

FAQ UOB Rewards Points

1. Can supplementary cardmembers redeem rewards points?

Answer: No. Only primary cardmembers can redeem rewards points, whereby rewards points earned from supplementary card spending will be calculated and combined with the primary card and transfer to primary cardmembers.

2. When the existing points are insufficient to redeem any rewards featured in the catalogue, can cardmembers pay for the remaining balance in cash?

Answer: No. Cardmembers can only use the rewards points to redeem any desired rewards.

3. How can cardmembers check their rewards points earned?

Answer: Cardmembers may check the rewards points from the monthly statements sent by the Bank, our website at uob.co.th, UOB LINE Connect and UOB TMRW Mobile Application.

4. Do rewards points expire?

Answer: Rewards points earned by cardmembers from spending via UOB's credit cards each month shall be valid for 2 years from the transaction date. Upon expiration of 2 years, the remaining rewards points will be forfeited forthwith.

5. What are the terms and conditions for redemption of rewards points?

Answer: Please see more information of terms and conditions at <https://www.uob.co.th/rewards/term-condition-en.html>. The Bank reserves the right to allow only cardmembers without any outstanding balance and with punctual payment records, or without any spending exceeding their credit limits and with active membership status, on the date of redemption to redeem their rewards points.

6. In case the credit card has been cancelled, can the rewards points still be valid for redemption?

Answer: No. Cardmembers must redeem the rewards points before the credit card is cancelled.

7. How can cardmembers use the rewards points to redeem any rewards?

Answer: Cardmembers may redeem the points via the following 4 channels: (1) our website at www.uob.co.th, (2) UOB Call Center 0 2285 1555, (3) UOB Line Connect, and (4) UOB TMRW Mobile Application.

8. After redeeming for any rewards with the Bank, how long will it take to receive the rewards?

Answer: Cardmembers will receive the rewards within 5 business days from the date of complete redemption. Should cardmembers find any defect in such rewards, cardmembers may directly contact the supplier/manufacturer.

In case of redemption for E-voucher, E-voucher will be sent by the Bank via SMS to cardmembers' mobile phone number given to the Bank within 3 business days from the date of redemption of rewards points, provided only that cardmembers request and consent the Bank to send a link via SMS. Should cardmembers wish to change the mobile phone number, please contact UOB Call Center 0 2285 1555 before redeeming the rewards points.

9. There is any terms and conditions on the redemption of rewards points for mileages of Royal Orchid Plus, Krisflyer, or Asia Miles, or Airasia point, or The1 points?

Answer: Cardmembers must first be a member of Royal Orchid Plus, Krisflyer, Asia Miles, Airasia point or The1 points before redemption of rewards points.

10. After redeeming for mileages or The 1 points, can cardmembers change or transfer those mileages or points to any other persons?

Answer: No. After cardmembers have redeemed the rewards points for the mileages and/or points, the mileages and points could not be reverted back to UOB Rewards Points, and such mileages and The 1 points cannot be transferred to any other persons.