

FAQ on Complimentary Golf Lesson

Q1: What is free golf lesson? Who is conducting the lesson?

A1: UOB Preferred Platinum free golf lesson is conducted by MST Golf Academy. It consists of:

- A. "Give Golf A Go" program (GGAG) for adult and
- B. Junior Golf Development program (JD)

Q2: How can I entitle for the complimentary golf lesson?

A2: Spend a total cumulative of RM3000 for the month and call UOB Preferred Platinum line at 03-2612 8080 to reserve for the complimentary lesson on the same month too. It's on first come first serve basis. For example, spend RM3000 in March 2010, call in and be the first 20 in the month of March and you will be eligible for reservation for March quota.

Q3: How will I know whether my reservation will be successful?

A3: Our UOB Preferred Platinum customer service will fax or email over the "Confirmation Reservation Form" to successful cardmembers within 14 days from the date cardmembers call in to reserve for the lesson.

Q4: If I am being confirm for a month, can I enroll myself in the following month if my schedule does not allow me to start my lesson in the month?

A4: The confirmation form is valid for 3 months. You need to enroll yourself before the expiry date or your confirmation will be cancelled.

Q5: How many times can I reserve for the lesson?

A5: One cardmember is only entitled to reserve one lesson either Give Golf A Golf program or Junior Development program.

Q6: What is "Give Golf A Go" program (GGAG)?

- a) This program target to adult (18 years old and above) to learn how to play golf.
- b) This program offers a 4 golf training classes (1 ½ hour for each classes)

Q7: What is Junior Development program (JD)?

- a) This program is applicable for children age 5 to 17 years old to learn how to play golf.
- b) This program offers 5 golf training classes (1 ½ hour for each classes)

Q8: Where will the classes being conducted?

A8: This program is run by MST Golf Academy. There are 3 locations which cardmembers can choose to attend GGAG or JD. They are Kuala Lumpur Golf & Country Club (KLGCC), Glenmarie Golf & Country Club or Royal Perak Golf Club, Ipoh

Q9: Can I reserve the lesson for my spouse or child?

A9: Yes. You will need to accompany your spouse or child and bring along the "Confirmation Reservation Form" which state your name as you will need to sign when booking the classes with MST Golf Academy

Q10: What are the terms and conditions of this program?

A10: Please refer below on the terms and conditions

Terms and Conditions

1. Free lessons are open to both principal and supplementary UOB Midas Platinum and UOB Preferred Platinum cardmembers only
2. There are 15 free lessons for adult and 5 free lessons for children monthly from March 2010 till February 2011
3. Reservation is on first come first serve basis via UOB Preferred Platinum line at 03-2612 8080. Confirmation acknowledgement will be provided (by fax) to successful reservations
4. Cardmember is entitled to make reservation upon a minimum total cumulative spend of RM3000 for the month
5. Total cumulative spend includes both local and overseas spend. Only new retail transaction and installment will be accounted as qualifying spend
6. Overseas spend includes all international retail and online transactions on foreign currency
7. One Cardmember is only entitled to reserve maximum one lesson (either adult or junior lesson)
8. UOB reserves the right to substitute any product with similar value
9. Other terms and conditions apply.