

ROBINSONS CARD MEMBERSHIP PROGRAMME

The Robinsons Card Membership Programme ("Robinsons Card") is a loyalty programme owned by Robinson & Co (Malaya) Sdn Bhd ("Robinson & Co"). The Robinsons Card is issued and operated by Robinson & Co, and it is applicable at all Robinsons & Oasis London retail stores in Malaysia ("Robinsons & Oasis London stores") and appointed external merchants ("External Merchants") which will be notified to the Robinsons Cardholder from time to time. External Merchants refers to other business entities appointed by but are not part of the Robinson & Co company.

TERMS AND CONDITIONS

1. MEMBERSHIP

- a) Application is open to all aged 18 years and above.
- b) Applicant is only entitled to apply for one (1) Robinsons Card and all rebates earned using this Robinsons Card is strictly not transferable, not for sale and can only be used by the individual who is registered for the Robinsons Card.
- c) The Robinsons Card is free with every purchase of RM100 or more in Robinsons & Oasis London stores. If no purchase is made, a processing fee of RM10 is chargeable for each application.
- d) Robinsons Card is not a credit card, debit card or charge card and do not have an expiry date.

2. HOW TO USE THE ROBINSONS CARD

- a) Robinsons Card must be presented to the cashier at point of payment at Robinsons and/or Oasis London stores in order to earn rebates on qualifying nett purchases.
- b) Robinsons Cardholder is required to show the Robinsons Card and NRIC or Passport for verification in order to collect their Robinsons Rebate Voucher(s) ("Rebate Voucher") when it is available for redemption.
- c) Robinsons Cardholders with rebates earned in the preceding quarter eligible for redemption will be notified via SMS or E-Mail with valid telephone numbers and addresses within the territories of Malaysia ONLY.
- d) Rebates to Cardholders may be redeemed in the form of Rebate Voucher(s) only at Robinsons Customer Service, The Gardens Mall, Mid Valley City or Shoppes at Four Seasons Place within 4 months from the next following quarter.
- e) Any unredeemed Rebates Voucher within the redemption period will be forfeited without prior notice.
- f) Robinson & Co reserves the right to refuse Rebate Voucher(s) issuance/redemption should it suspect that the rebate accumulation were fraudulently transacted by the Cardholder or was erroneously recorded.
- g) Robinson & Co shall not be held responsible for the failure to notify or late arrival of rebate notification resulting from the Cardholder's incorrect or invalid personal data or due to any other unforeseen circumstances.

3. BENEFITS & REBATES

- a) Every ringgit spent with your Robinsons Card in Robinsons or Oasis London stores entitles the Robinsons Cardholder a rebate of 5%.
- b) All qualifying nett purchases made between January to March, April to June, July to September, October to December entitle each Cardholder to a rebate of 5%.
- c) Should a Cardholder spend in excess of RM6,000 in the qualifying periods of January to June and July to December, all subsequent ringgit spent RM6,000 will eligible for additional 5% rebates.

Example:

- i) Cardholder spends RM5, 000 in January to March (Q1) and RM800 in April to June (Q2)

Q1 (Jan-Mar) rebate earned: $RM5,000 \times 5\% = RM250$

Q2 (Apr-Jun) rebate earned: $RM800 \times 5\% = RM40$

Total spend for January to June was RM5, 800, total rebate earned during qualifying period is 5%

= $RM250 + RM40 = RM290$

- ii) Cardholder spends RM7, 000 in July to September (Q3) and RM5, 000 in October to December (Q4)

Q3 (Jul-Sep) rebate earned: $RM7,000 \times 5\% = RM350$

Q4 (Oct-Dec) rebate earned: $RM5,000 \times 5\% = RM250$

Total spend for July to December was RM12, 000, total rebate earned during qualifying period is as follows:

= $(RM350 + RM250) + [(RM7,000 + RM5,000 - RM6,000) \times 5\%]$

= $RM600 + RM300 = RM900$

- d) The additional rebates are paid out after end of Quarter 2 and Quarter 4 respectively through the issuance of Rebate Voucher(s), rounded down to the nearest five ringgit Malaysia (RM5).
- e) Rebate Voucher(s) are not exchangeable or redeemable for cash and can be used only at Robinsons & Oasis retail stores in Malaysia.
- f) Rebate will not be calculated for purchases of credit vouchers, corporate purchases, Robinsons Gift Voucher, Rebate Voucher and/or promotional voucher redemption and/or any other participating credit card promotions (if any).

- g) Rebates for purchases may be reversed and/or cancelled if Robinson & Co deems that the rebate calculations were not in accordance with the Terms and Condition stated herein and/or due to any system error. For the avoidance of doubt, any advice or action of agents or employees of Robinson & Co that are contrary to these Terms and Conditions shall not nullify these Terms and Conditions.
- h) Robinson & Co is under no obligation to award rebates for any other reason outside of the qualifying transactions.
- i) 5% card member discount on total bill when you shopped in Robinsons stores in Singapore by presenting your Robinsons member card at the cashier counter until 31st December 2020. The discount is not valid on Black Friday weekend event, purchases of Robinsons Gift Card(s) and Al-Futtaim Retail Group voucher(s). Cardholder is allowed to choose either 5% tourist discount* or 5% card member discount.
- j) Robinsons Singapore cardholder is entitled for 5% card member discount on total bill by presenting Robinsons Singapore e-member card at Robinsons store in Malaysia. The discount is not valid on card member close door event, purchases of Robinsons Gift Card(s) and Al-Futtaim Retail Group voucher(s). Cardholder is allowed to choose either 10% tourist discount or 5% card member discount.

4. LOST, THEFT, DAMAGE

- a) A replacement fee of RM10 for any lost or stolen Robinsons Card will be imposed and the Robinsons Cardholder must report loss/theft to Robinsons Customer Service Counter.
- b) In the event of a damaged card, Robinsons Cardholder must present the damaged card to Robinsons Customer Service for a replacement.
- c) Rebates accumulated from the lost, stolen or damaged card will be transferred to the replacement card.
- d) Any dispute regarding Robinsons Card rebates must be directed to Robinsons Customer Service Counter and Robinsons Cardholders are advised to retain receipts for up to 6 months from date of purchase.
- e) Robinson & Co shall not be held liable for any lost or stolen or damage to your Robinson Card due to negligence. Robinson & Co may at its sole discretion refuse replacement of the Card due to any incidences caused by a wilful breach of these terms and conditions or if it is suspected that there has been any fraudulent and/or any other unlawful conduct by the Cardholder

5. DATA PROTECTION AND PRIVACY POLICY

- a) The security of your personal data is important to us. Failure to update us with your latest information may result in us being unable to establish or continue any possible relationships with you.
- b) At the point you apply for Robinsons Card, it is obligatory for you to provide to provide your (1) full name as in I.C./Passport, (2) new I.C./Passport number, (3) date of birth, (4) gender, (5) contact number, (6) correspondence address, (7) postcode, (8) city, (9) state, (10) e-mail address, (11) confirmation and signature, and (12) applicant signature. The other personal data requested such as your ethnicity, designation, profession, among others are optional to be provided. The personal data collected are stored securely by Robinson & Co. If you access any of Robinson & Co promotions, competitions, customer surveys and questionnaires via a third party social networking site, Robinson & Co may receive information about your social networking site profile including without limitation the information you make publicly available such as your social networking site user ID, your first, last and user names, profile and cover photos.
- c) The Data Protection and Privacy Policy shall apply whenever you provide Robinson & Co with your personal data save and except if it required by law or any regulatory authority, your personal data will not be passed to any other persons without your permission.
- d) Your personal data may be disclosed to Robinson & Co's affiliates, service providers and relevant third party business partners (if any) in and outside Malaysia for the purpose as provided herein and as permitted by applicable data privacy laws. Those third parties have access to your personal data only as necessary to perform their functions, and for no other purposes.
- e) Robinson & Co and affiliates under strategic alliances reserves the right to use the database information for the purpose ("Purpose") of:
 - i) database(s) record keeping, maintenance and updating; to other administrative purposes including audits, fraud monitoring and prevention;
 - ii) facilitate in delivery of marketing and promotional communications, surveys, statistical analysis and development of products and services for improvement;
 - iii) profiling activities in connection with any services and products related of Robinson & Co and/or business partners; and
 - iv) check and verify your identity
- f) The Cardholder's personal data may be stored or transferred to locations and systems outside Malaysia subject to appropriate controls over information security.
- g) The personal data collected will be store and safeguards by Robinson & Co in accordance with the applicable laws and regulations to prevent unauthorized or unlawful processing of the Cardholder's personal data and minimize accidental loss or destruction of, or damage to, your personal data.
- h) In the event the Cardholder indicates unwillingness to receive marketing information from Robinson & Co, this will result in the Cardholder not receiving any communication of offers or promotions.

