

**UOBM Visa Infinite Complimentary Limousine Service in Singapore Campaign  
Terms and Conditions**

United Overseas Bank (Malaysia) Bhd (271809-K) (“UOBM”) is organising a “Complimentary Limousine Service in Singapore” Campaign (“Campaign”) from 15 July to 31 December 2019 (both dates inclusive), unless otherwise notified by UOBM (“Campaign Period”).

**Eligibility**

1. This Campaign is open to all principal UOBM Visa Infinite Cardmembers (“Cardmembers”) who hold a UOBM Visa Infinite Card, UOBM Privilege Banking Visa Infinite Card or UOBM Visa Infinite Metal Card (collectively referred as “Card”) issued in Malaysia.
2. The following persons shall not be eligible for this Campaign:
  - (a) Cardmembers whose account(s) are terminated, suspended or cancelled within the Campaign Period;
  - (b) any accounts held with UOBM that are delinquent or unsatisfactorily conducted as determined by UOBM at its sole and absolute discretion; and
  - (c) Persons who are or have become mentally unsound, deceased, adjudicated bankrupt or have legal proceedings of any nature instituted against them.

**Campaign Mechanics**

3. Cardmembers who meet the minimum spend of Ringgit Malaysia Five Thousand (RM5,000), except for items stated below (“Qualifying Spend”), in a single or cumulative transaction(s) during the Campaign Period are eligible to redeem ONE (1) limousine service (“Limousine Service”) within Singapore. The Limousine Service redemption must be made within thirty (30) days from the Qualifying Spend’s transaction date recorded in UOBM’s credit card system (“Qualifying Period”). If the Qualifying Spend is made of cumulative transactions, the Qualifying Period shall be calculated as valid starting from the first transaction date of the cumulative transactions. For the avoidance of doubt, each Limousine Service redemption is entitled to One (1) Limousine Service, regardless the amount of Qualifying Spend.

**Scenario:**

Cardmember A’s Qualifying Spend of RM11,700 is made of 3 cumulative transactions on the following dates, as illustrated in Table A below:

**Table A**

<b>Date</b>	<b>Qualifying Spend Amount (RM)</b>
8 August 2019	3,500
15 August 2019	1,300
20 August 2019	6,900
<b>Total</b>	<b>11,700</b>

The Qualifying Period shall commence on 8 August 2019, where the Limousine Service redemption request for one (1) Limousine Service must be made by 7 September 2019, with a minimum of three (3) business days before redeeming the Limousine Service.

4. The following transactions shall be excluded from the Qualifying Spend:
  - (a) Purchases of goods or services at UOB SMART\$ Merchants;
  - (b) Balance Transfers;
  - (c) Easi Payment Plans;
  - (d) 0% Interest-Free Instalment Payment Plans;
  - (e) Flexi-Credit Plans;
  - (f) Refunded, disputed, unauthorized or fraudulent retail transactions;
  - (g) Cash withdrawals;

- (h) Payments to government;
  - (i) Alimony and child support;
  - (ii) Fines by Court, government, State authorities or local authorities;
  - (iii) Bail or bond payments;
  - (iv) Payment of taxes to the government; or
  - (v) Payment to any government department;
- (i) Petrol transactions;
- (j) Transportation transactions;
- (k) Top-up and/ or reload transactions;
- (l) Utility bills;
- (m) Charity bodies; and
- (n) Payment of annual card membership fees, interest payments, late payment fees, charges for cash withdrawals, sales and services tax and any other form of service or miscellaneous fees using the Card.

### Complimentary Limousine Service

5. The Complimentary Limousine Service ("Limousine Service") is capped at Two Hundred (200) redemptions throughout the Campaign Period on a first-come-first-served basis subject to the availability of the service ("Quota"). **UOBM has no obligation to inform any Cardmember when the Quota has been met.**
6. Any unutilised complimentary Limousine Service shall be forfeited and will not be carried forward throughout the Campaign Period.
7. The Limousine Service provided by Roset Limousine Services Pte Ltd ("Service Provider") is solely for chauffeuring services. Any out of scope services such as (but not limited to) courier of packages and transportation of other goods and services will not be included by the Limousine Service in this Campaign.
8. The Service Provider shall not be liable to the Cardmembers for any loss, cost or damages of any kind resulting from the use of the services.
9. To redeem the Limousine Service, Cardmembers must contact UOBM Customer Service Centre at +603 2612 3399 or at uobcustomerservice@uob.com.my and to provide the following details. A minimum of three (3) business days before travel date is required for the reservation of Limousine Service and it is subject to availability. Business days shall mean Mondays to Fridays, 0900 hours to 1700 hours excluding weekends, public or state holidays.
  - (i) Cardmembers' Name, Contact Number and Email Address
  - (ii) Pick-up date and time
  - (iii) Pick-up address
  - (iv) Drop-off point
  - (v) Number of Passengers
  - (vi) Number of Child Seat/Booster Seat
  - (vii) Number of Luggage

Upon confirmation of the availability of the Limousine Service, the Service Provider will send an email to the Cardmember.

10. Cardmembers are to contact the Service Provider via reservation hotlines at +65 68445225 or +65 68446226, or via email at reservations@rosetlimo.com to make changes to Limousine Service booking or if Cardmembers are unable to locate the Limousine Service driver. **Changes or cancellations to the Limousine Service booking must be made 12 hours prior to the scheduled pick-up time** otherwise the Limousine Service will be forfeited.
11. The Limousine Service is non-exchangeable, non-transferable, and no cash and/or UNIRinggit Reward Points alternative is offered. Cardmembers must be one of the passengers who utilize the Limousine Service. Requests for exchange, replacement whatsoever will not be entertained.

12. The number of luggage and/or bag allowed is subject to the capacity of the luggage compartment of the Limousine Service vehicle. The Service Provider reserves the rights to reject any Limousine Service request if the excess baggage, furniture, luggage or equipment is in breach of the safety standard.
13. Regulated by the Singapore Land Transport Authority, for safety reasons, all vehicles in Singapore must have booster seats or child restraints for child passengers of below 1.35m in height. Any request for child seat or booster seat is subject to availability and surcharge as set out in Table B. The Service Provider will not proceed with the Limousine Service if the Cardmember does not request for child seat or booster seat for any accompanying child passenger prior to the Limousine Service.
14. The Limousine Service is applicable to locations within Singapore and is restricted to **ONE (1) pick-up stop and ONE (1) drop off point**. Additional pick-up stop and/or drop off point is/are subject to surcharge, as set out in Table B and shall be requested during confirmation of Limousine Service booking. Smoking, eating, and, drinking inside the vehicle are prohibited, failing which, Cardmembers will be requested to disembark the vehicle immediately and the Limousine Service will be forfeited.
15. UOBM will not be liable to pay or compensate any Cardmember for any additional surcharge arising from the Limousine Service as set out in Table B below.

**Table B**

Item	Surcharge (SGD)
Midnight Pick-up (2300 hours to 0700 hours)	15.00 per hour/transfer
	20.00 per hour/transfer (luggage van)
Holiday surcharge (official Singapore public holiday)	Additional 20% of normal charge
Black-out period surcharge. Example (but not limited to): Singapore Formula One, Singapore Airshow and other events which will be advised prior to the event.	Service Provider to advise
Child seat / booster seat	15.00 per unit
Sanitisation/ cleaning for staining of vehicle. Example (but not limited to): Vomit, liquid spill, etc.	150.00
Additional pick-up stop and/or drop-off point	Service Provider to advise
Entrance fee/ admission fee. Example (but not limited to): Entry to Sentosa Island, etc.	As charged

The above-mentioned rates are subject to change. The latest applicable rate(s) will be indicated in the Service Provider's email confirmation as set out in Clause 9. **All rates quoted in Singapore Dollars (SGD) are subject to the local prevailing GST.**

16. Cardmembers must be present at the designated pick up location within the waiting time as set out in Table C below. If cardmember is not present at the designated pick up location and/or the waiting time has been exceeded, the driver of Limousine Service will be dismissed and the Limousine Service will be forfeited.

