

## HONG LEONG BANK INFINITE DOCTOR EDITION CREDIT CARD TERMS AND CONDITIONS (“T&Cs”)

Last updated on 21 November 2022

These Hong Leong Bank Infinite Doctor Edition Credit Card Terms and Conditions (“**T&Cs**”) &Cs are to be read together with the Hong Leong Bank Berhad’s (“**HLB**”) Cardholder Agreement (“**the Agreement**”). Save and except for the variations set out below, all the terms and conditions of the Agreement shall apply. In the event of any discrepancy or inconsistency between the terms and conditions of the Agreement and these T&Cs, these T&Cs shall prevail in so far as they are applicable to the Card (as defined herein) . By accepting the Card, the Cardholder (as defined herein) agrees to be bound by these T&Cs.

### 1. Definitions:

- (a) “**Card**” means the Hong Leong Bank Infinite Doctor Edition Credit Card issued by HLB and includes a supplementary card, if applicable.
- (b) “**Card Account**” means the account of the Principal Cardholder with HLB opened in respect of the Card.
- (c) “**Cardholder**” means the individual named on the Card, whether “**Principal Cardholder**” and/or “**Supplementary Cardholder**” unless stated otherwise.
- (d) “**Principal Cardholder**” means the primary Cardholder to whom the Card is issued by HLB.
- (e) “**Enrich**” means the frequent flyer programme operated by MAS.
- (f) “**Enrich Member**” means any person who is recognized by MAS, in its sole discretion as a member of Enrich.
- (g) “**Enrich Miles**” means the credits (in miles) awarded by MAS to an Enrich Member.
- (h) “**MAS**” means Malaysian Airlines System Berhad (Company No.: 10601-W).
- (i) “**Merchant**” is an individual, firm or company engaged in the business of selling and providing goods and/or service.
- (j) “**Card Anniversary**” means the anniversary date of the issuance of the Card.
- (k) “**HLB Connect App**” means Hong Leong Bank Connect Mobile Banking Application
- (l) “**Programme**” means the Hong Leong Bank Infinite Enrich Miles programme and includes any variations or amendments to the same as may be made by HLB from time to time, at its discretion.
- (m) “**Retail Transactions**” means for the purpose of this Programme, the purchase of any goods or services locally or overseas which have been effected with or charged to the Card but shall EXCLUDE (the list below is not exhaustive and HLB reserves the sole right to determine if a transaction fall within the definition of Retail Transactions):-:
  - (i) cash withdrawal in any method (i.e. Automated Teller Machine, over-the-counter, quasi cash, cash advance etc.);
  - (ii) portfolio products such as Balance Transfer (“**BT**”), Quick Cash One-Time Fee (“**QC OTF**”), Quick Cash (“**QC**”) and Flexi Payment Plan (“**FPP**”);
  - (iii) JomPay and government related transactions;
  - (iv) FPX bill payment related transactions;
  - (v) card protection plan;
  - (vi) refunded, disputed, unsuccessful, reversed, unauthorised, fraudulent or unlawful transactions;
  - (vii) QR Pay Transactions made via HLB Connect App; and/or
  - (viii) any form of services or miscellaneous fees, including finance charges and fees such as credit card annual fee, late payment charges and government service tax (if applicable), as determined by HLB from time to time.
- (n) “**RM**” or “**Ringgit**” means Ringgit Malaysia.
- (o) “**Supplementary Cardholder**” means the person to whom a supplementary Card has been issued by HLB upon application by the Principal Cardholder.
- (p) “**QR Pay Transaction**” means retail transactions made via the HLB Connect App using the HLB QR Pay feature.

Unless the context otherwise requires, word and expressions respectively defined or construed in the Agreement shall have the same meanings when used or referred to herein and words referring to the male gender shall include the female gender and words referring to the singular number shall include plural number and vice versa.

