

## TERMS & CONDITIONS FOR PRIVILEGE CONCIERGE

In these Terms and Conditions, “you” refers to the UOB Privilege Banking Client and “UOBM” refers to United Overseas Bank (Malaysia) Bhd. The Privilege Concierge (the “Concierge”) services which we provided to you as a UOB Privilege Banking Client are governed by these Terms and Conditions.

1. As a UOB Privilege Banking Client, you may make your Concierge service requests through the Privilege Concierge at 1800 88 9833 in Malaysia.
2. By using the Privilege Concierge services, you consent and authorise UOBM to disclose or reveal to the participating establishments and/or merchants or third party operators, service providers or suppliers, any information relating to you for the Concierge service requests. UOBM shall be under no liability for disclosing such information in providing you with the Concierge service requests.
3. For the avoidance of doubt, UOBM shall not be liable to pay for any expenses incurred by you from the utilisation of the Concierge service requests in any manner and you shall be wholly liable to pay for such expenses incurred.
4. The merchant may impose conditions as determined by the merchant for the usage of the goods or services which is referred by the Concierge and UOBM will not be responsible for the quality, merchantability or the fitness for purpose or any other implied term and condition with respect to the goods and services.
5. UOBM assumes no liability or responsibility in any manner for the acts or defaults of the merchant or defects in the goods and services which is referred by the Concierge, or for any injury, loss, damage, costs or expenses in connection with or arising out of the usage of the goods and services. UOBM is not an agent of the merchant. Any dispute about the quality or service standard must be resolved directly with the respective merchant(s).
6. All information provided is correct at the time of publishing and UOBM makes no representation or warranty whether express or implied, and accepts no responsibility or liability for its completeness or accuracy.
7. The decisions of UOBM on all matters relating to the Concierge services are final, conclusive and binding. UOBM shall not be obliged to give any reason or enter into any correspondence with any persons on any matter concerning the Concierge services.
8. UOBM and the merchants reserve the right to vary, amend, add or delete any of the terms and conditions governing this Concierge service at any time in their absolute discretion by giving twenty one (21) days prior notice to you.

9. In the event of any inconsistency between these terms and conditions as well as any advertising, promotional, publicity and other materials relating to or in connection with the Concierge services, these terms and conditions shall prevail.

10. These terms and conditions shall be governed by and construed in accordance with the laws of Malaysia, and in using the Concierge services, you shall be deemed to have agreed to submit to the non-exclusive jurisdiction of the Courts of Malaysia.