AFFIN BANK AFFIN ISLAMIC

FREQUENTLY ASKED QUESTIONS (FAQs)
FOR AFFIN GOLF PRIVILEGES PROGRAM

COMPLIMENTARY GREEN FEE

1. Who is eligible for Complimentary Green Fee Program?

The Program is applicable to Principal Cardmembers of the following AFFIN Cards ("Eligible Cardmember(s)") who meet a minimum retail spend requirement of RM3,000 in their latest credit card/-i statement.

Card Type	Spend Condition
• AFFIN INVIKTA Credit Card/-i	Principal Cardmember with minimum retail spend of RM3,000 in latest credit card/-i statement or RM100,000 retail spend in a calendar year.
• AFFIN World Mastercard Credit Card/-i,	Principal Cardmember with minimum retail spend of RM3,000 in latest credit card/-i statement.
• AFFIN UKM Alumni Premier World Credit Card/-i	
• AFFIN AVANCE OPA Affiliate Credit Card/-i	
• AFFIN MPN Credit Card/-i	

2. What is considered as minimum retail spend requirement for this Program?

The minimum retail spend includes all retail transactions in Malaysia and outside Malaysia except for Cash Advance / Cash Withdrawal and monthly instalment payment facilities by the Bank. Only new retail transactions will be counted for the purpose of this Program.

3. How many rounds of golf can an Eligible Cardmembers play in a month?

Eligible Cardmember(s) can play the following number of golf rounds in Malaysia, Indonesia or Thailand or all three (3) countries as long as the games are booked and completed within the same month.

Card Type	Golf Rounds
• AFFIN INVIKTA Credit Card/-i	2X per month in a calendar year
• AFFIN World Mastercard Credit Card/-i	
• AFFIN UKM Alumni Premier World Credit Card/-i	
• AFFIN AVANCE OPA Affiliate Credit Card/-i	
• AFFIN MPN Credit Card/-i	

4. Is there any quota of number of rounds for any golf club?

Yes. Eligible Cardmember(s) can play only **one (1) round per month and a maximum of four (4) rounds in a year** at the following golf clubs:

- Forest City Golf Resort
- Glenmarie Golf & Country Club
- Kota Permai Golf & Country Club
- Palm Garden Golf Club
- The Els Club Desaru
- Tropicana Golf & Country Resort

In addition, if an Eligible Cardmember(s) has played one (1) round at the following golf clubs **on the weekend for a particular month, no more golf booking can be made for that month.**

- Glenmarie Golf & Country Club
- Kota Permai Golf & Country Club
- Palm Garden Golf Club

Copyright 2024 Affin Bank Berhad 197501003274 (25046-T) and **Affin Islamic Bank** Berhad 200501027372 (709506-V)

5. Is there any limit for golf booking that can be made in a day?

Yes. There is a limit for golf booking per day under this Program. Only a maximum of one (1) flight per day is allocated for the following golf clubs

- Forest City Golf Resort
- Glenmarie Golf & Country Club
- Kota Permai Golf & Country Club
- Palm Garden Golf Club
- The Els Club Desaru
- Tropicana Golf & Country Resort

Whereas a maximum of two (2) flights per day are allocated for other golf clubs under this Program. No more golf booking can be made by Eligible Cardmember(s) for a particular day if the slots have reached its maximum allocation.

6. Can an Eligible Cardmember make multiple bookings?

For bookings of tee times in Malaysia golf clubs, each Eligible Cardmember(s) can only book a maximum of one (1) flight per booking and he/she is including his/her playing partner(s) cannot book the next golf game until the current booked game has been played.

For booking of tee times in Indonesia and Thailand golf clubs, the Eligible Cardmember can book a maximum of two (2) flights per booking. However, booking shall be subject to Program Accessibility conditions.

PRIVILEGED GOLF ACCESS

7. What is the Privileged Golf Access under AFFIN Golf Privileges Program?

Privileged Golf Access allows Eligible Cardmembers to experience the game at exclusive golf clubs listed under this Program, subject to the prevailing rates of green fee, buggy, caddy and any additional charges that may apply. Cardmembers are not eligible for the complimentary green fees under this Privileged Golf Access.

8. Who is eligible for Privileged Golf Access under AFFIN Golf Privileges Program?

The program is applicable to Principal and Supplementary cardmembers of the following AFFIN Cards.

- AFFIN INVIKTA Credit Card/-i
- AFFIN World Mastercard Credit Card/-i
- AFFIN AVANCE OPA Affiliate Credit Card/-i
- AFFIN UKM Alumni Premier World Credit Card/-i
- AFFIN MPN Credit Card/-i

9. How many rounds of golf can a Cardmember play in a month under Privileged Golf Access Program?

Cardmember can play unlimited times at Participating Golf Clubs under Privileged Golf Access Program.

BOOKING PROCESS

10. How does a Cardmember make golf booking under AFFIN Golf Privileges Program?

Cardmember must make golf booking through AFFIN Premium Cards dedicated line at 03-8230 2323 between 9.00 a.m. to 4.00 p.m. on weekdays ("Booking Hour"). Booking requests made after the Booking Hour or on weekends/public holidays will be processed on the next working day.

11. Is a Cardmember required to make golf booking in advance?

Yes. For golf clubs under Complimentary Green Fee Program, weekday bookings must be made at least four (4) working days in advance and weekend/local public holiday bookings must be made at least six (6) working days in advance. Bookings cannot be made beyond fourteen (14) working days in advance.

For golf clubs under Privileged Golf Access Program, weekday bookings must be made at least seven (7) working days in advance and weekend/local public holiday bookings must be made at least fourteen (14) working days in advance. Bookings cannot be made beyond twenty-one (21) working days in advance.

Copyright 2024 Affin Bank Berhad 197501003274 (25046-T) and **Affin Islamic Bank** Berhad 200501027372 (709506-V)

12. Is there any penalty for no show or cancellation of golf booking?

The following amendment/cancellation/no show charges apply to Cardmember(s) and their Paying Guest:

Time	Rate
More than three (3) days before tee-off	RM30.00 per change/booking
Equal or less than two days (2) days to tee-off date/No show	100% of total golf charges

13. Who should I contact for further information about this Program?

For more information Cardmember(s) may contact the Bank at the following channels:

- Contact Centre at 03-8230 2323; or
- Email us at yourvoice@affingroup.com

Copyright 2024 Affin Bank Berhad 197501003274 (25046-T) and **Affin Islamic Bank** Berhad 200501027372 (709506-V)