer Instalment Plan (BtiP), Easy Payment Plan (EPP) and Fixed Payment Plan (FPP);
  - iv. Fees and charges e.g. profit, interest, annual fee, cash withdrawal fee, compensation charges for late payment (Ta’widh), etc.;
  - v. Outstanding balance and void or reversed transaction, refunds, disputed, unauthorised, or fraudulent transaction.

#### D. PROGRAM MECHANICS

1. Eligible Cardmember(s) can enjoy the Service by fulfilling the following criteria:

Card Type	Benefit Entitlement*	Spend Condition
AFFIN DIVENTIUM	One (1) Complimentary One-Way Airport Pickup Limousine Ride per monthly statement cycle	Minimum retail spend of RM20,000 in latest credit card/-i statement

2. The benefit is capped at two (2) Complimentary One-Way Airport Pickup Limousine Rides per Eligible Cardmember throughout the entire Program Period.
3. Eligible Cardmember(s) must complete the first scheduled pickup ride before booking a second request.
4. This Program will only be applicable when the Eligible Cardmember(s) books through AFFIN Premium Cards Contact Centre.
5. The Service is available for Eligible Cardmember(s) who are travelling on business class and above for full fledge carriers only. Eligible Cardmember(s) who travel on budget carriers will not be eligible to this Service. For the full list of budget carriers, refer to: <https://www.icao.int/sustainability/Documents/LCC-List.pdf>.
6. Eligible Cardmember(s) may enjoy the Service at ten (10) airports in selected countries around the world ("Participating Airport Limousine Rides"), subject to the booking conditions listed in this T&C. The list of Participating Airport Limousine Rides can be found on the Bank's website via AffinAlways.com under the Program's List of Participating Airports.
7. Booking through AFFIN Premium Cards Contact Centre can be made between 9.00 a.m. to 4.00 p.m. on weekdays "Booking Hour". Booking request made after the Booking Hour or on weekends/public holidays will be processed on the next working day.
8. Eligible Cardmember(s) will be notified on their booking status via phone call or SMS or email or any other method that the Bank deemed appropriate within forty-eight (48) hours from processing time.
9. The Service for this Program is provided under Visa Managed Services in collaboration with TBR Global (Hong Kong) Limited "TB").

#### E. RESERVATIONS

1. All bookings are subject to availability of limousine service at the chosen airport.
2. Eligible Cardmember(s) to provide number of passenger(s), luggage and number of infant seats required during booking. Note that some destinations have made it mandatory for infant seats to be provided. Additional charges apply for additional luggage or child, or infant car seat is required.
3. Booking for the Services must be made at least five (5) working days prior to the commencement of travel date. The Bank reserves the right to reject the booking of Services if it was made less than five (5) working days before commencement of travel date.
4. The Service allocates a complimentary transfer allowance, which is based on driven kilometers in each city. Details on the complimentary transfer allowance are available on the Bank's website at AffinAlways.com under the Program's List of Participating Airport Limousine Rides Program – List of Participating Airports'. Any excess charges beyond the complimentary transfer allowance will be advised to the Eligible Cardmember(s) upon confirmation of the booking. The Eligible Cardmember(s) will be charged for excess charge per kilometer.
5. TBR may impose additional charges which include but not limited to extra-stops, cancellation/amendment fees and waiting time charges and are to be borne by the Eligible Cardmember(s). All charges by TBR must be made on AFFIN DIVENTIUM Card(s).

6. The Service imposes limits on the number of passengers per car and/or the number of luggage per passenger as below:
  - a. **Asia-Pacific (APAC) countries:** maximum of four (4) large suitcases (size not more than 28 inches) and five (5) passengers per car.
  - b. **European countries:** maximum of four (4) large suitcases (size not more than 28 inches) and four (4) passengers per car.
7. Pets are not allowed on board, even if they are in travel crates or bags.
8. All mid-stop service requests ("Request") must be made prior five (5) working days to the Service date and are subject to TBR's approval. Any Request made on the day of Service or *en route* to the destination will be strictly rejected.
9. Payment for Request must be completed before the Service date. If payment is not received by then, the Request will not be honored.

#### **F. CANCELLATION AND CHARGES**

1. **Cancellations more than 48 hours in advance:** Cancellation made more than forty-eight (48) hours prior to the scheduled Services will not incur any charges and the capped entitlement will not be considered as utilisation.
2. **Cancellations within 48 hours:** For any cancellations made within forty-eight (48) hours prior to the scheduled Service, there is a 100% charge equivalent to full invoice and capped entitlement will be considered utilised.
3. **Amendments more than 48 hours in advance:** There is no charge for any amendments to the Services made more than forty-eight (48) hours in advance of the Service.
4. **Amendments within 48 hours:** For any amendment made less than forty-eight (48) hours prior to the Service, which TBR is able to fulfill, an amendment fee of USD10.00, together with any other applicable charges, will be charged to the Cardmember for each amendment made within this timeframe. The limousine transfer remains subject to availability, and all relevant information relating to the Cardmember and the requested services will be shared with the assigned agent, contractor, correspondent, or TBR to facilitate the request.
5. For any amendment made less than forty-eight (48) hours prior to the Service, the request will be treated as a cancellation and a new booking. Consequently, one redemption will be considered utilised, and the Cardmember will be required to pay any additional fees applicable to the new booking. .
6. The Bank will review each case to determine for any exceptional circumstances.

