

# > Dolce Vita Charms

With EastWest Dolce Vita Charms, you earn one (1) rewards point ("Charms") for every Php100 you spend. Accumulate Charms which you may use to:

- (a) Redeem eGift Reward
- (b) Redeem Dolce Vita Charms Voucher
- (c) Exchange for Cash Rebate
- (d) Donate to featured charity groups
- (e) Get Annual Membership Fee waiver

Item Code	Item Description	Charms Required
<b>eGift Reward</b>		
DVT105	Php500	1,520
DVT106	Php1,000	3,035
DVT107	Php2,000	6,065
<b>Dolce Vita Charms Voucher</b>		
DVT101	Php200	610
DVT102	Php500	1,520
DVT103	Php1,000	3,035
DVT104	Php2,000	6,065
<b>Cash Rebate</b>		
DVT203	Php250	760
DVT204	Php500	1,520
<b>Donation to Charitable Institutions</b>		
DVT301	Php250 to Cribs	760
DVT302	Php250 to Caritas Manila	760
DVT303	Php250 to World Vision	760
<b>Annual Membership Fee Waiver</b>		
DVT405	100% Principal = Php2,000	6,060
DVT406	50% Principal = Php1,000	3,030
DVT407	100% Supplementary = Php1,000	3,030
DVT408	50% Supplementary = Php500	1,515

- To redeem Cash Rebates, launch the EastWest System Tech Assistant (ESTA) chatbot via web browser at [www.ewlend.com/esta](http://www.ewlend.com/esta) or call the EastWest 24-Hour Customer Service Hotline at (+632) 8888 1700.
- To redeem other reward items, call the EastWest 24-Hour Customer Service Hotline at (+632) 8888 1700.

# > eGift Reward

Powered by:



# Giftaway

Reward yourself with endless selections from EastWest eGift Rewards and Giftaway!

Redeem Php500, Php1,000 or Php2,000 eGift Vouchers and use them in over 260 partner merchants in shopping, dining, health & wellness, travel & leisure, and services nationwide.

## **eGift Rewards Redemption**

1. The eGift Vouchers may be used at any of the Giftaway partner merchants.
2. eGift Vouchers do not expire.
3. To redeem, Cardholder must call the EastWest 24-Hour Customer Service Hotline at (+632) 8888-1700 and request for Charms conversion to eGift Vouchers. Standard Rewards Redemption Terms and Conditions apply.
4. eGift voucher code will be sent to the Cardholder's registered e-mail address and mobile number within one (1) to three (3) banking days from date of redemption.
5. Cardholders cannot nominate an e-mail address and/or mobile number different from what's on record unless a formal request to update record is made.
6. Charms conversion to eGift Rewards is final and can no longer be converted back to Charms.
7. The eGift voucher code is valid for one-time use only. If the total value of eGift Voucher is not used up, no cash change will be given. If the purchase goes beyond the eGift Voucher amount, the Cardholder must pay for the difference.
8. eGift voucher redemption in Giftaway partner merchants shall be between the Cardholder and Giftaway. For any concern or inquiry regarding voucher redemption, Cardholders must directly coordinate with Giftaway by sending an e-mail to [support@giftaway.ph](mailto:support@giftaway.ph).
9. eGift Rewards shall be governed by Giftaway's Terms and Conditions of Contract with East West Banking Corporation.

For the complete list of partner merchants, visit [www.giftaway.ph](http://www.giftaway.ph).

# > Dolce Vita Charms Voucher

## Rustan's

**Use your Dolce Vita Charms Voucher to redeem Rustan's Gift Certificates.**

Please proceed to any authorized Concierge Counters of Rustan's Department Store to exchange your Dolce Vita Charms Vouchers for Rustan's Gift Certificates.