**Table C**

Type of Limousine Service	Waiting Time
Airport arrival transfer	60 minutes from flight landed time
Non-flight arrival transfer	20 minutes from requested pick up time
Non-arrival transfer	20 minutes from requested pick up time

17. The Cardmembers agree and consent to the Service Provider and its related entities, affiliates, subsidiaries, as well as its respective representatives and/or agents to use any obtained personal data such as name, address, contact number and email address for, but not limited to, satisfactory delivery and fulfilment of the mentioned services, updating of product information and pricing and any others official announcement related to this campaign only.
18. UOBM reserves the right to cancel, terminate or suspend the Campaign in whole or in part, at any time with prior notice. For the avoidance of doubt, cancellation, termination or suspension by UOBM of the Campaign shall not entitle the Cardmember to any claim or compensation against UOBM for any and all losses or damages suffered or incurred by the Cardmembers whether as a direct or indirect result of such cancellation, termination or suspension, unless it arises from UOBM's negligence or wilful misconduct specifically related to the Campaign.
19. The Limousine Service is provided solely by the Service Provider. UOBM assumes no liability or responsibility for any act, omission, default or defects of the Service Providers in the services offered. UOBM is not an agent of the Service Provider. Any dispute about the quality or the service standard must be resolved directly with the Service Provider. UOBM will not be responsible for any injury, loss or damage suffered as a result of the redemption or usage of the Limousine Service provided by the Service Provider. UOBM shall not be liable for any unexpected incident such as delay, unexpected traffic congestion, natural disaster or any event that would affect the normal business operations of the Service Provider.
20. UOBM reserves the right to forfeit the Limousine Service in the event where there is a reversal of Eligible Spend transaction entry or termination of the Cardmember's Card during the Campaign Period or non-compliance or breach of these terms and conditions, the terms and conditions in the UOBM Visa Infinite Terms and Conditions and the Cardmember Agreement with prior notice without assigning any reason.

#### **General Terms and Conditions**

21. By participating in this Campaign, the Cardmembers agree to be bound by these Terms and Conditions including any amendment and/or variation to it and the terms and conditions in the UOBM Visa Infinite Terms and Conditions and the Cardmember Agreement.
22. The record of transactions maintained by UOBM and UOBM's decision on all matters relating to the Campaign shall be final, conclusive and binding on the Cardmembers. UOBM shall not be obliged to give any reason or entertain any correspondence with any person on any matter concerning the campaign. No appeal and/or correspondence from any Cardmember or any third party will be entertained.
23. UOBM shall not be responsible for any failure or delay in the transmission of evidence of sales transactions by Visa International Incorporated, MasterCard Worldwide, merchant establishments, postal or telecommunication authorities or any other party which may result in the Cardmembers failing to be entitled to the rewards under the Campaign.
24. To the fullest extent permitted by law, UOBM expressly excludes and disclaims any representation, warranty or endorsement, express or implied, written or oral, without limitation to those published in any mass media, marketing or advertising materials, including but not limited to, any warranty of quality, merchantability or fitness for a particular purpose in respect of the Campaign.
25. UOBM shall not be liable for any misinterpretation or misrepresentation of facts by any unauthorized third party in respect of the Campaign offered and published in any media, marketing or advertising materials.
26. UOBM and the Service Provider shall not be responsible nor shall accept any liability of any nature and however arising or suffered by the Cardmembers and/or third party resulting directly or indirectly from the Campaign.

27. In the event of any inconsistency between these Terms and Conditions and any advertising, promotional, publicity and other materials relating to or in connection with the Campaign, these Terms and Conditions shall prevail.
28. UOBM reserves the right to add, delete and/or vary these Terms and Conditions, from time to time, wholly or in part, by providing twenty-one (21) days' prior notice to the Cardmembers via posting on UOBM's website, displaying a notice at any of UOBM's branches, a statement insert in the Statement of Account or any other manner as may be determined by UOBM from time to time.
29. These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia and the Cardmembers agree to submit to the non-exclusive jurisdiction of the courts of Malaysia.

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