- i) The Cardholder may request for access to or correction of their personal data, submit inquiries or complaints, or limit the processing of their personal data at any time hereafter by submitting such requests to Robinson & Co via e-mail to rob.customerservice@robinsons.com.my. By providing personal data and submitting an application which includes a signature, the Cardholder expressly consents and agrees to the terms above with respect to the processing of the Cardholder's personal data by Robinson & Co.
- j) Robinson & Co will validate the identity of anyone making an access request; this is to ensure that Robinson & Co do not provide the Cardholder's information to anyone who does not have the right to that information.
- k) Robinson & Co may charge the Cardholder an administration fee for providing access in accordance with your request.

6. GENERAL

- a) The Robinsons Card remains the property of Robinson & Co at all times.
- b) Robinson & Co reserves the right to suspend or terminate the programme at any time it deems necessary by giving thirty (30) calendar days' notice of termination. Notice of such termination may be sufficiently sent to you by way of notification at the Robinsons and/or Oasis London stores and/or Robinson's website, advertisements and/or any other media deemed fit.
- c) Robinson & Co assumes no responsibility for any technical fault or failure of the Robinsons Card system that may result in the Robinsons Card not being accepted by any Robinsons and/or Oasis London stores and/or External Merchants.
- d) Robinson & Co reserves the right to refuse the issuance or withdraw the Robinsons Card at any time or terminate the membership as and when necessary without prior notice.
- e) Robinson & Co reserves the right to omit, add or amend the Robinsons Card Membership Terms and Conditions without prior notice. Any new or amended terms and conditions will always supersede the earlier existing Robinsons Card Terms and Conditions.
- f) Robinson & Co (including its successors, assigns, officers, directors, shareholders, agents, affiliates and subsidiaries) and Robinson and/or Oasis London stores and/or External Merchants shall not be liable to the Cardholder or any third party authorized by or claiming through the Cardholder for any lost, damage, costs, expenses, actions, suits, claims and demands whatsoever, whether direct, indirect, special or consequential, of loss of business, revenue of profits or of any nature suffered by the Cardholder or any other persons for any loss, damage or injury caused or suffered arising from the usage of the Robinsons Card.
- g) The Robinsons Card's Terms and Conditions are governed by and shall be construed in accordance with the laws of the territories of Malaysia.
- h) Robinson & Co shall not be held liable for any loss or inconvenience faced by the Cardholder as a result to any change or amendment(s) of these Terms and Conditions.
- i) Any communications to Robinson & Co from the Cardholder in relation to these Terms and Conditions can be made through telephone by calling our Customer Careline at +603-20891188 or via emails through our Robinsons website at <http://www.robinsons.com.my/about-us/contact-us/> or mailing it to the following address:
Robinsons Customer Relationship Management
Suite 25.02, Level 25
Centrepoint South,
The Boulevard, Mid Valley City,
Lingkaran Syed Putra,
59200 Kuala Lumpur.