

Terms & Conditions for my.t money Loyalty Program

Thank you for visiting the Terms that govern the my.t money Loyalty Program which is brought to you by Cellplus Mobile Communications Ltd (Cellplus).

1.0 MEMBERSHIP

- 1.1 As a customer of my.t money, you will automatically become a member of our Loyalty Program. You agree that your use of my.t money will be subject to the respective Terms and Conditions and you agree to abide by them. The program is a customer loyalty program through which you will be eligible to earn points and enjoy various benefits.
- 1.2 To be eligible to this Loyalty Program, you shall be a my.t money customer and transactions shall be effected through my.t money app only.
- 1.3 There is a limit of one loyalty account per my.t money customer. The loyalty account cannot be shared or combined. A customer's account cannot be used by anyone other than the customer in order to accrue, redeem, use or enjoy points, rewards or other benefits as applicable.

2.0 EARNING REWARD POINTS

- 2.1 Customer shall earn points through valid and authorized actions which are mentioned in this section. Points can also be earned through special offers and promotional campaigns organized by the program.
- 2.2 Earning points depends on satisfying specific conditions that apply for specific offer and that are communicated to customers.
- 2.3 Reward points will be allocated for the following service type on my.t money:-
 - Merchant Payment
 - Bill Payment
 - Recharge (purchase of airtime and data packs)
- 2.4 Reward Points will not be earned for any transaction declared as void (in case of cancelled transactions resulting from wrong posting or in case of dispute).
- 2.5 Reward Points are valid for a period of 12 months as from date accrued/of purchase; except where indicated differently.
- 2.6 Reward points are not transferable.
- 2.7 Reward points cannot be purchased.

3 REDEMPTION OF REWARDS/GIFTS ON MY.T MONEY APP

- 3.4 Customer may use Reward points to:
- Recharge (Airtime & Data Packs) on my.t money app
 - Play games (spin and win, guess and win, shake and win) on my.t money app.
 - Redeem vouchers or gifts at merchant partners or/and at any Telecom Shop.
- 3.2 At time of redemption, the my.t money customer should be an existing customer.
- 3.3 Rewards will be available in limited numbers and are available while supplies last and are subject to availability.
- 3.4 The required number of points for the selected item will be deducted from your point balance. Points, once used, cannot be refunded, transferred or re-used. Rewards obtained through this promotion are not returnable, refundable, transferable, or exchangeable. No substitutions of any kind (unless at Cellplus sole discretion) are offered or permitted with respect to any Rewards item.
- 3.5 Cellplus make no warranty whatsoever against any faults, harms, defects or problems that may occur with any redeemed item(s) or offer(s) and/or while the member or anyone else makes use of, consume, participate or utilize it in any form whatsoever.
- 3.6 All redemptions are subject to the accumulation of sufficient reward points and Cellplus' final acceptance. Redemption will not be successful in case of insufficient reward points. Cellplus reserves the right to decline any redemption request for accounts not fulfilling the above conditions.
- 3.7 Cellplus reserves the right to adjust / modify (add / delete) loyalty points on customer's my.t money account, should there be any technical issue / fraudulent transactions impacting on the account.

4. Redemption of Voucher at Merchant

- 4.1 In case, you have opted to redeem gift vouchers at merchant partners, you shall show the voucher when visiting the merchant to obtain the full value or discount as indicated on the voucher.

- 4.2 All vouchers have a validity period mentioned therein. You must at all time respect the validity period to redeem vouchers at merchant. The voucher will expire once the validity period is over and no reward can be claimed thereafter.
- 4.3 Each voucher is identified by a unique QR code. Voucher values and rewards are as specified on the voucher. Customer can decide to claim the reward desired while being bound by the conditions linked to the redemption of the voucher. To redeem the voucher, customer shall show the QR code on the voucher to the Merchant who will scan same and provide the reward.
- 4.4 Vouchers are not transferable and are not redeemable for cash or cannot be combined with any other coupons or any other offer or discounts or promotions offered by Cellplus.
- 4.5 Cellplus reserves the right to discontinue a voucher/reward at any time.
- 4.6 Customer who cancels and/or does not use his/her voucher will not receive any reward nor have their reward points re-credited.
- 4.7 Fraud and abuse relating to the earning of loyalty points and on redemption orders may result in forfeiture of accrued loyalty points.
- 4.8 If there is any reason to believe that there has been a breach of these terms and conditions, Cellplus may, at its sole discretion, reserve the right to exclude a customer from participating in the present Loyalty Program or future promotional programs.
- 4.9 Offers cannot be combined with any other promotional offers except where indicated.
- 4.10 Cellplus shall not be liable for the quality of service provided by its merchant partners.
- 4.11 Cellplus shall not be responsible for partner withdrawals from the program, changes in partner service, or issues associated with point accrual or use caused by withdrawal of any partner.
- 4.12 Cellplus also does not commit to communicate changes to the program individually to each customer.
- 4.13 Cellplus reserves the right to review and modify the present terms and conditions without incurring any liability.
- 4.14 All decisions of Cellplus related to the earning, transference, and use of points, rewards, benefits, or other aspects of your loyalty account, to the program, or to these Terms, including any decision to deduct points from your account or deny rewards or benefits, are final and binding upon you and you agree to abide by all such decisions.

4 TERMINATION OF LOYALTY ACCOUNT

- 4.2 Cellplus may immediately, without notice, limit or terminate your loyalty account if you violate these terms or any other applicable additional terms or appear to be utilizing the program in a manner inconsistent with these terms or the intent of the program.
- 4.3 Once you cancel your my.t money service account, your loyalty account will also be terminated and you will lose all points, rewards and benefits associated with your account and you will no longer be able to earn or redeem points or rewards in the program.
- 4.4 Notwithstanding all the clauses above, Cellplus reserves the right to amend part or whole, or completely withdraw the program at any time with written notice or no notice as required or permitted by applicable law and without incurring any responsibility or liability for resulting consequences to customers, merchants or others.

5 NO WARRANTIES; LIMITATION OF LIABILITY

5.1 This program is made available to you on an as-is, as-available basis, without representations or warranties of any kind, express or implied. Cellplus makes no representation about the suitability of the program for you. Your participation in the program is at your own risk.

5.2 Without limiting the foregoing, Cellplus does not represent or warrant that the information related to the program is accurate, complete, reliable, useful, timely, or current or that the program will operate without interruption or error.

5.3 Despite our commercially reasonable efforts, the program site and other program materials may contain typographical or other errors or inaccuracies, including, without limitation, regarding the amount or value of a particular award, the number of points required to redeem a particular award, the number of points to be awarded for a particular action, the ability to redeem an award or receive a membership benefit.

5.4 Cellplus shall not be responsible for any such error, typo, or misprint in these terms or any program materials.

5.5 Cellplus reserves the right to void or refuse to process any program award, purported point-earning event, or other transactions arising out of such an error, typo, or misprint.

5.6 Cellplus shall not be liable for any acts, errors or omissions of any other member, a third party or program partner or any partner's loyalty or rewards program.

6 FORCE MAJEURE

Cellplus shall not be responsible or liable to you, or any person claiming through you, for failure to supply or fulfill an award, benefit or points in this program in the event the program or its operations are affected by any act of god, any action, regulation, order or request by any governmental entity, equipment failure,

actual or threatened terrorist acts, weather, natural phenomenon, war (declared or undeclared), fire, embargo, labour dispute or strike or any other cause, whether or not specifically mentioned above.