



Personal Investments Worldwide

## Banco Best access conditions to the TAP Victoria programme

### 1. Scope

Banco Best and TAP set up a partnership agreement with the aim of rewarding the Bank's customers for their loyalty and use of financial products and services. This partnership is based on the TAP frequent-flyer programme: The Victoria programme.

### 2. Term

This agreement has been in place since 4th November, 2003, and the offer of miles associated to the subscription of financial products at the Bank being subject to the term of the partnership agreement, which may be cancelled or modified with prior notice to subscribers, as well as to the term of the Victoria programme itself.

### 3. Advantages

Banco Best customers can collect air miles based on the described at 5. These miles can later be converted, via TAP's frequent flyer programme, into a vast range of benefits, such as airline tickets, hotel accommodation all over the world and various services, according to the terms and conditions of the Victoria programme.

### 4. Subscription

Subscription is free and can be carried out via the Internet, on the website ([www.bancobest.pt](http://www.bancobest.pt)), or using the telephone service on 707 246 707 (07:30 to 24:00). It is restricted to individual customers with current accounts, best trading accounts, non resident accounts or service + accounts (except for young people's accounts or trust accounts). Subscription assumes prior and unequivocal authorisation, by the customer, for use of all information needed to credit air miles received through the products and services of Banco Best.

In order to benefit from these advantages you need to be member of the Victoria Programme and have a TP card number. The adhesion to the programme can be carried out through [www.tapvictoria.com](http://www.tapvictoria.com) or by telephone available in the referred website.

Subscription can be carried out after the process of opening an account is concluded, including all documentation needed and the first deposit. Subscribers must specify the accounts to be associated for the allocation of air miles. In the case of joint accounts, the account holders/representatives are equally responsible for association of the accounts for the purposes of attributing miles, with each bank account being considered separately for the monthly allocation of air miles and only accumulating air miles for a single member of the Victoria programme. At any time, the account holder responsible for associating the account(s) to the member of this programme can always change that association, and for the purposes of calculating the miles attributed, the information registered at the date of each monthly processing will be considered.

Banco Best cannot, under any circumstance, be made responsible for the non-attribution of miles in a particular month, due to non-subscription by the customer, the pending conclusion of the subscription process due to the Victoria member number not having been provided, or for no account having been associated, the responsibility for which is entirely in the hands of the customer.



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## 5. Attribution of miles

### Purchase and use of Credit Cards.

Credit cards that are eligible for miles are:

- ⇒ Best Silver
- ⇒ Best Gold Plus

### Purchase of the first credit card:

- Attribution of 5,000 initial miles, in the case of Best Gold Plus card or,
- Attribution of 2,500 initial miles, in the case of Best Silver card.

### Use of credit cards (cardholder and beneficiaries):

- Attribution of 1 mile for each 1 euro spent on other credit purchases, credit payments or cash advances/ withdrawals.

The processing of miles and assessment of eligibility for receiving miles are carried out monthly and reported on the last day of the previous month.

Miles will be credited monthly based on the credit purchases made each month, excluding transactions that do not appear on the card account statement, for reasons beyond the Bank's control.

Whenever then Bank check movements for cancellations of entries made with the card (purchases, payments and withdrawals), the bank will debit miles for such movements in order to the necessary adjustment miles.

An example of mile attribution for credit card use is shown below:

Example 1

Product	Monthly amount	Miles / Month
Purchase	1,000.43 euros	1,000

## 6. Breaches and Corrections

Any failure by the Customer to comply with any obligations under the "General Terms and Conditions Governing the Opening and Use of Accounts and Custodian Services on Securities Accounts" shall entail the suspension of the allocation of the full amount of air miles for the said month and for a total period of six months (the referred to suspension of the allocation of air miles shall affect all operations entitled to the allocation of air miles, under the terms and conditions of the Victoria Programme). After the above referred to period of six months has expired and provided that the non-compliance has been remedied, the allocation of air miles shall once again be resumed, although there shall be no entitlement to the recovery of the "suspended" air miles for the period in question. If non-compliance is not remedied, the subscription to this initiative shall be definitively cancelled and there will be no entitlement to any air miles credit.

In the case of any errors in the allocation and crediting of air miles, deriving from technical difficulties, fraud, calculation mistakes or for any other reason, the respective correction may be made within a maximum period of 1 month after TP Card miles credit.

## 7. Alteration of programme conditions

Customers and bank agree that the latter may alter the conditions of the Victoria Programme by providing the customer with a minimum advance notice of 15 (fifteen) days.

Any alteration to the terms and conditions of the Victoria Programme shall apply to all new operations and renewal of operations in progress.