

# **“L’Occitane Ocean or Plastic x Alliance Bank Visa Credit Cards Usage Campaign”**

## **Terms and Conditions**

1. The “**L’Occitane Ocean or Plastic Campaign**” (“**Campaign**”) is organised by Alliance Bank Malaysia Berhad (“**Bank**”) together in partnership with L’Occitane Malaysia and shall run from 24 June 2025 to 30 June 2025 (both dates inclusive) or such other time period as may be notified by the Bank from time to time (“**Campaign Period**”) at 1 Utama Shopping Centre. By participating in this Campaign, the Eligible Cardholders (as defined hereunder) shall have thoroughly read and fully understood all the Terms and Conditions herein and fully agree to be bound by and accept all the Terms and Conditions.

## CAMPAIGN DETAILS

2. This Campaign is open to all new and existing Alliance Bank Visa Credit Cardholders (“**Eligible Cardholders**”) whose Credit Card is valid and payment can be made at the point of transaction during the Campaign Period (“**Credit Card(s)**”), as may be determined by the Bank as per the Bank’s internal policies.
3. For avoidance of doubt:
  - i. The transactions made by the Supplementary Cardholders in respect of this Campaign shall accrue to the Principal Cardholders of the same provided that the respective account of the Principal Cardholders are active, valid and in good credit standing;
  - ii. Termination of the Supplementary Card account by the Supplementary Cardholders shall not disqualify its Principal Cardholder from this Campaign.
4. The following individuals shall NOT be eligible to participate in this Campaign:
  - i. Non Alliance Bank Visa Credit Cardholder
  - ii. Cardholders of any Business Credit Cards;
  - iii. Cardholder(s) whose account(s) with the Bank are dormant, inactive, closed, terminated and/or unsatisfactorily conducted;
  - iv. Cardholder(s) who are deceased, or persons who have legal proceedings of any nature instituted against them;
  - v. Persons who are of unsound mind, minors or bankrupts;
  - vi. Any other persons as may be determined by the Bank to exclude according to internal policy(ies).
  - vii. Any other person(s) as the Bank may decide to exclude as per the Bank’s internal procedure.
5. Campaign participation is automatic for the Eligible Cardholders subject to the fulfillment of the Terms and Conditions herein. No pre-registration, SMS or entry forms are required.

## CAMPAIGN MECHANICS AND REWARDS

6. To participate in this Campaign, the Eligible Cardholders are required to spend at the L’Occitane Ocean or Plastic roadshow event at 1 Utama Shopping Centre from 24 June 2025 to 30 June 2025 via their Alliance Bank Visa Credit Card. The total spending of Principal and Supplementary Cards are combined.

The Campaign Spend Criteria and Redemption Gifts are stipulated in Table 1 below:

**Table 1: Campaign Spend Criteria and Redemption Gifts**

Tier	Minimum Spent Amount	Redemption Gift
1	No minimum spend	30ml Immortelle Precious Cleansing Oil worth RM25
2	Minimum spend of <b>RM300</b>	An Upcycled Phone Charm worth RM30 or a Beauty Pouch worth RM20
3	Minimum spend of <b>RM650</b>	2pc gift worth RM62 or an umbrella worth RM60

### Important Note:

- a) The gift redemption is only applicable for spending made at the L’Occitane Ocean or Plastic roadshow event at 1 Utama Shopping Centre during the campaign period and redemption shall be made on the same day as the purchase date. Spending made at the L’Occitane retail outlets shall not be counted in the minimum spend.
- b) Cardholders are able to redeem more than once during the campaign period provided they meet the requirements.

- c) Cardholders are able to redeem more than one tier/receive more than one redemption gift provided they meet the requirements.
- d) Redemption of the 30ml Immortelle Precious Cleansing Oil is capped at 875 units.

*Refer to the illustration for entries earned as stipulated in Illustration 1 below:*

### **Illustration 1: Redemption of Gift**

#### **Scenario A:**

Customer A made a spend of RM150 at the L'Occitane Ocean or Plastic roadshow at 1 Utama Shopping Centre on 27 June 2025 with his/her Alliance Bank Visa Credit Card. Customer is able to redeem one unit of the gift from Tier 1 as stated in Table 1: Campaign Spend Criteria and Redemption Gifts.

Eligible Cardholder	Spend Amount	Spend Location	Redemption Gift
Customer A	RM150	L'Occitane Ocean or Plastic roadshow at 1 Utama Shopping Centre	One (1) unit of 30ml Immortelle Precious Cleansing Oil worth RM25

#### **Scenario B:**

Customer B made a spend of RM500 at L'Occitane 1 Utama Shopping Centre retail outlet/store. Although customer met the minimum spend, he/she is not entitled to the gift redemption as the spend at the retail outlet/store is not recognized as part of the spend.

Eligible Cardholder	Spend Amount	Spend Location	Redemption Gift
Customer B	RM500	L'Occitane retail outlet/store at 1 Utama Shopping Centre	Not entitled to redeem the gift

#### **Scenario C:**

Customer C made a spend of RM700 at the L'Occitane Ocean or Plastic roadshow at 1 Utama Shopping Centre on 29 June 2025 with his/her Alliance Bank Visa Credit Card. Customer is able to redeem one unit of the gift from each tier (Tier 1, 2 and 3) as stated in Table 1: Campaign Spend Criteria and Redemption Gifts.

Eligible Cardholder	Spend Amount	Spend Location	Redemption Gift
Customer C	RM700	L'Occitane Ocean or Plastic roadshow at 1 Utama Shopping Centre	One (1) unit of 30ml Immortelle Precious Cleansing Oil worth RM25, <b>and</b> one (2) unit of Upcycled Phone Charm worth RM30 or a Beauty Pouch worth RM20, <b>and</b> one (1) unit of 2pc gift worth RM62 or an umbrella worth RM60

#### **Scenario D:**

Customer D made a spend of RM500 at L'Occitane 1 Utama Shopping Centre using Alliance Bank Debit Card. Although customer met the minimum spend, he/she is not entitled to the gift redemption as the spend was made with an Alliance Bank Debit Card instead of Alliance Bank Visa Credit Card.

Eligible Cardholder	Spend Amount	Spend Location	Redemption Gift
Customer D	RM500	L'Occitane retail outlet/store at 1 Utama Shopping Centre	Not entitled to redeem the gift

## **L'OCCITANE OCEAN OR PLASTIC ACQUISITION ROADSHOW**

1. The Acquisition Campaign is organised by the Bank and shall run from 24 June 2025 to 30 June 2025 (both dates inclusive) or such other time period as notified by the Bank from time to time ("**Card Acquisition Campaign Period**"). The Card Acquisition Campaign Period refers to the credit card application month and not the transactions within this period.
2. The Bank reserves the right at any time with prior notice to change the duration and/or commencement and/or expiry dates of the Card Acquisition Campaign Period. The changes will be updated in our bank website.
3. To participate in this Acquisition Campaign, the Eligible Cardholders must apply and submit their application for the Eligible Card during the Card Acquisition Campaign Period by scanning the QR Code shown at the L'Occitane Ocean or Plastic Roadshow OR by applying at the promotion page at <https://www.alliancebank.com.my/promotions/Cards/LOccitane-Credit-Card-Acquisition-Campaign>
- 4.
5. The Campaign Mechanics and Rewards of the Acquisition Campaign are as follows:

