

ABOUT YTP REWARDS PROGRAMME

YTP Rewards Programme is a loyalty programmed managed by YewTee Point, where Members can enjoy benefits and privileges at YewTee Point.

Members can earn points otherwise known as YTPoints for eligible receipt of spending at YewTee Point, subject to the terms and conditions indicated herewith.

To earn YTPoints:

- Shopper must be registered as a YTP Rewards Programme Member.
- Eligible receipts must be submitted to and received by us no later than 24 hours following the purchase.
- Each receipt should have a minimum spend of \$10 nett.
- The criteria for eligible transactions and receipts are indicated in the below Terms & Conditions.
- The formula for earning of points are as such:

General Purchases: \$1 = 1 YTPoint

Supermarket Purchases: \$5 = 1 YTPoint

For illustration purposes:

Example of type of purchase	Amount spent in a single receipt	YTPoints awarded
General purchase	\$10	10 YTPoints
Purchases from NTUC	\$10	2 YTPoints

Redemption of YTPoints

Shoppers can accumulate YTPoints and convert them into YewTee Point mall voucher, tenant vouchers or other treats in the mobile app.

Example of Rewards, which may be amended at our discretion from time to time, without notification to members:

- 1,000 YTPoints - \$5 YewTee Point Mall Voucher
- 1,900 YTPoints - \$10 YewTee Point Mall Voucher

Member's Birthday Month – Double Points

Members enjoy double points on their eligible transactions during their birthday month. Bonus points awarded will be capped at 1,000 YTPoints per day.

TERMS & CONDITIONS FOR YTP REWARDS PROGRAMME

This document shall be known as YTP Rewards Programme Terms and Conditions, and sets out the Terms and Conditions of YTP Rewards Programme managed by us.

These Terms and Conditions will apply to the Member on and from the date he/she sign up as a Member of the YTP Rewards Programme. The Member must read these Terms and Conditions carefully before he/she participate in the YTP Rewards Programme. These Terms and Conditions contain important information, including exclusion of liability.

By signing up for the YTP Rewards Programme, The Member 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 The Member to us in connection with the YTP Rewards Programme

1. YTP Rewards Programme

1.1 Introduction of YTP Rewards Programme

- YTP Rewards (“Programme”) is a digital loyalty programme managed by YewTee Point, under Wellspring Holdings Pte Ltd (“Management”) where Members can enjoy benefits and/ or privileges and accumulate YTPoints to enjoy Rewards at YewTee Point (“Mall”).
- By participating in YTP Rewards Programme, the Member agrees to all the terms & conditions of the Programme as set forth herein, as well as subsequent amendments that the Management may make from time to time without prior notice (“Terms & Conditions”).

1.2 Membership Eligibility & Sign-up

- All applicants must be at least sixteen (16) years of age on the date they sign-up for their membership in order to be eligible for YTP Rewards membership.
- Application for YTP Rewards membership account can be done at YewTee Point Customer Service Counter at Level 1, daily between 10:30am to 9:30pm or via the YTP Rewards Mobile App (“App”).
- Each Member will be issued with only one (1) membership account. YTPoints and other benefits under the account are strictly non-transferable.

1.3 Earning of YTPoints

- To earn YTPoints, member must make a minimum spend of \$10 nett in a single receipt. Receipt must be submitted to us no later than 24 hours from the purchase.

- The receipt of purchase can be submitted for points accumulation by the following methods:
 - Downloading the YTP Rewards App on the Google Play Store or Apple Store, sign-up as a member and submit an image of the original proof of purchase within 24 hours from time of purchase. Receipt will be approved within 5 working days from submission; or
 - Presenting his/her original proof of purchase at the Customer Service Counter. YTPoints earned will be credited immediately into the respective Member's account.

- For submission of receipt via the YTP Rewards mobile app, YTPoints will only be awarded if the image of the proof of purchase is clear and submitted in accordance to the instructions specified in YTP Rewards App. The status of submission will be available in the app once the YTPoints are awarded. A notification may also be sent to the respective Member.

- If the image of the proof of purchase submitted via the YTP Rewards App is unclear or incomplete, the receipt may be rejected and Member will be required to write in to rewards@yewteepoint.com.sg for clarifications.

- Original proof of purchase that has been submitted previously cannot be used to earn YTPoints again. Members should keep the proof of purchase for a minimum of 5 working days or up till the point when the YTPoints have been credited to their account.

- All proof of purchases presented and claimed at the Customer Service Counter by a Member shall be considered to be final and ultimately determine the amount of YTPoints the Member shall earn notwithstanding the earlier submission of the same proof of purchase by the Member through the YTP Rewards App.