#### **G. MISCELLANEOUS**

1. The Service is not exchangeable for cash or in kind and not applicable in conjunction with any other promotions, discounts or privileges.
2. The Bank and TBR reserve the right to vary the terms and conditions of this offer.
3. It is the responsibility of the Cardmember travelling to allow enough time to get to the airport and check-in before the check-in counter closes. Local traffic conditions and unforeseen circumstances can affect travel time, and the Cardmember accepts those risks when using the airport transfer service.
4. Cardmember acknowledges that luxury airport service is provided by third party suppliers, and not by the Bank. The vehicle used shall be an MPV. Vehicle make and model are subject to supplier's fleet availability, and the Bank does not guarantee a specific vehicle model. The Bank is not responsible for the acts or omissions of such suppliers, or for any deficiency in the facilities and services offered. In particular, the Bank has no liability for loss, personal injury, or death incurred during the use of such facilities and services unless:
  - a. Such loss, personal injury or death is / are caused solely by the Bank's negligence; or
  - b. Such liability cannot be excluded under law (in which case it is limited to the maximum extent permitted under the law). In some countries, services may come with a non-excludable guarantee or warranty they will be provided with due care and skill. The nature and application of these guarantees or warranties will depend on the relevant country.

## H. ADHERENCE TO THE PROGRAM TERMS AND CONDITIONS

1. By participating in this Program, the Eligible Customer(s) agrees to be bound by this T&C, including any amendments or variation made hereto.
2. The Generic Terms and Conditions applicable for the product ("GTC") shall at all-time be applicable. The GTC are available at [AffinAlways.com](http://AffinAlways.com). In the event of any inconsistencies or discrepancies between the GTC and this T&C, this T&C shall prevail only insofar as they are relevant and applicable to this Program.
3. The Bank reserves the rights to change, amend and/or modify any terms of this T&C, stipulated herein, wholly or in part from time to time, by giving twenty-one (21) calendar days' prior notice to the Eligible Customer(s). Any amendments, alteration, modification, change or variation to this T&C will be notified to the Eligible Customer(s) via [AffinAlways.com](http://AffinAlways.com) or through the Bank's branches.
4. The Bank shall not be responsible and/or liable nor shall it accept any form of liability arising or suffered by the Eligible Customer(s) resulting directly or indirectly from the Eligible Customer(s)'s participation in this Program or otherwise, unless such loss, damage or injury is caused by the Bank's fault, negligence, or misconduct. Furthermore, the Bank shall not be liable for any default of its obligation under this Campaign due to any force majeure event, which includes but is not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm, pandemic, epidemic or any event beyond the control of the Bank.
5. This Program ends on 31 August 2026. The Bank reserves the right to withdraw, cancel, suspend, or terminate this Campaign earlier than the Campaign Period or to extend the Campaign beyond this Campaign Period by giving prior notice via the Bank's website.
6. By participating in this Campaign, the Eligible Customer(s) agrees to access the Bank's website via [AffinAlways.com](http://AffinAlways.com) at regular basis to view this T&C and ensure to be kept up to date on any changes or variations to this T&C.
7. This T&C including any amendments, deletions, or additions, shall prevail over any provisions or representations contained in any other promotional materials advertising this Program, only insofar as they are relevant and applicable to the Program.
8. The Eligible Customer(s) hereby confirms that he/ she has read, understood, and agreed to be bound by the Privacy Notice of the Bank, which is available at the Bank's branches or on the Bank's website at [AffinAlways.com](http://AffinAlways.com). Unless the Eligible Customer(s) expressly opt-out by contacting any of the Bank's branches, the Bank shall be at liberty to market the products of its Group (as defined in the Privacy Notice) or those of its associate/sister companies to the Eligible Customer(s). For the avoidance of doubt, the Eligible Customer(s) agrees that the said Privacy Notice shall be deemed to be incorporated by reference into this T&C.
9. This T&C shall be governed by and construed in accordance with the laws of Malaysia, and subject to the exclusive jurisdiction of the Malaysian Courts.
10. For any assistance, feedback and/or complaints related to this Program, Cardmember may contact the Bank at following channels:
  - Dedicated number for AFFIN Premium Cards at 03-8230 2323; or
  - Online Feedback Form at [AffinAlways.com](http://AffinAlways.com); or
  - Email to [yourvoice@affingroup.com](mailto:yourvoice@affingroup.com)
11. The Bahasa Malaysia version of this T&C is available at the Bank's website via [AffinAlways.com](http://AffinAlways.com). If there is any inconsistency(ies), conflict(s), ambiguity(ies) or discrepancy(ies) between the Bahasa Malaysia and English version or other language version of this T&C, the English version of this T&C shall prevail. Notwithstanding the aforementioned where request is made by the Eligible Customer and it is noted and acknowledged by the Bank in its records that the Bahasa Malaysia version of this T&C shall govern the operation of this Program, then the Bahasa Malaysia version of this T&C shall prevail.
12. The Cardmember is reminded to read and understand this T&C. In the event there are any terms and conditions in this T&C that the Cardmember does not understand, the Cardmember is advised to discuss further with the Bank's representative.