<b>Application of Credit Card Via the L'Occitane Ocean or Plastic Roadshow</b>	<b>Application of Credit Card Via the L'Occitane Microsite</b>
<p>Eligible Cardholders will be entitled to receive a complimentary Eco Pouch and a 75ml Intensive Repair Shampoo upon successful application.</p> <p><b><u>Steps to apply:</u></b></p> <ol style="list-style-type: none"> <li>1. New customers to scan the QR code available at the L'Occitane Ocean or Plastic Roadshow</li> <li>2. Complete the "Apply Now" section and submit the form.</li> <li>3. Take a screenshot of the "Thank You" page and save it for reference.</li> <li>4. Present the "Thank You" page to the L'Occitane representative at the roadshow at 1 Utama Shopping Centre to redeem the 2-pc gift.</li> </ol>	<p>Eligible Cardholders will be entitled to receive a complimentary Eco Pouch and a 75ml Intensive Repair Shampoo upon successful application.</p> <p><b><u>Steps to apply:</u></b></p> <ol style="list-style-type: none"> <li>1. Visit the L'Occitane microsite at <a href="https://www.alliancebank.com.my/promotions/Cards/LOccitane-Credit-Card-Acquisition-Campaign">https://www.alliancebank.com.my/promotions/Cards/LOccitane-Credit-Card-Acquisition-Campaign</a></li> <li>2. Complete the "Apply Now" section and submit the form.</li> <li>3. Take a screenshot of the "Thank You" page and save it for reference.</li> <li>4. Visit the L'Occitane Ocean or Plastic Roadshow at 1 Utama Shopping Centre.</li> <li>5. Present the "Thank You" page to the L'Occitane representative at the roadshow at 1 Utama Shopping Centre to redeem the 2-pc gift.</li> </ol>

6. This Acquisition Campaign is open to all newly approved Principal Credit Cardholder(s) during the Card Acquisition Campaign Period for an Alliance Bank Visa Credit Card (including the Visa Virtual Credit Card) ("**Eligible Card**") who meet the following criteria ("**Eligible Cardholders for Acquisition Campaign**"):
  - i. Cardholder(s) who have applied the Eligible Card within the Card Acquisition Campaign Period;
  - ii. Cardholder(s) holding a valid (active with no block code) Eligible Card issued by ABMB;
  - iii. Cardholder(s) who have cancelled their existing Principal credit card for more than six (6) months prior to the Campaign Period.
7. For avoidance of doubt, termination of the Supplementary Card account by the Supplementary Cardholders shall not disqualify its Principal Cardholder from this Campaign.
8. The following individuals shall NOT be eligible to participate in this Campaign:
  - i. Permanent and/ or temporary staff or employees of ABMB (including its subsidiaries and related companies), representatives and/ or agents (including advertising and promotion agents and information technology vendors) of ABMB (including its subsidiaries and related companies);
  - ii. Non-individual entities including but not limited to sole-proprietorships, partnerships, charitable/ non-profit organisations/ societies, corporate and commercial customers, public listed and private limited companies, clubs, associations and co-operatives;
  - iii. Individuals who have cancelled their existing credit card issued by ABMB within the last six (6) months before the Card Acquisition Campaign Period;
  - iv. Individuals below the age of 21 years old;

- v. Principal cardholder(s) who are holding an existing Alliance Bank Visa or Mastercard Credit Card;
- vi. Individuals who are financially insolvent or have been adjudicated a bankrupt; and/ or
- vii. Any other person(s) as ABMB may decide to exclude as per the Bank's internal procedure.

