

## Terms and Conditions of Points Conversion (2-way Conversion) via AirAsia Xchange

### Part I: Campaign Mechanics

1. This Points Conversion (2-way conversion) via AirAsia Xchange campaign (“Campaign”) is organised by BIGLIFE Sdn. Bhd. (“BIG”) and BonusKad Loyalty Sdn.Bhd. (“BonusLink”) (jointly referred to as “the Organisers”).
2. By participating in this Campaign, all participants (“Participants”) will be deemed to have read, understood and expressly agreed to be bound by the terms and conditions of this Campaign as stated herein and any additional terms and conditions stipulated by the Organisers (as may be applicable) including the decisions of the Organisers in all matters related thereto (“Terms and Conditions”).
3. Information on how to participate in this Campaign as published on BonusLink and BIG forms part of these Terms and Conditions. Registration for and/or participation in this Campaign is deemed as acceptance of these Terms and Conditions. Acceptance of these Terms and Conditions is a condition of entry.
4. This Campaign runs from 1<sup>st</sup> June 2023, 00:00 (GMT 8+) until such date as determined by the Organisers (“Campaign Period”). The Organisers reserve the right to amend or extend the duration of the Campaign at any time as they deem fit without prior notice.
5. To qualify and participate in this Campaign, Participants must fulfil all of the following requirements during the Campaign Period: -
  - a. Participants must be:
    - (i) an existing AirAsia member (having subscribed and registered for membership under the loyalty and rewards program operated by BIG under the name “AirAsia Rewards Programme”) (“AirAsia Member”) and have a unique registration number known as the “AirAsia Member ID” issued by BIG; and
    - (ii) an existing BonusLink members (having subscribed and registered for membership under the loyalty and rewards program operated by BonusLink and possess a valid BonusLink card (“BonusLink Card”)) under the name “BonusLink Programme”) (“BonusLink Member”) at the point of participation in the Campaign; and
  - b. Participants must have successfully registered their BonusLink Card on the AirAsia Xchange page in the AirAsia Super App and/or AirAsia’s official website [www.airasia.com](http://www.airasia.com) (collectively referred to as “AirAsia Xchange Platform”); and
  - c. Participants may convert their respective BonusLink Points to AirAsia Points and/or convert their respective AirAsia Points to BonusLink Points via the AirAsia Xchange Platform during the Campaign Period, based on a fixed conversion ratio/structure as outlined in Table A below: -

**Table A**

<b>Points Conversion</b>	<b>Conversion Ratio / Structure</b>
Conversion from BonusLink Points to AirAsia Points	1,500 BonusLink Points: 950 AirAsia Points* <i>(subject to a minimum conversion of 1,500 BonusLink Points per conversion transaction)</i>
Conversion from AirAsia Points to BonusLink Points	1,500 AirAsia Points: 950 BonusLink Points** <i>(subject to a minimum conversion of 1,500 AirAsia Points per conversion transaction)</i>

**Conversion from BonusLink Points to AirAsia Points**

6. The conversion may take twenty-four (24) hours for the BonusLink Points to be converted to AirAsia Points. However, should a system failure or technical glitch occur, it may take seven (7) working days or more for the conversion to be processed.
7. Once the conversion is successful, the relevant BonusLink Points will be deducted from your BonusLink Member account and all deducted BonusLink Points are non-returnable and/or non-refundable under any circumstances. AirAsia Points will be credited to your AirAsia Member account upon completion of conversion transaction.

**Conversion from AirAsia Points to BonusLink Points**

8. The conversion may take twenty-four (24) hours for the AirAsia Points to be converted to BonusLink Points. However, should a system failure or technical glitch occur, it may take seven (7) working days or more for the conversion to be processed.
9. Once the conversion is successful, the relevant AirAsia Points will be deducted from your AirAsia Member account and all deducted AirAsia Points are non-returnable and/or non-refundable under any circumstances. AirAsia Points will be credited to your BonusLink Member account upon completion of conversion transaction.
10. You are responsible for all information that you submit, transmit or otherwise make available during your participation in this Campaign. The Organisers shall not be held responsible for any delays caused by inaccurate submissions of the details by you.
11. All points conversion requests cannot be revoked or cancelled once made.
12. AirAsia Points that have been converted from BonusLink Points and credited to eligible Participants' AirAsia Member accounts pursuant to this Campaign are irreversible and cannot be converted back to BonusLink Points under any circumstances and vice versa.
13. Both AirAsia Points and BonusLink Points have no monetary value and cannot be reversed, transferred or exchanged for cash.
14. Usage and validity of AirAsia Points is subject to AirAsia Membership Terms and Conditions

published BIG on AirAsia Xchange Platforms.

