

TERMS AND CONDITIONS (“TnC”)

“EXCLUSIVE PRIVILEGES FOR PRIVILEGE BANKING CUSTOMERS” PROGRAM

Customer is advised to note that when Customer participates in the Program or agrees to receive any promotional benefits offered by the Program, it is deemed that Customer has read, understood and accepted this Terms and Conditions (“**Terms and Conditions**”)

1. Program Eligibility:

The Program “**Exclusive Privileges for Privilege Banking Customers**” (the “**Program**”) is”) is applicable to Privilege Banking customers of United Overseas Bank (Vietnam) Limited (“**UOBV**” or the “**Bank**”) who monthly meet the condition of Privilege Banking Qualified Customer that UOBV publicizes in the website www.uob.com.vn; or hold a monthly total balance of investment products provided by UOB Asset Management (Vietnam) and referred by the Bank at minimum VND 1,000,000,000 (In words: One Billion Vietnam Dong.) (“**Total Investment Balance**”) during the Promotion Period. (hereinafter referred to as the “**Customer**”)

2. Program Period:

The Program Period starts from 01/03/2025 to 10/04/2026. In which:

- Promotion Period starts from 01/03/2025 to 31/12/2025.
- Reward Period starts from 11/04/2025 to 10/04/2026.

3. Program Privileges:

Qualified Customers who are eligible for this Program shall receive following preferential services (“**Privileges**”):

Privileges	Details
Global Fast Track Service	<p>Complimentary bookings for airport Fast track services at 110+ international airports globally and Vietnam airports.</p> <ul style="list-style-type: none"> • The list of Global Airports can be found and updated at: https://dragonpassgo.com/airport-list/popular • Airports in Vietnam for fast track services are listed as below: <ul style="list-style-type: none"> ✓ Noi Bai International Airport – International and Domestic Terminal ✓ Tan Son Nhat International Airport – International and Domestic Terminal ✓ Da Nang International Airport – International and Domestic Terminal ✓ Nha Trang International Airport – International and Domestic Terminal

<p style="text-align: center;">Complimentary Flight Baggage Service</p>	<p>The Privilege is applied for Customer who has already had flight ticket booked directly from the airlines (with representative office in Vietnam) or booked via the Program hotline. Complimentary bookings for standard flight baggage package or flight baggage upgrade with the participating airlines for both domestic and international flights as follows:</p> <ul style="list-style-type: none"> • For domestic flights operated by the following airlines: <ul style="list-style-type: none"> ✓ Vietnam Airlines - 23kg check-in baggage applied ✓ Bamboo Airways - 20kg check-in baggage applied ✓ Vietjet Air - 15kg check-in baggage applied ✓ Vietravel Airlines - 20kg check-in baggage applied ✓ Pacific Airlines - 23kg check-in baggage applied • For international flights operated by the following airlines: <ul style="list-style-type: none"> ✓ Bamboo Airways: 10kg check-in baggage applied for international flights to Thailand ✓ Vietjet Air: 20kg check-in baggage applied for international flights to all South East Asian countries. ✓ Vietravel Airlines: 23kg check-in baggage applied for international flights to Bangkok, Macao, Taipei, Taichung, Chiang Mai ✓ AirAsia: 20kg check-in baggage applied for international flights to all Asian countries ✓ Thai Airways: 10kg check-in baggage applied for international flights to Thailand, Bangladesh, Cambodia, China (KMG), Laos, Malaysia, Myanmar, Singapore, China (BJS, SHA, CTU, CAN, XMN), Hong Kong, India, Indonesia. Nepal, Philippines, Sri Lanka, Taiwan
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4. Terms and Conditions:

- a. The maximum total number of successful Privilege bookings is 220 per month.
- b. Reservations and booking confirmations should be made through the Program hotline [\(0283\) 8240 599](tel:02838240599) or via Program email address at uobprivileges@aspirelifestyles.com
- c. UOBV notifies eligible Customers of the promotional code via SMS and/or email. Customers use this code when booking the Privileges. Each code is for maximum 03 bookings.
- d. Each eligible Customer only receive 01 promotional code per calendar quarter, corresponding to the usage time and maximum number of successful Privilege bookings applied to each eligible Customer as follows:

Time to receive promotional code from UOBV	Time for promotional code's usage	Maximum number of successful bookings applied per eligible Customer per calendar quarter
10/04/2025 – 15/06/2025	11/04/2025 – 10/07/2025	03 successful bookings
10/07/2025 – 15/09/2025	11/07/2025 – 10/10/2025	03 successful bookings
10/10/2025 – 15/12/2025	11/10/2025 – 10/01/2026	03 successful bookings
10/01/2026 – 15/03/2026	11/01/2026 – 10/04/2026	03 successful bookings