2. This Programme is made available to the Principal Cardholder and is subject to the following terms and conditions and the terms and conditions of the Agreement.
3. To be eligible to earn Enrich Miles, the Principal Cardholder must be a registered Enrich Member with MAS and the Card Account must be valid/active, in good standing, not be in delinquent status and must not be in breach of any of the T&Cs and the terms and conditions of the Agreement (“**Eligible Principal Cardholder**”). Eligibility will be revoked if the Principal Cardholder has committed or suspected of committing any fraudulent, unlawful or wrongful acts in relation to the Card Account and/or other facility or services provided by HLB.
4. In the event the Principal Cardholder is not a registered Enrich Member at the time of application for the Card, the Principal Cardholder hereby authorises and consents HLB to disclose the personal information of the Principal Cardholder to MAS to facilitate the Principal Cardholder’s application for registration with MAS as an Enrich Member. The personal information that may be disclosed by HLB shall include the name, identity card number, passport number, address, date of birth, email address, contact number(s) as may be required by MAS to process the Principal Cardholder’s application as an Enrich Member.
5. Enrich Miles are awarded to the Eligible Principal Cardholder based on the total posted Ringgit amount of Retail Transactions made with the Card and accumulated on daily basis on per transaction basis and rounded down to the nearest Enrich Miles in the following manner:

Local Retail Transactions	Overseas Retail Transactions
For every two (2) Ringgit and eighty (80) cents (RM2.80) worth of Retail Transactions transacted within Malaysia and in Ringgit posted to the Card Account, one (1) Enrich Mile will be credited to the Card Account.	For every one (1) Ringgit and eighty (80) cents (RM1.80) worth of Retail Transactions transacted outside Malaysia and in currencies other than Ringgit Malaysia posted to the Card Account, one (1) Enrich Mile will be credited to the Card Account.

The Enrich Miles earned shall be at such rate as determined by HLB and HLB reserves the right to vary the rate with prior notice at which Enrich Miles are to be awarded from time to time at its discretion.

6. Enrich Miles earned by the Supplementary Cardholder will be credited into the Card Account of the Eligible Principal Cardholder. Total Enrich Miles earned by the **Cardholders** will be stated in the Eligible Principal Cardholder’s monthly Card statement of account and will be credited to the Eligible Principal Cardholder’s Enrich account with MAS.
7. The Enrich Miles earned as set out under Clause 6 above will be credited into the Eligible Principal Cardholder’s Enrich account with MAS. For the avoidance of doubt, only the Enrich Miles that have been credited into the Eligible Principal Cardholder’s Enrich account with MAS can be redeemed by the Eligible Principal Cardholder.
8. HLB shall use its best endeavours to ensure the Enrich Miles to be credited to the Eligible Principal Cardholder’s Enrich account with MAS at the end of the calendar month following the statement date relating to the Card. HLB may however vary the date and the frequency of the crediting of the Enrich Miles at its discretion with prior notice. HLB will not be liable for any delay and/or omission in processing and crediting the Enrich Miles into the Eligible Principal Cardholder’s Enrich account with MAS.

9. Enrich Miles credited into the Eligible Principal Cardholder's Enrich account with MAS may only be used towards redemptions made under the Enrich programme subject to such terms and conditions which are imposed by MAS as may be amended from time to time.
10. The Enrich Miles earned have no cash or monetary value. Unless otherwise stated, the Enrich Miles earned are neither transferable to any other person or third party or entity nor exchangeable for cash or credit.
11. HLB reserves the right and discretion at any time and with prior notice to the Cardholders and without liability to the Cardholders to suspend indefinitely, cancel, terminate and/or vary the Programme. Without limiting the generality of the foregoing provisions HLB will not be liable to the Cardholders for the suspension, cancellation or termination of the Programme or any benefits available thereunder in the event MAS retracts or revokes any benefits or offers made under the Programme, including the cancellation, suspension, withdrawal and/or alteration of Enrich in any manner detrimental to HLB and/or Cardholders. During special promotions or sales periods, MAS and HLB reserve the right, with prior notice to the Cardholders, to suspend all or any of the benefits available under the Programme.
12. The Eligible Principal Cardholder shall contact MAS and liaise directly with MAS in relation to the redemption of the Enrich Miles or any enquiries or dispute relating to the Eligible Principal Cardholder's Enrich account with MAS. HLB will not be responsible or liable to the Eligible Principal Cardholder for any acts or omissions by MAS in connection with Enrich, including but not limited to, the redemption of the Enrich Miles by the Eligible Principal Cardholder.
13. If the Eligible Principal Cardholder's Card is cancelled or terminated by either the Eligible Principal Cardholder or HLB, the Eligible Principal Cardholder will not be entitled to the Enrich Miles earned on Retail Transactions carried out on the Card which have not been credited into the Eligible Principal Cardholder's Enrich account with MAS notwithstanding that the Enrich Miles earned may have been posted to the Eligible Principal Cardholder's Card statement of account. Such Enrich Miles earned will be automatically cancelled and/or forfeited upon cancellation/termination of the Card. If the Cardholder's Card is temporarily suspended, the Enrich Miles earned on the Retail Transactions carried out on the Card which have not been credited into the Eligible Principal Cardholder's Enrich account with MAS will not be credited into the Eligible Principal Cardholder's Enrich account with MAS but will continue to accumulate ("**Accumulated Enrich Miles**"). Such Accumulated Enrich Miles will only be credited into the Eligible Principal Cardholder's Enrich account with MAS when the suspension is uplifted. In the event the suspension is not lifted and the Card is cancelled or terminated, such Accumulated Enrich Miles will be forfeited and the Eligible Principal Cardholder shall have no recourse to HLB or MAS in respect of such forfeited Accumulated Enrich Miles.
14. In the event any Retail Transactions are required to be reversed or cancelled on the Card which shall be determined at the sole discretion of HLB without incurrance of any liability by HLB, HLB reserves the right at its discretion to either:
  - (a) Request MAS to debit the Eligible Principal Cardholder's Enrich account for the relevant Enrich Miles earned from the relevant Retail Transactions which is required to be reversed or cancelled; or
  - (b) Debit the Eligible Principal Cardholder's Card Account for the Enrich Miles earned from the Retail Transaction which is required to be reversed or cancelled based on such conversion rate as HLB shall in its discretion determine, if the Enrich Miles earned from the said Retail Transaction have already been redeemed by the Eligible Principal Cardholder.
15. Retail Transactions carried out on the Card and the conversion thereto to Enrich Miles will be reflected in the monthly Card statement of account issued by HLB to the Eligible Principal Cardholder. If there is any error, discrepancy or inaccuracy of any kind indicated in the monthly Card statement of account, particularly in relation to the Retail Transaction relating to the Enrich Miles earned, the Eligible Principal Cardholder is responsible to perform its duty as a Eligible