## **Part II: General Terms and Conditions**

15. The Organisers to the fullest extent permitted by law exclude all warranties, rights and remedies (including warranties implied by statute or otherwise) that you would otherwise be entitled to by law.
16. By participating in this Campaign, you expressly agree and consent to:
  - a. be bound by the Terms and Conditions herein, including the decisions of the Organisers concerning this Campaign; and
  - b. By participating in this Campaign, Participants are deemed to have read, given acceptance and consent for BonusLink's privacy policy accessible at this link: <https://www.bonuslink.com.my/EN/PrivacyNotice.aspx> ("**Privacy Policy**") and agreed to be bound by the Privacy Policy. All personal data provided by Participants in this Campaign will be updated unto Participants' BonusLink account accordingly. Any personal data used by BonusLink will be in compliance with the Personal Data Protection Act 2010 as indicated in the Privacy Policy (and any third party authorized by BonusLink) to use Participants' personal data including Participants' names, contact details and photographs for publicity purposes, and for the purposes of this Campaign. In the event that Participants do not consent to the use of any Participants' personal data including photographs, please notify BonusLink of the same immediately. Failure to provide consent will render Participants to be ineligible to participate in this Campaign. In the event that any Participant disagrees to have his/her personal data to be used and processed in accordance with the Privacy Policy and this Terms & Conditions, the Participants shall immediately notify BonusLink to express his/her disagreement and decision to be opted-out from the Campaign. In such instances, the Participant has opted-out from and no longer be eligible to receive any benefits or privileges under this Campaign.
17. You are responsible for and shall comply with all these Terms and Conditions and you shall not, as part of your participation in this Campaign, breach any of these terms.
18. You shall comply with all applicable laws when participating in this Campaign.
19. The Organisers reserve the sole and absolute right to withdraw, amend, add to and/or alter any part of these Terms and Conditions at any time, and in such manner as BonusLink deems appropriate without giving any prior notice to you. You shall be deemed to have accepted the amendments and be bound by the latest Terms and Conditions if you continue to participate in this Campaign.
20. The Organisers reserve the absolute right, at any time, to review, investigate and verify the validity of any successful transactions and/or eligibility of Participants at any point in time. Without limitation, Participants agree to provide a copy of the identification card to the Organisers upon request.
21. The Organisers' decisions in relation to all aspects of the Campaign including but not limited to the AirAsia Points and/or BonusLink Points and Participants are final, binding and conclusive under any circumstances and no correspondence nor appeal will be entertained.

22. The Organisers further reserve their right to use any personal data of Participants in accordance with their respective privacy policies for any purpose related to this Campaign and the Participants are deemed to consent to such use with no monetary payment.
23. The Organisers reserve the right at their sole discretion to disqualify any Participant and/or to retract or forfeit the BonusLink Points and/or AirAsia Points from any Participant if they believe the Participant has (singularly or jointly with any other Participant) undertaken any suspicious, illegal or fraudulent practice and/or activities to earn the BonusLink Points and/or AirAsia Points or undertaken any activities that are or may be generally harmful to this Campaign or to the Organisers.
24. Participants may be contacted, at any time deemed appropriate by the Organisers, via email or any other mode of communication deemed appropriate by the Organisers.
25. The Organisers reserve the absolute right to cancel, terminate or suspend the Campaign with or without any prior notice and/or assigning any reason. For the avoidance of doubt, cancellation, termination or suspension by the Organisers shall not entitle the Participants to any claim or compensation against the Organisers for any and/or all losses or damages suffered or incurred as a direct or indirect result of the act of cancellation, termination or suspension.
26. The Organisers shall not be liable for any disruption during the Campaign, whether due to technical problems or otherwise which is beyond its reasonable control. In the event of any disruption, reasonable efforts shall be used to remedy the disruption.
27. BonusLink shall not be liable for non-performance, error, interruption or delay in the performance of its obligations under these Terms and Conditions (or any part thereof) or for any inaccuracy, unreliability or unsuitability of this Campaign.
28. BonusLink's decisions on any matter related to this Campaign shall be final and conclusive. BonusLink shall not be liable for any claims by you or any third-party claims or losses of any nature, including but not limited to, loss of profits, punitive, indirect, special, incidental, or consequential damages or for other damages and any related claims of any nature, including direct, indirect, third-party, consequential or other damages resulting from or in connection with this Campaign even if BonusLink has been advised of the possibility of such damages in advance, and all such damages are expressly excluded.
29. In the event that:
  - a. The Organisers determine that any transaction may be suspicious, illegal, involves any criminal activities or involves BonusLink Points and/or AirAsia Points that has been obtained through dishonesty or fraudulent means;
  - b. The Organisers determine that a Participant has abused any of the Campaign benefits and/or privileges, has failed to comply with any of these Terms and Conditions set out hereinabove, or has made any misrepresentation to BonusLink;
  - c. AirAsia Points and/or the BonusLink Points are no longer made available for the purpose of this Campaign; and/or
  - d. The AirAsia Points and/or BonusLink Points have been issued to a Participant in error or expired,The Organisers may at their sole discretion without any prior notice to disqualify any Participant and/or to retract or forfeit the BonusLink Points and/or AirAsia Points from any Participant or take any other actions as BonusLink deems fit.

30. In the event of any matter arises which is not covered in these Terms and Conditions, the matter will be determined solely by the Organisers.
31. The Organisers accept no responsibility for late, lost, incomplete, incorrectly submitted, delayed, corrupted or misdirected booking whether due to error, omission, alteration, tampering, deletion, theft, destruction or otherwise.
32. The Organisers, subsidiaries, affiliates, and associated companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury or death which is suffered or sustained (whether or not arising from any person's negligence) in connection with this Campaign (in which case that liability is limited to the minimum allowable by law).
33. The Terms and Conditions contained herein shall prevail over any inconsistent terms, conditions, provisions or representation contained in any other promotional or advertising materials for the Campaign.
34. The Organisers reserve the absolute right to vary, delete or add to any of these Terms and Conditions (wholly or in part) from time to time without any prior notice to the Participants.
35. All expenses associated with this Campaign such as transportation and accommodation (if applicable) shall be solely borne by the Participants.
36. These Terms and Conditions may be translated to other languages. In the event of any inconsistency between the English and translated versions, the English version shall prevail.
37. These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia.