

**TERMS AND CONDITIONS OF PROMOTION
UOBV MEDICAL CONCIERGE – WELLNESS BOOSTER KIT 2023**

[These Terms and Conditions takes effective from 20 October 2023]

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

1. “[**UOBV MEDICAL CONCIERGE – WELLNESS BOOSTER KIT 2023**]” (“**Program**”)
2. **Program Period:** from 20 October 2023 to 29 February 2024, both dates inclusive
3. **Eligible Customer:** Customer of Privilege Banking of United Overseas Bank (Vietnam) Limited (“**UOBV**” or “**Bank**”) who successfully scheduled a medical appointment (“**Eligible Clients**”)
4. **Promotion Details:**

An Eligible Client shall be eligible to redeem the following rewards (“**Rewards**”) after the medical appointment is made:

No	Reward	Redemption
1	One (1) x Eu Yan Sang Pure Lingzhi Essence (6 x 20ml) worth VND 1,998,000	<u>Eu Yan Sang Outlets</u> Orchard Paragon CIMB Plaza (Raffles Place) Jewel Changi Airport
2	One (1) x Airport / Land Transfer Service to Eligible Client’s medical appointment in Singapore, worth VND 1,441,000	<u>UOBV Lifestyle Concierge</u> 1800 222 9889 (Singapore) +65 6222 9889 (Overseas) (Select Option 2 for UOBV Lifestyle Concierge)
3	Exclusive Upgrade to Pan Pacific DISCOVERY Platinum status	<u>UOBV Travel Concierge</u> Email: Travel.Concierge@UOBgroup.com Contact: (65) 6302 5503

5. Terms and Conditions of Rewards.

- i) The Eligible Client must call UOBV Client Relationship Manager; and provide proof of medical appointment confirmation email to UOBV; in order to obtain a redemption email and/or redemption code from UOBV.
- ii) The redemption email will set out details of the Rewards and a redemption code. The Rewards must be redeemed during the Program Period. UOBV will not extend the redemption period for any reason whatsoever.
- iii) Each Eligible Client will be entitled to only ONE (1) redemption during the Program Period. UOBV reserves the right to deduct the cost of the Rewards from Eligible Client's account with the Bank, if it is found that more than one redemption is made by the Eligible Client during the Program Period.
- iv) UOBV reserves the right but is not obliged to substitute any of the Rewards with another reward of equivalent or similar value without prior notice or giving any reason to the Eligible Clients and UOBV shall not be liable to any person. The Rewards cannot be exchanged for other gifts, rewards or kind.
- v) The Rewards offered herein are not transferable, exchangeable for cash or other items and cannot be used in conjunction with any other discounts, privileges, promotions or vouchers unless otherwise stated.
- vi) The Rewards are supplied by third party merchants and UOBV is not an agent of the merchant and/or supplier of the Rewards. Accordingly, UOBV makes no warranty or representation as to the quality, value, merchantability or fitness for purpose of the Gift and UOBV assumes no liability or responsibility for the acts or omissions of the merchants or any non-performance or defects in the Rewards. Any dispute regarding the Reward is to be resolved directly with the merchant and/or supplier of the Reward. UOBV shall not be required to assist or act on your behalf in communicating with the merchant and/or supplier of the Reward. For the purposes of this clause, "Reward" includes any products and/or services provided by third party merchants in connection with the use and/or redemption of the Reward.

6. General Terms and Conditions

- i) The following persons shall not be eligible to participate in the Program:
 - a) individuals whose UOBV account(s) is/are voluntarily or involuntarily suspended, cancelled, closed or terminated at any time;
 - b) individuals whose UOBV account(s) is/are not active, valid, subsisting or in good standing or delinquent or unsatisfactorily conducted as may be determined by UOBV at its sole discretion;
 - c) individuals who are mentally unsound, facing legal incapacity or are incapable of handling their affairs, deceased, insolvent, bankrupt or have any legal proceedings (or any threat) of any nature instituted against them; or
 - d) anyone whom UOBV may decide to exclude, at its sole discretion, without any reason or prior notice at any time.
- ii) UOBV will not be liable or responsible for any injury, loss or damage whatsoever or for any charge, cost or expense of any kind whatsoever suffered or incurred as a result of or in connection with the redemption or usage of the Rewards or participation in this Program. Without limiting the foregoing, UOBV will not be liable or responsible for any undelivered, misdirected, corrupted, lost or delayed text, transmission or transaction or any delay or failure in posting any transaction or accessing any of UOBV's online banking services or mobile banking services or third-party applications, howsoever caused.
- iii) UOBV has the absolute right and unfettered discretion to make decisions on all matters relating to or in connection with the Program, including but not limited to the determination of whether you have met all the requirements of the Program. UOBV's decisions shall be final, conclusive and binding and no payment or compensation will be given. UOBV shall not be obliged to give any reason or prior notice or enter into any correspondence with any person on any matter or decision relating to the Program.

- iv) If UOBV determines that you are ineligible to participate in this Program or to receive the Reward, UOBV may in its sole discretion forfeit the Reward, reclaim the Reward or charge to and debit an amount equal to the value of the Reward from any of your accounts with UOBV without prior notice to you. If the monies standing to the credit of your accounts are insufficient to reimburse UOBV, you shall immediately reimburse UOBV for the value of the Reward through such means as UOBV may determine in its sole discretion
- v) The Terms shall be read in conjunction with the prevailing Terms and Conditions UOBV Medical Concierge – Singapore Medical Group, Terms and Conditions UOBV Medical Concierge –IHH Healthcare, these terms and conditions include those issued by UOBV Group available at [“TERMS AND CONDITIONS THOSE ISSUED BY THE UOBV GROUP”](#) and any other terms that may be relevant in connection with this Program (collectively the “**Standard Terms**”)
- vi) UOBV may, at any time and at its discretion terminate the Program and/or amend any of the Terms, and all persons shall be bound by such amendments.
- vii) Customer shall be responsible for any relevant tax and fee, if applicable, as required by applicable laws, arising out of or relating to the receipt of any prize and benefit of this Program.
- viii) In case of any dispute arising out of or relating to this Program, the Bank shall cooperated with Customer to find an amicable resolution. If the parties fail to reach such resolution, the dispute shall be resolved in accordance with laws of Vietnam.
- ix) By participating in this Program and in addition to any other consent you have already provided to UOBV and any right of UOBV under applicable laws, you consent to UOBV and the necessary third parties collecting, using and disclosing your information (including your personal data) for the purposes of this Program and to contact you, including by voice call or text message.

- x) The Terms and Conditions of this Privileges is made in English and Vietnamese. In case of any discrepancy / inconsistency between English and Vietnamese, the Vietnamese version shall prevail.