



Eu Rewards Membership Programme

TERMS & CONDITIONS

1. Membership

- 1.1. Eu Rewards membership is applicable to any person aged 18 years and above.
- 1.2. Membership commences upon payment of membership fee and creation of member account which includes a membership card (card-less option is available) and an online account (to shop at EYSS e-store and mobile app).
- 1.3. A name change on the member's record will be accepted upon written notification to Eu Yan Sang (Singapore) Pte Ltd ("EYSS") using the Correction Request Form available at retail outlets.
- 1.4. Members can cancel their Eu Rewards membership at any time by submitting the appropriate written notification and returning the membership card to EYSS, at which time any outstanding benefits, privileges and Eu Rewards points will be cancelled.
- 1.5. Membership is not transferable and membership card is non-refundable. There will be a S\$5 replacement fee for lost card.
- 1.6. EYSS reserves the right to reject any application for membership.
- 1.7. The privileges and/or terms and conditions may be amended or withdrawn without prior notice at the discretion of EYSS.
- 1.8. In case of dispute, EYSS reserves the right to make the final decision.

2. Members Exclusive Benefits

- 2.1. For every S\$5 spend at EYSS retail outlets, Eu Rewards members can earn 5 Eu Rewards points. Eu Rewards member needs to present the member card for verification at cashier before payment to earn points. In the absence of the member card, member needs to provide last 4 digits & alphabet of NRIC/other National Identification numbers or mobile number to retrieve membership account. Points earned are based on the total nett amount settled in each transaction. A minimum of S\$5 purchase is required before any points are issued.
- 2.2. Points can be redeemed for use in purchases at Eu Yan Sang Singapore retail outlets. To be eligible for point redemption, Eu Rewards member card must be presented and to provide last 4 digits & alphabet of NRIC/other National Identification numbers or mobile number for verification at cashier before payment. In the absence of the member card, member has to provide last 4 digits & alphabet of NRIC/other National Identification numbers and mobile number to retrieve the membership account.
 - a. Members may redeem their points only when sufficient points are accumulated
 - b. Points jointly accumulated from more than one Eu Rewards card cannot be combined to be redeemed for one purchase
 - c. The smallest currency unit accepted for point redemption is \$5. For example, for S\$5 Off purchase, 800 points are required for redemption (based on conversion rate: 160 points = S\$1)

3. Points Accumulation and Redemption

- 3.1. Eu Rewards card needs to be activated before any points can be redeemed. Valid personal data must be submitted as required for Eu Rewards card activation.
- 3.2. The Eu Rewards point accumulation and redemption are only valid for use at all Eu Yan Sang retail outlets within Singapore. For airport retail outlets and EYSS e-store, only point accumulation are allowed.
- 3.3. Eu Rewards points are issued and expired annually within the 12-month cycle. For example, if points expiry is end March, points earned in March and unused will also expired in that month. Expired points will be forfeited and cannot be carried forward for redemption.
- 3.4. In the event if Eu Rewards members make purchases without presenting Eu Rewards member card and in the absence of member card, last 4 digits & alphabet of NRIC and other National Identification numbers or mobile number to retrieve your member account, the purchases will be processed as non-member regular transactions, for which no points will be offered afterwards for accumulation or redemption.
- 3.5. Eu Rewards points will not be issued on member transactions that happened in roadshows and with roadshow promotions.

4. Use of Personal Information

In order to maintain Eu Rewards membership, EYSS needs to collect, use and disclose the personal data of each member in order to fulfil the following purposes:

- 4.1. To provide membership status updates and other account-related information.
- 4.2. To facilitate membership-related transactions and services.
- 4.3. To market and communicate to you about Eu Rewards and EYSS promotions, contests, events and lucky draws, etc.
- 4.4. To provide you with the services requested and to maintain our relationship with you
- 4.5. To identify products and services in which you may be interested; and market offers to you (by mail, email, telephone, SMS, via internet or using other electronic means) in relation to such products and services.
- 4.6. To improve our products and services by bringing you wellness information, marketing materials, conducting research, analysis and development activities to enhance your membership experience with us.
- 4.7. Identity verification, due diligence checks so that you may continue to enjoy membership privileges. This includes storing, hosting and backing up of your personal data
- 4.8. At times, we may need to disclose your personal data to third parties (and for them to process your personal data) for the above purposes.
- 4.9. We respect your choice of receiving marketing materials from us (“Marketing Purposes”) and will only communicate with you by way of voice call, text messages, postal mail and/or email as indicated by in this application form. We may also disclose your personal data to third parties for the Marketing Purposes.
- 4.10. By signing up for the membership programme, your consent will remain in place until you withdraw it or until 36 months after you cease being an Eu Rewards member. If you wish to opt-out of receiving marketing information from us, you may contact us to update your privacy preference at any time. We will also, from time to time, contact you to ensure that the information we hold about your marketing preference is up to date.

- 4.11. For legal and/or audit purposes, we retain your personal data in accordance with legal, regulatory, business and operational obligations, and have in place robust security measures to safeguard your personal data. You have the right to make change to your preferred mode of communications for us to get in touch with you at any time.
- 4.12. EYSS Management reserves the right to decide on membership auto-renewal at its sole discretion.
- 4.13. EYSS Management reserves all rights to amend this membership T&Cs and update its website accordingly.

5. Data Protection Assurance and Regulatory Compliance

We take member's personal data protection seriously and are in compliance with Singapore's Personal Data Protection Act 2012. With the Act further restricting the use of NRIC and other National Identification numbers on 1 September 2019 onwards, to comply, we would only collect, use and disclose 4 digits & alphabet of NRIC and other National Identification numbers.

