

TERMS & CONDITIONS OF WCT BUDDY LOYALTY PROGRAMME

• 1. ELIGIBILITY AND MEMBERSHIP

1. Subject to our sole discretion, eligible persons may participate in the WCT BUDDY LOYALTY programme by downloading the app on google / i-store and registering online or through the customer service counters located in Participating Malls as determined in our sole discretion, the Programme Website, via the Programme Mobile Application, or by such other means as determined by us from time to time in our sole discretion.
2. All participants must be at least 16 years old on the date they sign up for the WCT BUDDY LOYALTY programme.
3. By signing up to the WCT BUDDY LOYALTY programme, you shall be deemed to have read, understood, and accepted these Terms and Conditions. These Terms and Conditions shall also apply in relation to any Personal Data provided by you to us in connection with the WCT BUDDY LOYALTY programme.
4. As a condition of your participation in the WCT BUDDY LOYALTY programme, you are required to provide us with current, accurate, truthful and complete information about yourself during the registration process and to keep your records with us current and up-to-date. You agree that you shall be solely responsible for all consequences of providing any inaccurate, incomplete and/or insufficient information. In the event that we determine or have reason to believe that the information which you have provided to us is not current, is inaccurate, or is incomplete in any way or that you have provided us with false or misleading registration information, we reserve the right to either suspend or terminate your Membership.
5. We may amend these Terms and Conditions from time to time in our sole discretion upon posting the amended version at the Programme Website. By your continued participation in the WCT BUDDY LOYALTY programme, you agree to be bound by these Terms and Conditions as amended from time to time.

• 2. BUDDY POINTS ACQUISITION

1. BUDDY Points can be earned by you in accordance with these Terms and Conditions when you make a qualifying purchase of goods and/or services from Qualified Retailers in Participating Malls.
2. To be eligible to earn BUDDY POINTS for a qualifying purchase, you must submit your Receipt to us 24 hours of purchase via one of these channels: (a) scan your Receipt using the WCT Buddy Loyalty App Programme or through our customer service counters located in Participating Malls; (b) upload a digital copy of your Receipt on the Programme Website or via the Programme Mobile Application; or (c) by such other means as determined by us from time to time in our sole discretion.
3. The criteria for qualifying purchases and the BUDDY POINTS earn rate for qualifying purchases shall be determined by us at our sole discretion and may vary as between Participating Malls and as between Qualified Retailers in Participating Malls.
4. BUDDY POINTS will not be credited into your Account until your Receipt is determined by us to be valid. We may reject any Receipt as being invalid at our sole discretion, and any such decisions by us shall be considered final, conclusive and binding upon you.
5. We may cancel and/or delete and/or otherwise deduct BUDDY POINTS that have already been credited into your Account in our absolute discretion.
6. We may delay crediting BUDDY POINTS into your Account until we have verified to our satisfaction that BUDDY POINTS were not credited into your Account in breach of any of these Terms and Conditions.
7. BUDDY POINTS accrued in your Account remain our property. BUDDY POINTS do not entitle a member to a vested right or interest and have no cash value. BUDDY POINTS are not redeemable for cash and are not transferable or assignable for any reason or any purpose. BUDDY POINTS are also not transferable between Accounts. The sale, auction (including online auction), barter, transfer

or assignment of any accumulated BUDDY POINTS is strictly prohibited, and any BUDDY POINTS which we deem in our sole discretion to have been transferred, sold, auctioned, bartered or assigned in violation of these Terms and Conditions may be confiscated and/or cancelled.

8. BUDDY POINTS in your Account are voided upon cancellation or termination of your Membership, howsoever caused. For the avoidance of doubt, you shall not be entitled to any compensation in respect of any BUDDY POINTS which are voided.
9. You may check the number of BUDDY POINTS that you have on your own WCT Buddy Loyalty App or customer service counters located in Participating Malls, on the Programme Website, via the Programme Mobile Application, or via such other means as determined by us from time to time in our sole discretion.
10. BUDDY POINTS will not be credited to your account via receipts from any roadshow/ promotion including which includes the mall tenants.