**Rustan's Gift Certificates may be used at Rustan's Department Store, Royal Duty Free Shop-Subic, Marks & Spencer, Debenhams, and the following Store Specialists, Inc. shops:**

- Aeropostale
- Aerosoles
- Agatha
- American Tourister
- Anne Klein
- Armani Exchange
- Bally
- Bass
- Beauty Bar/Dashing Diva
- Bobby Brown
- Bottega Veneta
- Brooks Brothers
- Burberry
- Cache Cache
- Cartier
- Castell
- Charriol
- CK Jeans
- CK Underwear
- Clinique
- Coach
- Diesel
- DKNY
- Dune
- Dunhill
- Ecco
- Eden Park
- Emernegildo Zegna
- Essences
- F & F
- Furla
- Gant
- Givenchy
- Gucci
- Hackett
- Jessica
- Jimmy Choo
- Juicy Couture
- Kate Spade
- Kenneth Cole
- Lacoste
- Lacoste Accessories
- LeSportsac
- L'Occitane
- Lush
- MAC Cosmetics
- Make Room
- Marc by Marc Jacobs
- Mac & Co
- MCS
- Michael Kors
- Montblanc
- NARS
- Nine West
- Polo Ralph Lauren
- Pottery Barn Kids
- Prada
- Replay
- Saint Laurent
- Salvatore Ferragamo
- Samsonite
- Savile Row
- Sinequanone
- Springfield
- Steve Madden
- Stride Rite
- Superdry
- Swarovski
- Tod's
- Tommy Hilfiger
- Tory Burch
- Vilebrequin
- Vince Camuto
- Women's Secret

Note: Rustan's retail affiliates may change without prior notice.  
For a complete and updated list, please inquire with the partner merchant.

# > Dolce Vita Charms Voucher



**Use your Dolce Vita Charms Voucher  
to redeem SM Gift Pass/es.**

**Please proceed to any SM Department Store Customer  
Service Counters to exchange your Dolce Vita Charms  
Voucher for SM Gift Pass/es.**

**SM Gift Pass/es may be used at**

**THE  STORE**

**and at SM retail affiliates including,  
but not limited to, the following:**

- ACE Builders
- ACE Hardware
- Alfamart
- Baby Company
- Bata Shoes
- Crate & Barrel
- Crocs
- Forever 21
- IMAX Theatre
- Innisfree
- Kultura
- Levi's
- Mindpro Supermarket
- Miniso
- Our Home
- Pet Express
- Radisson Blu Cebu
- Savemore Market
- Simply Shoes
- Sky Ranch
- SM Appliance Center
- SM Cinema
- SM Hypermarket
- SM Science Discovery Center
- SM Skating Rink
- SM Storyland
- SM Supermarket
- Sports Central
- Surplus Shop
- The Body Shop
- The SM Store
- Toy Kingdom
- Under Armour
- Uniqlo
- WalterMart Supermarket
- Watsons

Note: SM retail affiliates may change without prior notice.  
For a complete and updated list, please inquire with the partner merchant.

> **Dolce Vita Charms Voucher**

# abenson

**Go on a shopping spree  
at one of the country's leading  
appliance and furniture stores.**

**Use your Dolce Vita Charms Voucher  
to purchase merchandise  
at Abenson.**

**[www.abenson.com.ph](http://www.abenson.com.ph)**



Follow us: [www.facebook.com/abensonappliances](https://www.facebook.com/abensonappliances)

## > Donation to Charitable Institutions

**Make a difference.**

**Use your Charms to send cash donations to help these charitable organizations achieve their goals:**



**CRIBS Foundation Inc.** provides temporary shelter and holistic care to abandoned and surrendered babies from 1 day old to 4 years old for later adoption or reunification with the biological family. CRIBS also provides healing and recovery for girl-survivors of sexual abuse from ages 7 to 17 years old.



**CARITAS MANILA**  
*Church of the Poor*

**Caritas Manila, Inc.** is the leading social arm of the Archdiocese of Manila and the integrator of Church social services and development in Metro Manila that empowers the poor towards total human development, builds caring and sharing communities among the youth and families and enables the growth and development of servant leadership.

**World Vision** 

**World Vision** strives to build thriving communities where peace and justice prevail and all can enjoy security, opportunity and happiness. World Vision works for the well-being of the poor and vulnerable people through sustainable development, disaster and emergency response assistance and public engagement by raising awareness.