## **GENERAL TERMS AND CONDITIONS**

1. By participating in this Campaign, Eligible Cardholders are required to read, and understand the terms provided before agreeing to the Campaign Terms and Conditions. This Campaign Terms and Conditions and the Bank's decision on all matters relating to this Campaign shall be final and binding on all Cardholders and no correspondences and/or appeal in respect thereof shall be entertained.
2. The Bank reserves the right to withdraw/ cancel, terminate, suspend or extend this Campaign and to add, delete, suspend and/ or vary this Campaign Terms and Conditions, wholly or in part at its discretion with prior notice by way of posting on The Bank's website, display at branch premises or advertisements or by any other means of notification which The Bank may select and such shall be binding on the Eligible Cardholders as from the date of the notification or from such other date as may be specified by The Bank in the notification. Eligible Cardholders hereby agree to access The Bank's website at regular intervals to view this Campaign Terms and Conditions.
3. The Bank reserves the right to change or substitute at any times, at its own discretion as per the bank's internal policies, the Campaign Reward with other item(s) or reward(s) of similar value with prior notice via the bank's website.
4. The Campaign Terms and Conditions shall be supplemental to the existing terms and conditions governing the Cardholder's Product and banking accounts maintained with the Bank ("the Existing Terms").
5. The Campaign Terms and Conditions and The Bank's decision on all matters relating to this Campaign shall be final and binding on all Eligible Cardholders and no correspondences and/ or appeal in respect thereof shall be entertained.
6. The Bank shall not be responsible nor shall accept any liabilities of whatsoever nature howsoever arising or suffered by Eligible Cardholders resulting directly or indirectly from this Campaign due to cardholders own action. The Bank shall not be liable or held responsible to the Eligible Cardholders in any manner whatsoever if The Bank is unable to perform any of its obligations under this Campaign directly or indirectly due to any force majeure event which include but not limited to any act of God, war, strike, riot, industrial dispute, lockout, fire, drought, flood, storm or any event beyond the reasonable control of The Bank.
7. The Bank shall not be responsible for any technical failures of any kind, whatsoever intervention, interruption, electronic error and/ or any failure or delay in the transmission of evidence of transactions by Visa International, merchant establishments, postal or telecommunication authorities or any other party which may affect the Eligible Cardholder's entitlement during the Campaign Period.
8. The Eligible Cards and accounts of the Eligible Cardholders' must at all times (i) be valid, in good credit standing and not be in breach of any terms of this Campaign Terms and Conditions or the Existing Terms; and (ii) not be terminated or closed or be made subject to any attachment, adverse orders made by Court or any authorities sanctioned by laws, delinquent and/ or invalid or cancelled as may be determined by The Bank in order to be entitled for the Campaign Reward.
9. The Bank reserves the right to disqualify the participation of any Eligible Cardholders or forfeit the Campaign Reward in circumstances where there is a fraudulent, unauthorised or reversal of transaction(s) or breach or potential breach of these Campaign Terms and Conditions as per ABMB internal policies. All records of The Bank on the transaction(s) made shall be conclusive and final.
10. For the avoidance of doubt, any cancellation, termination, suspension or extension of this Campaign or disqualification of the Eligible Cardholders or forfeiture of the Campaign Reward shall not entitle the Eligible Cardholders to any claim or compensation against The Bank or for any and all losses or damages suffered by the Eligible Cardholders as a direct or indirect result of the act of cancellation, termination, suspension, extension, disqualification or forfeiture due to the Eligible Cardholders own act.

11. Eligible Cardholders shall be personally responsible for all taxes, rates, government fees or any other charges that may be levied against them under applicable laws, if any, in relation of this Campaign.
12. Eligible Cardholders hereby give their unequivocal and irrevocable consent and authorise ABMB to use, publish and/ or display the names, any photographs taken, any videos recorded and/ or other information for advertising and/ or promotion limited to this campaign only, without any compensation to the Eligible Cardholders.
13. By participating in this Campaign, the Eligible Cardholders agree that they have read the Notice and Choice Principle Statement available at the Bank's website (<https://www.alliancebank.com.my/Notice-and-Choice-Principle-Statement-Personal-Data-Protection-Act-2010>) and hereby give their consent and authorise the Bank to disclose their particulars to any third party service provider engaged by the Bank for the purpose of this Campaign.
14. The Bank has instituted and maintains policies and procedures designed to prevent bribery and corruption by the Bank and its directors, officers, or employees; and to the best of the Bank's knowledge, neither the Bank nor any director, officer, or employee of the Bank has engaged in any activity or conduct which would violate any anti-bribery or anti-corruption law or regulation applicable to the Bank. The Bank has not, and covenants that it will not, in connection with the conduct of its business activities, promise, authorise, ratify or offer to make, or take any act in furtherance of any payment, contribution, gift, reimbursement or other transfer of anything of value, or any solicitation, directly or indirectly to any individual.
15. By virtue of participating in this campaign, Eligible Cardholders hereby acknowledges that it has been made aware of the Bank's anti-bribery and corruption summary of the policy available at <https://www.alliancebank.com.my/Anti-Bribery-and-Corruption-Summary-of-Policy.aspx> and further covenants/undertakes that it shall not indulge in such corrupt practices in whatsoever manner whether directly or indirectly with any directors, officers or employees of the Bank.
16. For Visa Cardholders with card types shown in the Table A below, Visa is offering E-Commerce Purchase Protection & Extended warranty as a benefit to provide added protection and peace of mind to cardholders when shopping online.

