

## Frequently Asked Questions (FAQS) for AFFIN Golf Privileges with The Mines Resort & Golf Club Programme (“Programme”).

### 1. What is AFFIN Golf Privileges with The Mines Resort & Golf Club Programme?

It is a golf privileges programme for AFFINBANK / AFFIN ISLAMIC World Mastercard and Visa Business Platinum (“AFFIN Premium Cards”) Cardmembers to enjoy exclusive access at The Mines Resort & Golf Club at a preferred rate.

### 2. What is the duration of this Programme?

The duration of this Programme is from 1 December 2018 until 30 November 2019.

### 3. Who is eligible for this Programme?

The Programme is only open to all Principal and Supplementary of AFFIN Premium Cards Cardmembers (“Eligible Cardmembers”).

### 4. What are the preferred rate being offered under this Programme?

Eligible Cardmembers may access The Mines Resort & Golf Club at a preferred rate of two hundred and fifty (RM250) net per golfer (“AFFIN Premium Cards Preferred Rate”) and guest rate of AFFIN Premium Cards cardmember is at three hundred and eighty (RM380) net per golfer (“AFFIN Premium Cards Paying Guest Preferred Rate”).

### 5. What of fees covered under AFFIN Premium Cards Preferred Rate?

AFFIN Premium Cards Preferred Rate is inclusive of green fee, buggy fee, caddy fee, golfer’s insurance and 6% SST.

### 6. Is there any limit on AFFIN Premium Cards Preferred Rate and AFFIN Premium Cards Paying Guest Preferred Rate?

AFFIN Premium Cards Preferred Rate is limited to three hundred (300) golfers during the Programme Period on a first-come, first-served basis. No limit for AFFIN Premium Cards Paying Guest Preferred Rate.

### 7. Is there any limitation of rounds/play for a Cardmember under this Programme?

Eligible Cardmembers can play up to two (2) rounds in a month and subject to availability.

### 8. Is there any minimum requirement on number of golfer for each flight?

There must be a minimum of four (4) golfers per flight for weekdays and/or weekends / local public holiday tee off, with a minimum of one (1) Eligible Cardmembers per flight.

### 9. Is this Programme eligible for weekend / public holiday tee-off?

Weekends / public holiday tee-off is restricted on afternoon only and shall be subjected to availability.

**10. How do I make a tee-off booking?**

Tee off booking must be made through Bank's World Mastercard and Visa Business Platinum Card Dedicated Line at **03-82302323** between 9.00 a.m to 4.00 p.m on weekdays ("Booking Hour"). Booking request made after the Booking Hour or on weekends / public holidays will be processed on the next working day.

**11. What is the tee-off booking time requirement?**

Booking for weekdays tee-off must be made at least four (4) working days in advance; at least seven (7) working days in advance for weekends / local public holidays tee-off, but cannot be made beyond twenty-one (21) working days in advance.

**12. When will I be notified for my tee-off booking status?**

Eligible Cardmember will be notified on their booking status via phone call or SMS or email or any other method that the Bank deemed appropriate within twenty-four (24) hours from processing time.

**13. How do I make payment for my confirmed tee-off?**

Payment must be made with AFFIN Premium Cards at the Mines Golf Club counter on the day prior tee-off. Payment made with other than AFFIN Premium Cards will not be enjoying the AFFIN Premium Cards Preferred Rate.

**14. Is there any fee imposed in the event of cancellation / no show?**

Yes. A fee of RM106 net will be imposed in the event that cancellation is made less than one (1) day prior tee-off / no show. The fee will be billed to Cardmembers' AFFIN Premium Cards.