Note: You will receive an acknowledgement letter confirming your donation.

# > Dolce Vita Charms Program Terms and Conditions

## A. The Dolce Vita Charms Program

1. The Dolce Vita Charms Program ("Program") is the rewards program created by East West Banking Corporation (EastWest) exclusively for its Principal EastWest Dolce Vita Titanium Mastercard Cardholders ("Cardholder/s").
2. The Program allows Cardholders to accumulate rewards points called "Charms" which may be used: (a) to redeem Dolce Vita Charms Voucher or eGift Rewards in our partner merchants; (b) to exchange for Cash Rebates which are credited to the Cardholder's Dolce Vita Titanium Mastercard account; (c) to donate to featured charitable institutions; and (d) to get Annual Membership Fee waivers.
3. Communications relative to the Program shall be published in the EastWest website, which may be modified from time to time and shall, for all legal intents and purposes, be sufficient proof of such notice.
4. The Terms and Conditions Governing the Issuance and Use of EastWest Credit Cards are hereby incorporated by reference and shall form an integral part thereof.

## B. Eligibility and Disqualification

1. Cardholders of good credit standing<sup>1</sup> are automatically eligible to participate in the Program.
2. The Cardholders' valid card transactions, including those made by their Supplementary Cardholders, will earn Charms.
3. The Charms will be credited to the Principal Cardholder's Card Account upon posting of the Card transactions and shall be reflected in the monthly Statement of Account ("SOA").
4. EastWest reserves the right to disqualify a Cardholder from the Program if, in its judgment, the Cardholder has violated these Terms and Conditions Governing the Issuance and Use of EastWest Credit Cards. Disqualification of the Cardholder from the Program automatically terminates the Cardholder's participation in the Program and automatically results in the forfeiture of all accumulated and earned Charms.

## C. Charms Accumulation

1. Every One Hundred Pesos (Php100) worth of valid transactions will earn one (1) Charm. Charms will be computed per single valid card transaction and will only consider the whole number (the decimal places to the right or after the decimal point shall be dropped).  
Sample computation as follows:  
Transaction:  $\text{Php}5,831.75 \div 100 = 58.31$   
Valid Charms: 58

<sup>1</sup>Cardholders in good credit standing are those whose accounts are not delinquent, not under investigation due to suspected fraudulent activities, those whose EastWest credit cards are not reported lost or stolen and those who have not, otherwise, violated any of the Terms and Conditions Governing the Issuance and Use of EastWest Credit Cards.

2. The following are considered valid Card transactions:
  - Purchase of goods
  - Availment of services
  - Cash advances
  - Monthly insurance premiums
  - Monthly installment amortization
3. Annual Membership Fees, Interest Charges, auto-charged utility and telecommunication bills via the Quick Bills Facility and all other fees and charges shall not earn Charms.
4. Charms earned on purchases converted to installment under the Convert-to-Installment Program will initially be reversed and will be subsequently earned only upon posting of the monthly installment amortization.
5. Accumulated, claimed and unused Charms will be reflected in the monthly SOA sent to the Cardholder. The Charms may also be verified through the EastWest 24-Hour Customer Service Hotline at (+632) 8888-1700.
6. If no report of error is received from the Cardholder within thirty (30) calendar days from receipt of the SOA, the Charms reflected on said SOA are deemed correct.
7. Lost Cards shall not earn Charms after the time of report of loss of the Card.

#### **D. Redemption of Charms**

1. Cardholders may redeem their Charms by calling the EastWest 24-Hour Customer Service Hotline at (+632) 8888-1700.
2. All unredeemed Charms shall be forfeited upon closure of the Cardholder's account, whether voluntary or involuntary.
3. Charms are non-transferable and cannot be converted to cash except in the form of Cash Rebates.
4. Once a valid redemption request has been made, the Cardholder may not cancel, revoke or exchange the Charms redeemed.

