

## Updates to the MariBank Cardmembers' Agreement

Date: 15 September 2025

We will be making amendments to the MariBank Cardmembers' Agreement and these amendments will take effect on 16 September 2025 (inclusive of this date).

Unless defined otherwise, all capitalised words and expressions herein shall have the same meaning as ascribed to them under the MariBank Cardmembers' Agreement.

The MariBank Cardmembers' Agreement will be amended to:

- i. in the case of Clause 4.18 of the MariBank Cardmembers' Agreement, remove the specific phone numbers mentioned therein, clarify that to "*notify us immediately*" and "*request that we deactivate your Card*", you are to contact our Customer Service Centre at the telephone number(s) that we specify from time to time or notify us in writing via email to [help@MariBank.sg](mailto:help@MariBank.sg) and add that alternatively, you may do so by any other way(s) that we may specify from time to time.
- ii. in the case of Clause 8.2 of the MariBank Cardmembers' Agreement, remove the specific phone numbers mentioned therein, clarify that to "*immediately notify us*", you are to call our Customer Service Centre telephone number(s) that we specify from time to time or notify us in writing via email to [help@MariBank.sg](mailto:help@MariBank.sg) and add that alternatively, you may do so by any other way(s) that we may specify from time to time.
- iii. in the case of Clause 10.2 of the MariBank Cardmembers' Agreement, remove the specific phone numbers mentioned therein, clarify that to "*terminate your Card Account*", you are to contact our Customer Service Centre at the telephone number(s) that we specify from time to time and add that alternatively, you may do so by any other way(s) that we may specify from time to time.

Clauses 4.18, 8.2 and 10.2 of the MariBank Cardmembers' Agreement will be amended and shall be as follows:

*4.18 If you lose your mobile device which has a Digital Wallet containing your Provisioned Virtual Card, discover that your Provisioned Virtual Card has been used without your authorisation, or believe that your mobile device or Digital Wallet login information or equivalent has been compromised, you agree to notify us immediately and you may request that we deactivate your Card by contacting our Customer Service Centre at the telephone number(s) that we specify from time to time, by notifying us in writing via email to [help@MariBank.sg](mailto:help@MariBank.sg) or by any other way(s) that we may specify from time to time. We may also require you to make a police report accompanied by written confirmation of such loss or disclosure and provide any other information that we may require. Until you notify us, you shall remain liable for all transactions carried out using your Provisioned Virtual Card.*

*8.2 If your Card is lost, stolen or used by any other person or if your Security Code or any detail or particular of your Card or Card Account is stolen, disclosed or used in an unauthorised manner, or compromised, you must immediately notify us by calling our Customer Service Centre telephone number(s) that we specify from time to time, by notifying us in writing via email to [help@MariBank.sg](mailto:help@MariBank.sg) or by any other way(s) that we may specify from time to time. In certain circumstances, we may also require you to furnish to us a statutory declaration in such form as we will specify and/or a police report and/or any other information which we may require.*

*10.2 At any time, you may terminate your Card Account by contacting our Customer Service Centre at the telephone number(s) that we specify from time to time or by any other way(s) that we may specify from time to time. The Principal Cardmember may also terminate the use of any Supplementary Card associated with his or her Card Account.*

The updated MariBank Cardmembers' Agreement can be found here:

<https://www.maribank.sg/terms-conditions/terms-and-conditions-governing-mari-credit-card>

The updates to the MariBank Cardmembers' Agreement will be effective from 16 September 2025 (inclusive of this date). You shall be considered to have accepted these updates should you continue to keep or use the Card(s) after 16 September 2025.