

TERMS AND CONDITIONS OF TA SECURITIES HOLDINGS BERHAD CUSTOMER LOYALTY REWARD PROGRAM

1.0 Eligibility

- 1.1 This Customer Loyalty Reward Program (“Program”) is available to all TA Securities Holdings Berhad (“TASH”) existing and new individual retail and margin account holders (collectively referred to as “Account Holders”).
- 1.2 This Program will commence on 2 April 2018 and will be carried out in accordance with the terms and conditions herein set out. This Program shall be carried out by TASH and in collaboration with TA Group of companies (including its subsidiaries and/or related companies).
- 1.3 This Program is only open to individuals who are existing and new Account Holders as set out in Item 1.1.
- 1.4 Institutions and/or corporations are not eligible to participate in this Program.
- 1.5 The eligible Account Holder may be holders of multiple trading accounts, however, the said accounts shall be held under one single name (i.e. name of the individual Account Holder).
- 1.6 Full time employees of TASH shall be eligible to participate in this Program.

2.0 Program Benefits

- 2.1 This Program is a mechanism in which TASH rewards and thanks its loyal customers for opening an account with TASH and trading either through TASH’s Online Platform or its Dealer’s Representatives.
- 2.2 This Program utilizes the mechanism of accumulation of points to be converted into cash vouchers.

3.0 Point System

- 3.1 One point is awarded to the Account Holder for every RM10.00 brokerage fee that is generated by the Account Holder. The points earned are not transferable.
- 3.2 The points will be calculated on a monthly basis and these points will be accumulated based on every month’s total brokerage fee until redemption of cash vouchers by the Account Holder subject to the terms herein.
- 3.3 The points earned by the Account Holder shall be used to redeem cash vouchers which can be used at the hotels owned by TA Group in Melaka, Singapore and Thailand. The cash voucher redeemed is transferable from the Account Holder to any other person.

- 3.4 Any shortfall (i.e. balance points that are not converted for redemption purposes) from the previous month shall be brought forward to the next month for redemption purposes.
- 3.5 The points accumulated by the Account Holders are valid up to 24 months (i.e. for a period of 2 years) from the first month in which the points are earned or upon closure of the trading account/s, whichever is earlier.
- 3.6 The points earned by the Account Holder are not exchangeable for cash, credit or in kind.
- 3.7 In the event of death of the Account Holder, points accumulated by the deceased Account Holder shall either be available for redemption by the next of kin (within a reasonable period of time) or left to the discretion of the Management.
- 3.8 TASH reserves the absolute right to change, amend and/or vary the mechanism on how the points are computed from time to time as it deems fit. TASH shall not be held responsible and/or liable in the event there are any changes made in relation to the points earned.

4.0 Cash Voucher

- 4.1 To redeem for the cash vouchers, the client would need to complete a form and submit it at the Customer Service section during office hours. The cash vouchers will be generated for the redemption and can be collected from the same section during office hours.
- 4.2 The validity period of the cash voucher will be indicated on the cash voucher.
- 4.3 If the cash vouchers are utilized in Singapore or Thailand, the currency of Ringgit Malaysia ("RM") shall be converted according to the exchange rate of the respective country.
- 4.4 For the purposes of redemption of cash vouchers, an Account Holder having multiple trading accounts may combine the points earned in the said accounts in order to redeem the cash vouchers.
- 4.5 Only cash vouchers that are in good condition (i.e. legible, not torn etc.) will be accepted for the purposes set out in item 3.3. The original cash vouchers must be presented for redemption, no photocopies or photographed version on mobile phones will be accepted.
- 4.6 TASH shall not be responsible if a cash voucher is lost, stolen, destroyed or used without permission and no replacement will be provided to the Account Holder in these circumstances.

5.0 Suspension or Termination of Program

- 5.1 TASH gives no undertaking as to the continuing availability of this Program. TASH reserves the absolute right to terminate or suspend this Program at any time without assigning any reasons thereto and will give at least 14 days' notice of such termination or suspension.
- 5.2 Any cancellation, termination or suspension of the Program by TASH shall not entitle the Account Holder to institute any claims for compensation against TASH for any loss or damage incurred as a direct or indirect result of such cancellation, termination or suspension.
- 5.3 In the event of termination, the Account Holder shall be entitled to convert all points accrued at the date of termination to redeem the cash vouchers subject to the terms and conditions of this herein.

6.0 General Terms & Conditions

- 6.1 By participating in the Program, the Account Holder will be deemed to have read, understood, accepted and hereby agrees to be bound by all the Terms and Conditions of this Program. All decisions of TASH are final, binding and conclusive. The Account Holder further (i) agrees to co-operate and comply with all reasonable requests from TASH for the purpose of organizing, promoting and conducting the Program; and (ii) consents to receive promotional, marketing and other publicity information from TASH from time to time.
- 6.2 TASH reserves the right, at its sole discretion, to disqualify the Account Holder and/or to forfeit any of the points that the Account Holder has earned if TASH believes that the Account Holder has undertaken any fraudulent practices/activities which are harmful and contrary to this Program.
- 6.3 TASH reserves the absolute right at any time without assigning any reasons, to add, alter, modify, change or vary the Program Terms and Conditions contained herein, wholly or in part.
- 6.4 TASH and TA Group of Companies shall not be responsible and/or liable for any default in carrying out the Program due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, storm, technical or system failures or any event beyond the reasonable control of TASH.
- 6.5 Account Holders must provide TASH on request with documented verification for the usage of the cash voucher in accordance with Clause 3.3 above. TASH reserves the right to deny or revoke the crediting of points under this Program at any time if TASH determines that the points were improperly obtained or erroneously credited to the Account Holders account.

- 6.6 In the event there are foreign Account Holders, submission for redemption can be made via email in accordance with the submission process.
- 6.7 The Account Holder can check the redemption status and/or current points by calling TASH representatives at 2072 1277 extension 1249.
- 6.8 TASH reserves the right to terminate an Account Holders participation in this Program or withhold or cancel the points claimed under this Program if an Account Holder or any of the Account Holder's representative has attempted to claim the points under this Program to which they were not entitled.
- 6.9 The current Privacy Policy from TASH can be found at www.tasecurities.com.my and the Account Holder agrees by participating in this Program that TASH can use the Account Holder's personal data in accordance with the Privacy Policy.
- 6.10 In the event of bankruptcy of the Account Holder as determined through a court judgment, the points accumulated in the trading account of the bankrupt Account Holder shall be suspended with immediate effect.
- 6.11 This Program is governed by the laws of Malaysia.

7.0 Contact Us

- 7.1 For more information about the Program, please contact Customer Service at 20721277 extension 1249 or via email at tashrewards@ta.com.my
- 7.2 TASH shall not be responsible for any requests or correspondence lost or delayed in the mail or over the Internet.