#### **E. Redemption and Use of Dolce Vita Charms Vouchers**

1. Only the Principal or Supplementary Cardholder/s, whose name/s appear on the Dolce Vita Charms Voucher ("Charms Vouchers") may use the voucher at partner merchants.
2. For the partner merchants to honor the Charms Vouchers, the Cardholder or Supplementary Cardholder must present the EastWest Dolce Vita Titanium Mastercard ("Card") and a valid ID (e.g. Company ID, Government-issued IDs such as Driver's License, SSS or GSIS photocard, Passport, etc.). The Card and the Voucher must be valid and not expired at the time of use of the Charms Voucher/s at partner merchants.
3. The Charms Vouchers are treated as cash. EastWest is not responsible for lost, stolen, damaged, expired, or tampered Charms Vouchers. As such, no replacement of Charms Vouchers will be done by EastWest under any circumstances.

4. The Charms Voucher may be used only once. Partner merchants shall not refund to the Cardholder the unused value of the Charms Voucher. The value of the Charms Voucher may not be divided for use at more than one (1) partner merchant. EastWest reserves the right to charge back to the Cardholder the peso value of any multiple, erroneous, invalid, or fraudulent Charms Voucher redemption.
5. The partner merchants have the right not to honor the Charms Voucher, if upon checking, the Charms Voucher's authenticity cannot be confirmed.
6. The terms and conditions set forth by partner merchants to govern the use of their gift certificates/passes/cards, if applicable, will apply.
7. Any complaint with respect to the products and/ or services that the Cardholder shall purchase and/or avail from any partner merchant shall be exclusively addressed by the partner merchant. The Cardholder shall hold EastWest free and harmless from any damage that he/she may suffer with respect to such product/s or service/s.
8. The Charms Voucher is valid for use only with EastWest's current partner merchants. The partner merchants' list/information is current as of print date and subject to change without prior notice. The Cardholder is advised to validate the program with partner merchant sales staff prior to use of the Charms Voucher. EastWest assumes no responsibility for non-acceptance of the Charms Voucher by non-current partner merchants at the time of use.
9. EastWest has the right to charge the Cardholder the cost of any redeemed Charms Voucher in cases of multiple, erroneous, invalid, or fraudulent redemption.
10. For the complete list of current partner merchants, please call the EastWest 24-Hour Customer Service Hotline at (+632) 8888-1700 or send an e-mail to [cards@eastwestbanker.com](mailto:cards@eastwestbanker.com).
11. All other Terms and Conditions of the EastWest Dolce Vita Charms Program as found in this website such as, but not limited to, the redemption and use of the Charms Voucher, shall apply.
12. EastWest reserves the right to amend the terms and conditions without prior notice. In the event of any dispute, the decision of EastWest is final.

#### **F. Charms Voucher Delivery Procedure**

1. From the date the redemption request was received by EastWest Customer Service, the Charms Voucher/s shall be delivered to the last known billing address reflected on the Cardholder's account within 12 working days if the billing address is within Metro Manila and 20 working days if the billing address is outside Metro Manila.

2. The Charms Voucher/s shall be delivered to the Cardholder who can present valid identification. However, in the event that the Cardholder is unable to personally receive the Charms Voucher/s, the person receiving the Charms Voucher/s in behalf of the Cardholder shall be required to present at least one (1) valid ID (for home billing address). An authorization letter signed by the Cardholder and a photocopy of the valid ID with photo and signature of the Cardholder as well as the recipient's valid ID with photo and signature (e.g. Company ID, Government-issued IDs such as Driver's License, SSS or GSIS photocard, Passport, Senior Citizen's ID, etc.) shall also be required if delivery of Charms Voucher/s is at the office.