- The earning of YTPoints is capped at a total of 1,000 points per day across multiple receipts. Points are awarded based on the sequence of the receipts uploaded.

- A Member will earn 1 YTPoint for every \$1 spent at the mall if he/she meets the minimum spend requirement of \$10 nett, excluding any payment by vouchers, in a single receipt.

- A Member can earn a maximum of 1,000 YTPoints per day, regardless of the actual amount spent or total value of the receipts presented. This is not inclusive of any bonus points awarded, if there are any.

- Earning of YTPoints means:
 - 1 YTPoint per \$1 spent on a General Purchase; and
 - 1 YTPoint per \$1 spent on a Supermarket Purchase

Calculated on the nett amount (inclusive of GST and excluding discounts, usage of vouchers and/or redemption of points etc) spent and are rounded down to the nearest dollar, as varied from time to time by us.

- Earning of YTPoint applies strictly to purchases made by the Member only. The Member shall not be entitled to any YTPoints for purchases made by other persons.
- For spend amounts that include a cent value, YTPoints earned will be rounded down to the nearest 1 point. For instance, if a Member spends \$20.49, he/she will receive 20 YTPoints.
- All purchases made at retail, food and beverage and service outlets within the mall are eligible for earning of YTPoints except for the following transactions:
 - Money currency exchange at a money changer, bank, ATMs, financial service institution, bills/instalment payments/deposits, insurance policy payments, lottery tickets, deposits/payments made via cheque, GIRO or Medisave;
 - Transactions at any top-up card machines or use of any form of top-ups cards or any purchases offset using top-up and/or points from credit/debit cards, voucher/gift card/cashcard/stored value card/prepaid SIM card top-up transactions and any transactions in relation to car park;
 - AXS/SAM/POPStation payments and bill payments;
 - online purchases or any online spend;
 - any purchases or spend made at pushcart and atrium events;
 - Goods and/or services from a non-profit organisation or financial institution (including but not limited to banks and government institutions)

1.4 Points Validity

- YTPoints credited at any time in a calendar year will expire on 31 December of that calendar year.
- Upon expiry, Members are given an additional 3 months' grace period to redeem their YTPoints.
- All unredeemed and/or unused YTPoints as at 11.59pm on 31 March of the following calendar year in which those YTPoints were credited will be forfeited and there will be no compensation, encashment or refund whatsoever for

unredeemed and/or unused and/or expired YTPoints.

- We may without liability and from time to time, amend the validity and/or grace period of any of the YTPoints at our absolute discretion with or without notice to you.

2 Redemption of YTPoints

Subject to these Terms and Conditions, Members can accumulate and redeem his/her YTPoints for any reward, subject to its availability; and during the YTPoints validity period:

- Rewards may be in the form of YewTee Point Mall Vouchers, tenants' gift vouchers, physical gifts, or other items determined by us at our absolute discretion, available on a first-come, first-served basis.
- Redemption can be made either via the YTP Rewards Mobile App or at YewTee Point Customer Service Counter.
- Redemption may only be made upon the verification of your Membership Identity to our satisfaction (which may include you proving to us that the Singapore mobile number that is officially registered in our records in relation to the YTP Rewards Programme belongs to you) and in accordance with these Terms and Conditions.
- Redemption may be made by the Member personally at the Customer Service Counter, or via any other means as determined by us at our absolute discretion.
- If the Member is not present at the Customer Service Counter, we may choose to not facilitate any redemption whatsoever unless his or her representative presents to the staff at the Customer Service Counter an original authorization letter signed by the Member.
- Reward items in the form of Vouchers are subject to the terms and conditions stipulated on the Voucher and/or as may be stipulated by or on behalf of us on any other media/medium (including in the YTP Rewards Mobile Application) in relation to the Vouchers and may be valid for use at the Qualified Retailers or other retailers determined by us at our absolute discretion from time to time.
- Reward items redeemed on the YTP Rewards Mobile App must be collected no later than one (1) month from the date of redemption, or by the stipulated deadline, whichever is shorter. Failing which, the gift will be forfeited and points used are non-reversible. To collect the reward, a member must be present in person at the Customer Service Counter for redemption.
- The list, type and nature of Rewards and the amount of YTPoints required for the Redemption of the respective Rewards shall be determined by us at our absolute discretion. For the avoidance of doubt, we may from time to time amend the

amount of YTPoints required for Redemption of Rewards and the list and type of Rewards may be varied and/or substituted by us from time to time, without prior notice.

- Rewards offered subject to availability and/or while stocks last. No reservations for the Rewards are allowed or will be entertained.
- Upon a redemption request is submitted, it cannot be amended, cancelled or withdrawn.

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