- **3. BUDDY POINTS VALIDITY PERIOD**

1. BUDDY POINTS credited to your Account in a calendar year within 12 months
2. Upon expiry, the points will be considered NULL.
3. We may from time to time amend the validity period of the BUDDY POINTS.

- **4. DISCRETION**

Notwithstanding and without prejudice to the other terms of these Terms and Conditions, we are entitled at any time in our absolute discretion without liability to you, without notice and without giving any reason, to:

- (a) suspend or terminate your Membership entirely whether or not you are in default of these Terms and Conditions; and/or
- (b) refuse to allow you to participate in the WCT BUDDY LOYALTY programme ; and/or
- (c) introduce, amend, restrict, suspend or terminate all or any of the benefits, services, facilities and privileges in respect of or in connection with your Membership.

- **5. REDEMPTION**

1. Redemption may only be made upon the verification of your identity in accordance with these Terms and Conditions.
2. Redemption may be made by you personally attending and presenting your Malaysia Identity Card, Malaysia Permanent Resident Card, Work Permit or passport for identity verification at the customer service counters in Participating Malls, or via any other means as determined by us from time to time in our absolute discretion.
3. The list of Rewards, Prizes and the number of BUDDY POINTS required for the Redemption of the respective Rewards shall be determined by us. For the avoidance of doubt, we may from time to time amend the number of BUDDY POINTS required for Redemption of Rewards without prior notice to you.
4. Rewards and Prizes are offered subject to their availability.
5. To the maximum extent permitted under applicable law, we do not make any warranty or representation on any product or service offered as Rewards and/or Prizes and do not accept any liability in respect of any such Rewards and/or Prizes.
6. Any dispute arising from or relating to the goods or services received as Rewards and/or Prizes shall be settled between you and the supplier of the Rewards and/or Prizes. We shall not be liable for any claim arising from or relating to the Rewards and/or Prizes and/or the Redemption process.
7. After Redemption, Rewards and/or Prizes may not be exchanged for cash and/or BUDDY POINTS and/or any other Reward, Prize or item. Refunds for and/or replacements of Rewards and/or Prizes will not be entertained.
8. A member is not allowed to upload receipts from the same store they work. This applies to tenants /employees who work in the mall to avoid abuse and dispute.

9. As a WCT buddy you will receive communication and information around points, benefits and other member related areas. If you do not wish to receive this information, please cancel your membership.
10. Any dispute arising from or relating to the goods or services received as Rewards and/or Prizes shall be settled between you and the supplier of the Rewards and/or Prizes. We shall not be liable for any claim arising from or relating to the Rewards and/or Prizes and/or the Redemption process. However, shoppers are allowed to appeal for the points redemption provided with supporting and justification for the management's further review and consideration at wctbuddy@wctmalls.wct.my.

- **6. EMPLOYEE UPLOADING RECEIPTS / TENANTS EMPLOYEE**

1. BUDDY Points can be earned via eligible purchases of goods and/or services from Qualified Retailers in Participating Malls.
2. To be eligible to earn BUDDY POINTS from a purchase, receipts must be strictly belonging to the first party
3. The employee staff and/or store assistants of the Qualified Retailers are strictly not allowed to use the customers' receipts to claim for BUDDY Points under their own WCT Buddy account.
4. In the event where Programme Organiser/Management discovers this any misconduct or abuse of BUDDY Points from employees, staff and/or store assistants, all the BUDDY Points accumulated in the said employee, staff and/or store assistant's WCT BUDDY account shall will be immediately be forfeited and the account holder shall be barred from participating in the WCT Buddy Loyalty Programme.

- **7. MEMBERSHIP VALIDITY**

1. In the event that you do not submit at least six (6) valid Receipts for a period of twelve (12) consecutive months, your Membership may be terminated by us.

- **8. CHANGE OF PERSONAL PARTICULARS**

You must promptly update us of any change in your personal particulars (including but not limited to a change in your home and office address and contact numbers) on the Programme Website, at the customer service counters in Participating Malls, or via such other means as determined by us from time to time in our sole discretion.

- **9. TERMINATION OF WCT BUDDY LOYALTY PROGRAMME**

We may at our absolute and sole discretion, without prior notice to you, suspend or terminate the WCT BUDDY LOYALTY programme for any reason whatsoever as we deem fit.