To find out more about our Eu Rewards membership, feel free to call 1800 888 1879 or email us at eurewards.sg@euyansang.com.



余仁生优质人生奖励计划

条款和条件

1. 会籍

- 1.1 所有 18 岁及以上者都可申请成为优质人生奖励计划会员。
- 1.2 会员资格在支付会员费和创建会员账户后开始，其中包括一张会员卡（提供无卡选项）和一个在线账户（在余仁生新加坡电子商店和移动应用程序购物）。
- 1.3 会员若要更换档案姓名，须填写资料更新表格给予余仁生(新加坡)私人有限公司 (“余仁生”) 书面通知。有关表格可向任何余仁生分行索取。
- 1.4 会员可随时通过适当的书面通知，取消其优质人生奖励计划的会籍并归还会员卡。一旦会籍被取消，所剩余的优惠和励将一并作废。
- 1.5 会员资格不可转让，会员卡不可退款。丢失卡将收取 5 新元的更换费。
- 1.6 余仁生新加坡保留拒绝任何会员申请的权利。
- 1.7 余仁生新加坡有权更改会员条规，恕不事先通知。
- 1.8 若有任何争议，余仁生有权做最终决定。

2. 会员专享福利

- 2.1. 对于余仁生新加坡零售店每消费 5 新元，奖励计划会员可获得 5 奖励积分。奖励计划会员必须在付款前在收银台出示会员卡。在没有会员卡的情况下，会员必须提供身份证号码最后 4 位数字和字母或手机号码，以便我们检索您的会员帐户。获得的积分基于每交易中结算的净金额总额。在发布任何积分之前，至少需要购买 5 新元。
- 2.2 积分只可以兑换用于余仁生(新加坡)零售店购买的折扣。要获得积分兑换资格，奖励计划会员必须在付款前在收银台出示会员卡和提供身份证/其他国家身份号码或手机号码。在没有会员卡的情况下，会员必须提供身份证的最后 4 位数字和字母/手机号码，以便我们检索您和其他国家身份证的会员帐户。

- a. 会员只有在累积足够积分时才能兑换积分
- b. 一张以上的 Eu Rewards 卡共同累积的积分不能合并兑换一次购买
- c. 积分兑换接受的最小货币单位为 5 新元。例如，购买 5 新元的折扣，需要 800 积分才能兑换（基于转换率：160 积分 = 1 新元）

3. 积分累积和积分兑换

- 3.1 在兑换任何积分之前，需要激活会员卡。会员卡要有效，必须要有个人数据和质料，才能累计及兑换积分。
- 3.2 积分和兑换仅适用于新加坡所有余仁生零售店。除了机场零售店和余仁生新加坡电子商店，只能累计积分。
- 3.3 自注册之日起，积分将在 12 个月内发布并会在 12 个月过期。过期积分将被没收，不能继续兑换。

3.4 如果会员在没有出示会员卡/提供身份证和其他国家身份号码或最后 4 位数字和字母/手机号码的情况下进行购物, 这购买将作为非会员常规交易处理, 之后不会提供积分或兑换积分。

3.5. 路演和路演促销活动中发生的会员交易将不会获得积分。

4. 个人资料的使用

因优质人生奖励计划的会籍之需, 余仁生新加坡须收集、使用和透露会员的个人资料, 以便:

4.1 进行会员资料更新和其他与帐户有关的事宜。

4.2 进行与会籍有关的交易和服务。

4.3 向您推介优质人生奖励计划及余仁生新加坡促销、竞赛、活动与幸运抽奖等。

4.4 提供您所要求的服务并与您维持良好的关系。

4.5 辨识您或有兴趣的产品和服务, 并通过邮件、电邮、电话、简讯、网络或其他电子媒介向您推介与该产品或服务有关的优惠。

4.6 为您提供保健和营销资讯以改进我们的产品与服务, 以及为提升会员体验而进行的调查、分析和产品开发活动。

4.7 核对身份及进行审查以确保您继续享有会员权益。这包括储存、集结和为您的资料备份。

4.8 于必要时向第三方提供(并让他们处理)您的资料以进行上述活动。

4.9 我们尊重您对获取营销资讯所作出的选择。我们将按照您在申请表格上的意愿, 以您所同意的方式如电话、简讯、邮件和 / 或电邮与您联系。我们或会向第三方提供您的资料以进行上述活动。

4.10 一旦您签订成为会员即意味着您同意我们的会员条款, 直至您取消会籍或优质人生奖励计划失效的 36 个月为止。任何时候, 若您决定不要再收到营销资讯, 请通知我们以更新您的隐私选择。我们也会不时联系您以确保我们拥有您最新的隐私选择。

4.11 我们是在法律、条规、商业与营运契约下储存的您的个人资料, 并采取严密的保安措施确保您的隐私。任何时候, 您都有权更换与我们的联系方式。

4.12 余仁生新加坡管理层保留自行决定会员自动更新的权利。

4.13 余仁生新加坡管理层保留修改此会员条款和条件并相应更新其网站的所有权利。

5. 数据保护保证和监管合规

我们认真对待会员的个人数据保护, 并遵守 2012 年新加坡个人数据保护法。随着该法从 2019 年 9 月 1 日起进一步限制使用 NRIC 和其他国民身份证号码, 为了遵守, 我们只会收集、使用和披露 NRIC 和其他国民身份证号码的 4 位数字和字母。

询问详情请电邮 eurewards.sg@euyansang.com 或拨电 1800 888 1879。