<b>Program Date:</b>	1 October 2024 – 30 September 2025	
<b>Cardholder Eligibility:</b>	Visa Signature & Visa Infinite (Consumer Credit Card only)	
<b>Benefits</b>	<b><u>eCommerce Purchase Protection</u></b>	<b><u>Extended Warranty</u></b>
<b>Offer Details:</b>	<p>eCommerce Purchase Protection is a benefit now available to you as a Visa Infinite and Visa Signature credit cardholders, giving you added protection and peace of mind when shopping online. As long as you make your online purchases using your Visa card, you are now covered for possible losses up to USD \$200 per claim per annum respectively for any of the following instances:</p> <ul style="list-style-type: none"> <li>• Non-delivery and/or incomplete delivery of Goods and shipping charges, that are purchased on the internet</li> <li>• Improper functioning of the Goods due to damage of delivered Goods</li> </ul>	<p>Upon the expiration of the Manufacturer's Warranty, the Extended Warranty Benefit duplicates the terms of the original Manufacturer's Warranty up to one (1) full year for Covered Purchases that cease to operate satisfactorily and require repairs during the Policy Period. Benefits are provided to pay for the repair or replacement of a Covered Purchase, up to the amount charged for the item or Per Occurrence Limit, whichever is less, subject to the Annual Aggregate Limit (\$500 USD)</p> <ul style="list-style-type: none"> <li>• Covered Purchases given as gifts are covered.</li> <li>• Covered Purchases include internet purchases.</li> <li>• Covered Purchases do not have to be registered.</li> </ul>

17. For more details on the Visa E-Commerce Purchase Protection and Extended Warranty, please refer to [www.aig.com/visa/apac](http://www.aig.com/visa/apac)

## **PREVENTION AND MITIGATION OF BANKING FRAUD AND SCAM**

18. The Bank may from time to time provide the latest update or content to educate the Eligible Cardholders and create awareness that help prevent or mitigate fraud and scam risk. These may include but not limited to security tips, software/operating system/application/version update, and regulation requirements from any relevant governing bodies.
19. The Eligible Cardholders shall keep in safe custody of all banking instruments, for example cheque books/cheque leaves, security tokens, debit card, telephone banking PIN, internet and mobile banking login credentials, and transaction authorisation code (TAC). The Eligible Cardholders shall notify the Bank immediately when the Eligible Cardholders becomes aware that any of the above is lost or used without authority or proper authorisation. The Eligible Cardholders shall not be liable for losses resulting from unauthorised transaction(s) occurring after the Eligible Cardholders had notified the Bank in accordance with these Terms and Conditions that the Eligible Cardholder's banking instruments mentioned above have been lost, misused, stolen, compromised or breached.
20. Where any loss or damage suffered by the Eligible Cardholders is solely attributed to the wilful negligence of the Bank, the Bank's sole and entire liability (whether in respect of one or more claims) to the Eligible Cardholders in contract or tort shall not exceed the amount of the transaction which gave rise to the claim or claims or the direct damages sustained, whichever is lower. In no event shall the Bank be liable for any loss of business, loss of profits, earnings or goodwill, loss of data, indirect, consequential, special or incidental damages, liabilities, claims, losses, expenses, disbursements, awards, penalties, proceedings and costs regardless of whether the possibilities of such losses or damages were disclosed to, or could have reasonably been foreseen by the Bank.
21. Upon being notified by the Eligible Cardholders of such incident, the Bank shall conduct an investigation and the Eligible Cardholders are required to provide sufficient information and collaboration to facilitate the investigation. The Bank is hereby given the authority to perform the following measures upon detection (with/without prior consent from customer) in order to prevent or mitigate further financial loss while the Bank is performing its investigation:
  - i. Suspend or freeze the affected account;
  - ii. Revoke or reset the Eligible Cardholders' internet or mobile banking access; and/or;
  - iii. Revoke the validity of banking instruments; and the Eligible Cardholders will be notified once the above has been operated