

Diners Club CashBack Rewards Programme



INTRODUCTION

- ✓ We are transitioning to the Diners Club CashBack programme, a new cash rewards system. This means as you transact using your active Diners Club Credit or Charge Card, you will receive cash rewards for your spending.

JOINING THE CASHBACK PROGRAMME

- ✓ Members may join CashBack by contacting our member services department on custserv@dinersclub.co.za or **0860 (DINERS) 346 377**.
- ✓ When you join/register for the CashBack Programme, you have a 7-day cooling off period, calculated from the date of registration, to terminate your membership and receive a full refund of the membership fee.

CONDITIONS FOR EARNING CASHBACK

- ✓ CashBack will accrue to your Diners Club Account, at the applicable Earn Rate when you make qualifying transactions using your Card, including your secondary Card.
- ✓ Your Diners Club Account must be in Good Standing in order for you to Earn CashBack.
 - *If your Diners Club account is not in Good Standing, you will not Earn CashBack until the Good Standing status has been restored.*
- ✓ Any CashBack you Earn will only be paid into your Diners Club Account.
- ✓ If you are subscribed to our ClubMiles Programme, you may not subscribe to our CashBack Programme simultaneously.

CASHBACK FEES

- ✓ The CashBack Programme is subject to a fee, which can be found on our website.
- ✓ In providing the CashBack Programme, administration and/or penalty fees may be charged, which fees can be found on our website.
- ✓ We may change the fees after giving you 20 business days' notice. For purposes of this clause, a business day is a day other than a Saturday, Sunday or official public holiday in South Africa.

CASHBACK BENEFITS

- ✓ **Convenience:** Real cash is more versatile and easier to use.
- ✓ **Enhanced Experience:** Enjoy a more straightforward and rewarding experience.
- ✓ **Value for Money:** Cash rewards provide better value compared to miles.
- ✓ **Appreciation:** This change is our way of showing appreciation for your loyalty.

The CashBack Programme will be based on a tiering system, and you will receive CashBack based on your spend:

- ✓ **R0 - R15 000 spend:** 0.50% CashBack.
- ✓ **R15 001 - R35 000 spend:** 0.55% CashBack.
- ✓ **R35 001 - R55000 and above spend:** 0.60% CashBack.

The Earn Rate may be subject to change from time to time and changes will be communicated to you.

ENDING YOUR MEMBERSHIP IN THE CASHBACK PROGRAMME

- ✓ You may opt out of the CashBack Programme at any time by notifying us via email at custserv@dinersclub.co.za, or by contacting Member Services on **0860 (DINERS) 346 377 or +2711 358 8406**. Once we receive your notification, you will no longer accumulate CashBack.

We may end your participation in the CashBack Programme Diners Club if:

- ✓ it is suspected that you have earned CashBack fraudulently.
- ✓ Your Diners Club account is closed by you or us.
- ✓ You breach these Terms or the terms of the Diners Club product you use.
- ✓ You fail to pay the membership fees.

COMPLAINTS AND QUERY RESOLUTION

- ✓ If you wish to communicate a complaint or query regarding the CashBack Programme, please contact Member Services on **0860 (DINERS) 346 377 or +2711 358 8406** alternatively e-mail: custserv@dinersclub.co.za.