Principal Cardholder to report to HLB in writing and within the stipulated time that is specified by HLB in the Agreement. In the event the Eligible Principal Cardholder does not notify HLB within the time period specified in the Agreement, then the Eligible Principal Cardholder shall be deemed to have accepted the entry therein as correct and as final and conclusive evidence of the facts contained therein and the statement shall be considered as binding against the Eligible Principal Cardholder, there will be no claims against HLB by alleging that the said statement contains any error, discrepancy or inaccuracy.

16. The terms and conditions in this document shall be governed by and construed in accordance with the laws of Malaysia and the Cardholders agree to submit to the jurisdiction of the Courts of Malaysia.
17. HLB reserves the right upon giving prior notice to vary (whether by addition, deletion, modification, amendment or otherwise howsoever) (the "**Amendment**") any of the terms and conditions herein, including but not limited to, changing and/or withdrawing the Programme or changing the service provider from MAS to another similar service provider. Notification to Cardholders in respect of the Amendment shall be effected in the manner as specified by HLB in the Agreement.
18. HLB's decisions on all matters relating to the Programme, including the determination of the Enrich Miles are final and binding.

If you have any enquiries regarding the terms and conditions, you may seek clarification from our staff who attended to you. Alternatively, please email us at [hlonline@hlbb.hongleong.com.my](mailto:hlonline@hlbb.hongleong.com.my).

**TERMS AND CONDITIONS GOVERNING THE HONG LEONG BANK INFINITE DOCTOR EDITION CREDIT CARD PLAZA PREMIUM LOUNGE PROGRAMME**

Last updated on 27 October 2021

The terms and conditions below (“**T&Cs**”) are to be read together with the Hong Leong Bank Berhad’s Cardholder Agreement (“the **Agreement**”) and the Hong Leong Bank Berhad (“**HLB**”) INFINITE DOCTOR EDITION Credit Card (“**Card**”) Terms and Conditions (“**Card Terms and Conditions**”).

**ELIGIBILITY**

1. Definitions
  - (a) “**Card Account**” means the account of the Principal Cardholder with HLB opened in respect of the Card.
  - (b) “**HLB Connect App**” means Hong Leong Bank Connect Mobile Banking Application.
  - (c) “**Merchant**” is an individual, firm or company engaged in the business of selling and providing goods and/or service.
  - (d) “**QR Pay Transaction**” means retail transactions made via the HLB Connect App using the HLB QR Pay feature.
  