## **G. eGift Rewards**

1. Cardholders may use the Dolce Vita Charms to redeem eGift Rewards.
2. eGift Vouchers may be used in any of Giftaway partner merchants.
3. eGift Vouchers do not expire.
4. To redeem, Cardholder must call the EastWest 24-Hour Customer Service Hotline at (+632) 8888-1700 and request for Charms conversion to eGift Rewards.
5. eGift voucher code will be sent to the Cardholder's registered e-mail address and mobile number within one (1) to three (3) banking days from date of redemption.
6. Cardholders cannot nominate an e-mail address and/or mobile number different from what's on record unless a formal request to update record is made.
7. Charms conversion to eGift Rewards is final and can no longer be converted back to Charms.
8. The eGift voucher code is valid for one-time use only. If the total value of eGift Voucher is not used up, no cash change will be given. If the purchase goes beyond the eGift Voucher amount, the Cardholder must pay for the difference.
9. eGift voucher redemption in Giftaway partner merchants shall be between the Cardholder and Giftaway.
10. Any dispute or claim concerning the goods received from Giftaway's partner merchants in exchange for the eGift Voucher redeemed under the Program will be settled between the Cardholder and the partner merchants. EastWest shall not be responsible for resolving such dispute or claim.

## **H. Redemption of Annual Membership Fee waivers**

1. The Cardholder may also use the Charms to waive Annual Membership Fees billed to the Card.
2. The use of Charms for Annual Membership Fee Waivers will only be allowed within two (2) months after the date of the Cardholder's Annual Membership Fee has been charged to the account. Otherwise the Cardholder cannot use the Charms for such.

## **I. Donations**

1. The Cardholder may opt to donate the Charms to charitable institutions listed in the Dolce Vita Charms Catalog.
2. EastWest will be responsible for handling over the donations to the Cardholder's chosen charitable institution/s. As a confirmation of the hand-over, the Cardholder will receive an Acknowledgment Letter from EastWest.
3. If the Cardholder wishes to avail of any tax credit arising from the donation, she may do so by coordinating directly with the charitable institution/s.

## **J. Cash Rebates**

1. Charms may be converted into Cash Rebate at the conversion rate specified in the Dolce Vita Charms Catalog. Cardholders may redeem via ESTA chatbot or via the EastWest 24-Hour Customer Service Hotline at (+632) 8888-1700.
2. The Cash Rebate will be reflected in the Cardholder's next SOA as a retail credit transaction provided the Cash Rebate is claimed before the cut-off date of such SOA.

## **K. Taxes**

The Cardholder will be responsible for whatever tax, charges, assessments that may arise out of the ultimate treatment of the Charms.

## **L. How to Redeem**

1. Via ESTA chatbot (Cash Rebate only)
  - Step 1: Launch ESTA in your web browser – [www.ewlend.com/esta](http://www.ewlend.com/esta)
  - Step 2: From the Main Menu, scroll right until you see the Apply Menu then select Redeem Points
  - Step 3: Choose Convert Points to apply for conversion of Charms to Cash Rebates
  - Step 4: Choose EastWest Dolce Vita Titanium Mastercard
  - Step 5: Points balance will be displayed. Choose a points denomination for conversion from the selection
  - Step 6: Input the number of times the chosen denomination will be availed
  - Step 7: ESTA will confirm provided number. Choose yes to proceed
  - Step 8: ESTA will confirm the sum of points for conversion and corresponding cash rebate to be earned. Click on yes to proceed
  - Step 9: Once done, ESTA will provide acknowledgment for the application for Charms redemption with a tentative response date
  - Step 10: To check the status of Charms redemption, click Follow up from the Redeem Points sub-menu
  - Step 11: ESTA will display status of Charms redemption

2. Via the EastWest 24-Hour Customer Service Hotline
  - Step 1: Dial (+632) 8888-1700
  - Step 2: Press 1 to access your EastWest Dolce Vita Titanium Mastercard account
  - Step 3: Press 3 for Rewards Inquiry and Redemption
  - Step 4: Press 2 for Rewards Redemption
  - Step 5: Enter your 16-digit EastWest Dolce Vita Titanium Mastercard credit card number
  - Step 6: Press 1 to confirm the EastWest Dolce Vita Titanium Mastercard credit card number
  - Step 7: Press 0 to talk to a Customer Service Representative to provide complete redemption details