- e. UOBV reserves the right to refuse to provide the Privileges when the Customer does not satisfy the conditions stated in Term 1 of this TnC without prior notice.
- f. In case the Customer meets the Program eligibility by December 2025, the Customer is required to maintain the eligibility as specified in Term 1 of this TnC until March 31, 2026. The Bank has the right to stop providing the Privileges from the time of in-eligibility.
- g. In any circumstance, the Privileges are not transferable and cannot be exchanged for cash or other products or services in any form.
- h. Customers participating in the campaign “The World of Privileges” (“TWOP”) are not eligible to participate in this Program, except for Customers who are participating in TWOP but have not used any PV points as prescribed by TWOP’s terms and conditions AND agree to switch to participate in this Program. Customers are required to sign the Acknowledgement to Swap Campaign Form.
- i. The Program will end when the budget runs out or the Program Program period expires, whichever comes first.
- j. **For Global Fast Track Service:**
 - Customer is required to call the hotline for booking at least 24 hours prior to the flight time. Fast Track refers to Airport Security Lanes and Immigration Fast Track where applicable
 - In case Customer does not attend the Fast Track Lane or is refused access because Customer has arrived later than the booked time, or Customer cancels their pre-booking less than 72 hours in advance of the visit, the booking shall be deemed to have used.
 - Customer agrees to provide necessary personal information for booking purposes.
 - All Fast Track bookings are subject to availability and the Airports reserve the right to withdraw availability at its entire discretion for a given date. However, the Service Provider will update the Customer at the time of booking accordingly.
 - Fast Track security lane is valid for one use only and only on the date and time of travel that the Customer selected. For Fast Track access, in case having accompanying passengers, Customers must make a booking and payment for each accompanying passenger that the Customer is travelling with, unless the accompanying person is a child who meets the criteria for free classification. UOBV has no responsibility to pay for accompanying passengers.
 - Cancellations are subject to the terms and conditions of the Airport and Customer’s booking. the Service Provider reserve the right, if prevented from supplying the Fast Track security lane service for any reason, to cancel the booking. The Service Provider will attempt to provide as much notice as is possible. Where this is not possible, the Service Provider will cancel the booking, and will return the booking to the Customer, but will not be responsible for incurred costs

- Customers using the Service must comply with airports and airlines security procedures and regulations.
- k. **For Complimentary Flight Baggage Service:**
 - Customers is required to book the service at least 48 hours before flight time.
 - Cancellation is not applied for this service. In case the Customer does not use the Service, or is denied by the airline, the booking is considered to have been used.
 - Customers using the Service must comply with airports and airlines security procedures and regulations.
- l. When the Bank deems necessary, the Bank may replace the Privileges with other promotional benefits having the same values but not exceeding the Privileges value in any case, and Customer's right shall be ensured accordingly
- m. The Customer will be in charge of other fee (if any) for using the Privileges.

5. Miscellaneous:

- a. UOBV takes responsibility for publishing Program's details and terms and conditions entirely on UOBV's website. The most eligible update will be published at www.uob.com.vn.
- b. The Program is not valid with any other privileges or promotions unless otherwise as stated by UOBV.
- c. UOBV is not the service provider of the Privileges as promoted under this Program and to the extent permitted by law, UOBV accepts no liability whatsoever in connection with the quality of the Service. The Customer shall be bound by the terms and conditions of Bank's Partners under this Program. In case of any inquiry related to the Service, the Customer shall contact respective service provider directly. UOBV will help provide the Customer with contact point.
- d. The Customers must provide valid mobile number and E-mail address to UOBV for service notices (in case customer is eligible for the promotion). UOBV holds no responsibility for any unsuccessful attempt to notify due to errors in the contact information supplied by the Customer or for other reasons that are out of UOBV's scope of control
- e. The Bank is not responsible for the failure to send the notice via the Customer's phone number or email address registered with the Bank, when the Customer fails to provide and update correct information, or the email death is sent to the spam box (Spam / Junk); and when the Customer's telecommunications service provider blocks notifications from the Bank for any reason.
- f. UOBV reserves the sole and exclusive right to refuse to give the Privileges to any Customer if he/she does not provide or refuses to provide UOBV with clear and complete supporting documents or violates any of the Terms and Conditions of the Program.
- g. By receiving or accepting the Promotion, the Customer agrees to indemnify and hold UOBV harmless against all claims, actions, suits, proceedings, judgement, damages, losses and costs which may give rise to any liability to UOBV in connection with or arising out of the participation of this Program or the receipt and use of the Privileges.
- h. The Customer is responsible for paying all relevant taxes and fees (including but not limited to personal income tax), if any, in accordance with applicable law arising from the Customer's receipt of prizes, material benefits when participating in the Program.

- i. Any dispute that may arise during the implementation of these Terms & Conditions shall be resolved by the Parties through amicable negotiation. If the Parties fail to resolve any dispute through negotiation, each Party shall have right to bring the dispute to the competent court for final settlement.
- j. The Terms and Conditions of the Bank's accounts and services apply in conjunction with the Terms and Conditions of this Program.
- k. The Bank reserves the right to amend the Terms and Conditions of the Program from time to time.
- l. The Terms and Conditions are made in both Vietnamese and English versions. The Vietnamese version shall prevail to the extent of such discrepancy/inconsistency in case of discrepancies and/or inconsistencies.