

TERMS AND CONDITIONS
RHB Lifestyle Privileges
("these Terms and Conditions")

PROMOTION ORGANISERS

1. The **RHB Lifestyle Privileges** ("**Promotion**") is organised by RHB Bank Berhad [Registration No. 196501000373 (6171-M)] and RHB Islamic Bank Berhad [Registration No. 200501003283 (680329-V)] (collectively, "**RHB**") unless otherwise specified.
2. The vendor or supplier who has participated in the Promotion ("**the Merchant**").
Merchant name : **Trip.com**
Merchant contact : 03-9212 8212

PROMOTION PERIOD

3. The Promotion runs from **26 January 2026 to 28 February 2026** and only applicable to every Monday ("**Promotion Period**"), both dates inclusive.
4. The Promotion is open to all eligible primary and supplementary cardholders RHB Mastercard Credit Card/-i only ("**the Customer**").

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5. By participating in this Promotion the Customer agrees to the following:-
 - (a) Enjoy **15% discount** capped at RM200 with a **minimum spend of RM800** in a single receipt for hotel booking only.
 - (b) This Promotion is available on every **Monday at 12pm** during the Promotion Period.
 - (c) Promotion platform: Trip.com Malaysia app only. Web browser bookings are not applicable.
 - (d) The promo code **RHBM15** must be entered at the checkout payment page.
 - (e) Promotion applies to all participating hotels on Trip.com, excluding offers offer directly by partner hotel or walk in payment at hotel. Please note that promo codes can only be applied to eligible hotels. To check if the promo code is applicable, enter promo code on the checkout page before final payment to verify.
 - (f) Users must sign up for a Trip.com account to be able to use the promo code. This promotion is valid for one-time use per account user and valid on first-come, first-served basis.
 - (g) Different hotels types may have different cancellation policies. RHB Cardmembers are advised to read the cancellation policies for the specific hotel partners at Trip.com before booking.
 - (h) Promotion cannot be used in conjunction with any other promo codes or third-party cashback app. If channel mismatching, please close all apps and re-open Trip.com APP via this link '<https://my.trip.com/w/home>' to apply the promo code.
 - (i) In the event of a booking cancellation or modification, the promo code will be reinstated and made available for public redemption. Users must reapply the code to new bookings, subject to availability and validity. Trip.com reserves all rights of final interpretation.
6. By participating in the Promotion, the Customer agrees to the following:-
 - (a) The Customer is bound by these Terms and Conditions;
 - (b) The Customers who are interested in participating in this Promotion are advised to read and understand these Terms and Conditions before participating in the Promotion;

- (c) Any customer who does not understand any of these Terms and Conditions may contact RHB Customer Contact Centre, whose contact details are set out below;
- (d) Payment must be made using RHB Mastercard Credit Card/-i only ("RHB Cards");
- (e) The Promotion is not applicable to Shariah non-compliant products and services such as liquor, pork, indecent entertainment, tobacco etc. (if any) for Islamic cards;
- (f) The Promotion is not exchangeable for cash or other items and cannot be used in conjunction with any other discounts, privileges, promotions, discount schemes, loyalty programmes, discount cards or vouchers;
- (g) The Customer is liable for all taxes and other fees and charges levied against him/her under the applicable laws, if any, for the acceptance of the Promotion;
- (h) The Customer may contact the Merchant whose contact details are set out above or RHB Customer Contact Centre for all matters relating to the Promotion (including any request to change or limit the processing of his/her personal information) to RHB Customer Contact Centre as follows:

RHB Customer Contact Centre**Email : customer.service@rhbgroup.com****Telephone No. : +603-9206 8118****Form : rhbgroup.com/personal/banking-methods/contactus.html;**

- (i) RHB gives no representation or warranty with respect to any goods or services provided by the Merchant. In particular, RHB gives no warranty with respect to the quality of goods or services redeemed or their suitability and redeemability for any purpose;
- (j) RHB may add, change, modify or remove the Promotion structure, benefit and other features, including these Terms and Conditions, or to terminate the Promotion at any time with sufficient prior notice;
- (k) If the Customer is not satisfied with the resolution provided by RHB Customer Contact Centre, the Customer may then refer the matter to the operator of the Financial Markets Ombudsman Service (FMOS) approved by Bank Negara Malaysia which the details can be found at www.rhbgroup.com/s/p; and
- (l) These Terms and Conditions are to be read together with the terms and conditions of RHB Lifestyle Privileges which can be found at Trip.com which can be found at <https://my.trip.com/contents/service-guideline/terms.html?locale=en-MY&curr=USD>; and
- (m) These Terms and Conditions are also to be read together with the terms and conditions for RHB Lifestyle Privileges which link can be found in Clause 6(k) above. In the event of any inconsistency between these Terms and Conditions and any other materials relating to the Promotion, these Terms and Conditions will prevail for matters dealt with in these Terms and Conditions.