2. The visits (“**Visits**”) to any of the participating airport lounges in Malaysia and Singapore (“**Plaza Premium Lounges**”) managed by Plaza Premium Lounge Malaysia Sdn Bhd (“**Plaza Premium**”) under the Plaza Premium programme is only extended to principal cardholders of the Card (“**Principal Cardholders**”).
  
3. Each new Principal Cardholder is entitled to Visits up to the maximum number of times as stated in the table below, to any of the Plaza Premium Lounges during the first year of membership. Thereafter, the Visits will be availed to the Principal Cardholders on an annual basis subject to the Principal Cardholders meeting the following criteria and subject to the maximum number of visits as stated below:

<b>Minimum Cumulative Retail Transactions in preceding year*</b>	<b>Maximum Number of Visits annually</b>
RM100,000	Four (4)

\*For the purposes of determining the Cumulative Retail Transactions in the preceding year:

- (a) The preceding year shall refer to the twelve (12) calendar months prior to the Card anniversary date;
  
- (b) “**Retail Transactions**” refer to retail purchases transacted locally and overseas. Retail transactions exclude the following:
  - (i) cash withdrawal in any method (i.e. Automated Teller Machine, over-the-counter, quasi cash, etc.);
  - (ii) portfolio products such as Balance Transfer (“**BT**”), Quick Cash One-Time Fee (“**QC OTF**”), Quick Cash (“**QC**”) and Flexi Payment Plan (“**FPP**”);
  - (iii) JomPay and government related transactions;
  - (iv) FPX bill payment related transactions;
  - (v) card protection plan;
  - (vi) refunded, disputed, unsuccessful, reversed, unauthorised, fraudulent or unlawful transactions;
  - (vii) QR Pay Transactions made via HLB Connect App; and/or
  - (viii) any form of services or miscellaneous fees, including finance charges and fees such as credit card annual fee, late payment charges and government service tax (if applicable) as determined by HLB from time to time.
  
- (c) The Cumulative Retail Transactions made by both the Principal and Supplementary Cardholders (collectively referred to herein as “**Cardholders**”) of the Card shall be

consolidated for the purposes of determining the entitlement of the Principal Cardholder to the Visits.

- (d) Any late submission of any Retail Transactions made during the twelfth (12th) month of the preceding year by any Merchant for whatever reason which results in such Retail Transaction not being posted to the Cardholder's Card Account shall not be taken into account to form part of the Minimum Cumulative Retail Transaction and HLB shall not be liable for such delay caused by the Merchant.
4. The Principal Cardholders will not be entitled to the Visits in a particular year if they have not met the Minimum Cumulative Retail Transactions set out under Clause 2 for the preceding year. However, this will not prejudice the Principal Cardholder's entitlement to the Visits in a subsequent year if the Minimum Cumulative Retail Transactions are met eventually.
  5. In order to gain access to the Plaza Premium Lounges, Principal Cardholders are required to present their valid Card (i.e. Hong Leong Bank Infinite Doctor Edition Credit Card) and boarding pass.
  6. The Visits are applicable to Plaza Premium Lounges available in Malaysia and in Singapore only.
  7. The Visits are applicable to the Principal Cardholders only. The Supplementary Cardholders and/or guest(s) of the Principal Cardholders shall be subject to guest charges in accordance with such fees as stipulated by Plaza Premium and as may be amended from time to time.

#### **GENERAL**

8. The Principal Cardholder hereby authorises HLB to disclose the Principal Cardholder's personal data, which shall include the Principal Cardholder's name, Card number, Card status and Card expiry date to Plaza Premium to enable the Principal Cardholder to enjoy the Visits.
9. HLB makes no representation or warranties with respect to the Plaza Premium Lounges and/or the services and facilities provided by Plaza Premium ("**Lounge Facilities and Services**") and in particular, makes no warranties with respect to the quality of the Plaza Premium Lounges and the Lounge Facilities and Services or their suitability for any purpose nor shall HLB be liable to the Cardholders and/or Cardholders' guest(s) for any acts or omissions of Plaza Premium in relation to the Plaza Premium Lounges and/or Lounge Facilities and Services.
10. The Card Account(s) of the Principal Cardholders **MUST BE** valid/active, in good standing, **MUST NOT** be in delinquent status and **MUST NOT** be in breach of any of the terms and conditions of the Agreement, the Card Terms and Conditions and these T&Cs at the point of the Principal Cardholder enjoying the Visits.
11. By using the Visits, the Principal Cardholder acknowledges that he/she has read, understood and agreed to be bound by the T&Cs herein and any decision of Plaza Premium in relation to the Plaza Premium Lounges and the Lounge Facilities and Services shall be final and binding on all Cardholders.
12. HLB shall not be held liable or responsible for any disputes that may occur between the Principal Cardholders and/or the Principal Cardholders' guest(s) (including Supplementary Cardholders) as the case may be, and Plaza Premium and/or the operators of lounges participating in the Plaza Premium Lounge programme. HLB shall also not be liable for any loss or damage arising or incurred by the Cardholders and/or the Cardholders' guest(s) relating to any lounge Visit(s) due to any event beyond HLB's reasonable control.
13. The use of the Plaza Premium Lounges and the Lounge Facilities and Services shall be subject to the terms and conditions as set out by Plaza Premium. The terms and conditions for the use of the Plaza Premium Lounges are subject to change by Plaza Premium and such changes will be posted on the Plaza Premium's website at [www.plazappl.com](http://www.plazappl.com)

14. Neither the Cardholders nor the Cardholders' guest(s) shall communicate directly with the operator of any lounges participating in the Plaza Premium Lounge programme on any matters concerning the airport executive lounge access program provided under the Plaza Premium Lounge programme. All queries, complaints, requests for assistance and matters pertaining to the Plaza Premium Lounges and/or the Lounge Facilities and Services are to be taken up with the administrative staff of Plaza Premium only and those staff shall be responsible for resolving the matter and replying to the enquirer within a reasonable time of being contacted. The administrative staff of Plaza Premium can be contacted via email at malaysia@plaza-network.com or telephone +603 8787 2323.
15. The Cardholders and/or the Cardholders' guest(s) shall not hold HLB and/or Plaza Premium liable for (i) any direct or indirect loss arising in the event of any airport lounge (including but not limited to the Plaza Premium Lounges) closing or ceasing to participate in the Plaza Premium Lounge programme at any time; and/or (ii) any loss or injury suffered by Cardholders and/or the Cardholders' guest(s) whilst inside any of the lounges participating in the Plaza Premium Lounge programme (including but not limited to the Plaza Premium Lounges) at any time due to any event beyond HLB's and/or Plaza Premium's reasonable control.
16. The Principal Cardholder will cease to enjoy the Visits if HLB cancels or does not renew the Principal Cardholder's Card and/or the Plaza Premium programme. The Cardholders are liable for the cost of all lounge Visits made by the Cardholders and any Cardholder's guest(s) after the cancellation or expiration of the Card and/or Plaza Premium Lounge programme.
17. HLB is not obliged and shall not be responsible or liable to ensure the accuracy of information given in any directory, document, design or drawing or other communication supplied by Plaza Premium Lounge.
18. In no event shall HLB be liable for any loss or damage suffered by the Cardholders, the Cardholder's guest(s) or any party (including without limitation, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages) howsoever arising whether in contract, tort, negligence or otherwise in connection with the Plaza Premium programme, even if HLB has been advised of the possibility of such damages in advance, and all such damages are expressly excluded.
19. The Cardholders shall reimburse and pay HLB on HLB's written demand all claims, losses, costs (including reasonable legal fees), damages and expenses incurred by HLB arising out of the Cardholders' or Cardholders; guests' breach, contravention and/or failure to adhere to the Conditions of Use as set out by Plaza Premium and these T&Cs.
20. HLB reserves the right upon giving prior notice to vary (whether by addition, deletion, modification, amendment or otherwise) any of the terms and conditions herein, including changing or withdrawing the Plaza Premium Lounge programme in its entirety (the "**Amendment**"). Notification to Cardholders in respect of the Amendment shall be effected in the manner as specified by HLB in the Agreement.
21. Interpretation:
  - (a) Unless the context otherwise requires, capitalised words and expressions shall have the same meaning as defined in the Agreement and the Card Terms and Conditions unless specifically defined in these T&Cs.
  - (b) Words referring to the male gender shall include the female and/or neuter gender and vice versa.
  - (c) Words referring to the singular number shall include plural number and vice versa.
22. If there is any inconsistency, conflict, ambiguity or discrepancy between the Card Terms and Conditions and these T&Cs, these T&Cs shall prevail to the extent of such inconsistency, conflict, ambiguity or discrepancy.



If you have any enquiries regarding the terms and conditions, you may seek clarification from our staff who attended to you. Alternatively, please email us at [hlonline@hlbb.hongleong.com.my](mailto:hlonline@hlbb.hongleong.com.my).