

PG Card Terms and Conditions

PG Card is a loyalty program of Pakuwon Group as the owner of Plaza Blok M, Gandaria City and Kota Kasablanka, whereby we give appreciation to our loyal customers through various benefits, such as direct gifts, special offers and discounts at participating stores within the three malls.

Please read these PG Card terms & conditions carefully. By applying to the PG Card program, you agree to the following terms & conditions:

I. PG Card Membership

- a. Customers are required to download the PG Card application from Apple App Store or Google Play Store and complete the required information.
- b. If you need assistance, please visit the Concierge at Gandaria City, Kota Kasablanka or Plaza Blok M.

II. PG Card Registration

- a. Online: The registration process can be done by through the PG Card application solely by the customer or through the assistance of Customer Service officer at the Concierge

III. PG Card Eligibility

- a. Customers must be at least 17 (seventeen) years old on the date they sign up for the PG Card program.
- b. For Indonesian Citizens ("WNI"), customers must provide their Kartu Tanda Penduduk Elektronik ("KTP-el") number or other valid and legal identification.
- c. For Foreign Citizens ("WNA") staying in the Republic of Indonesia, customers must provide a physical/copy of their Kartu Izin Tinggal Terbatas Elektronik ("e-KITAS") or Kartu Izin Tinggal Tetap Elektronik ("e-KITAP") that is still valid.
- d. By using the PG Card application, you are willing to provide correct, accurate and complete and up-to-date information about your personal data during the registration process and to keep updating your personal data if there are changes in the future.
- e. Management has the right to reject registration forms that are incomplete and do not meet requirements.
- f. By becoming a PG Cardholder, you agree to accept all consequences arising from providing inaccurate, incomplete and/or inappropriate information. Management reserves the right to suspend or terminate your PG Card membership.

IV. Terms of Use for PG Cardholders

- a. PG Card is a loyalty program that of Gandaria City, Kota Kasablanka and Plaza Blok M.
- b. PG Cardholders may earn benefits or privileges at participating stores of each mall as well as partners outside the malls by showing the digital PG Card in the PG Card application to the cashier before making a payment.
- c. The PG Card cannot be used as a payment instrument (debit or credit card), guarantee card, or any other card, unless specified otherwise by the Management.
- d. The PG Card cannot be transferred to another party and / or cannot be changed on behalf of another party.
- e. PG Card holders are fully responsible for the use of PG Card, which is subject to terms and conditions determined by the Management.

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- V. Earning PG Card Reward Points
- a. PG Reward Points can be earned by exchanging your shopping receipt on the same day as the transaction date indicated on the receipt.
 - b. PG Cardholder is entitled to get 1 (one) point, for:
 - i. Transaction of Rp. 100,000, - (one hundred thousand Rupiah) within 1 (one) receipt
 - ii. Transaction of Rp 1,000,000.- (one million Rupiah) within 1 (one) receipt from electronic, gadget, home, furnishing, jewelry, supermarket and Chipmunks Playland (birthday party only)
 - iii. Valid for multiples within 1 receipt.
 - c. Shopping receipt above 09:00 pm Western Indonesian Time (based on the time indicated on the receipt) can still be registered no later than 10:00 pm Western Indonesian Time within the next 3 (three) days after the date of the transaction.
 - d. Transactions only apply to those from tenants in Gandaria City, Kota Kasablanka and Plaza Blok M and do not apply for the same store in other locations.
 - e. Eligible Receipt:
 - i. The original cash register receipt with the name of the store;
 - ii. Original receipts with letterhead and store stamp;
 - iii. Electronic receipts (sent by e-mail) must be printed.
 - f. Ineligible receipt:
 - i. Transactions at Cinema XXI, travel agents, money changers, ATMs, banks, Multi Levels Marketing (MLM), Mobile Provider or Operator, freight forwarding services, goods repair services, and laundry;
 - ii. Down payments, membership fees, mobile phone SIM card or credit purchase/top ups and tenant/mall voucher purchases;
 - iii. Purchases at push carts, bazaars or exhibitions that are held from other than the tenants of Gandaria City, Kota Kasablanka, and Plaza Blok M;
 - iv. Reprints, copies of receipts, pre-settlement, performance invoices, guest checks, order/pre-order checks, debit/credit cards print-out, and corrections or changes to receipts.
 - g. A receipt with a value of Rp. 10.000.000 (ten million Rupiah) and above has to be verified to the corresponding tenant before the points can be credited. The verification process will take maximum 5 (five) working days.
 - h. Shopping receipts cannot be used by anyone other than the PG Cardholder.
 - i. The Management is not responsible for the loss of receipt(s).
 - j. PG Reward Points will not be credited to the PG Cardholder account until the receipt validation process is completed and it is confirmed to be valid.
 - k. Management has the right to further review and reject any receipts that are deemed to violate the Management's rules, regulations, policies and/or terms and conditions.
 - l. Management's decisions are final and binding.
 - m. Management has the right to void or deduct any added points if there is a violation to the applicable terms and conditions.
 - n. The valid PG Reward points are the points stated on the PG Card system and application.
 - o. PG Cardholders can find out the number of points they have collected in the PG Card application or at Gandaria City, Kota Kasablanka and Plaza Blok M's Customer Service Counter.
 - p. Points cannot be exchanged for cash and can only be used in accordance with the applicable Terms and Conditions.
 - q. Gandaria City, Kota Kasablanka, Plaza Blok M's store employees cannot participate in the PG Card program in the form of:
 - i. Collecting points using a receipt where the store employee is on duty;
 - ii. Lottery prizes and others PG Card related programs.
 - r. PG Reward Points can be earned in 2 (two) ways:

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- i. Online
 1. Snapping the receipt image and upload it in the PG Card application.
 2. The following receipts that cannot be used through the PG Card application:
 - a. Receipt with a value of Rp. 10.000.000 (ten million Rupiah) or more;
 - b. Receipt with warranty;
 - c. Receipt in the form of a hand-written note (not computer generated);
 - d. Electronic receipt.
 3. How to earn PG Reward Points through the PG Card application:
 - a. Select the camera icon in the application;
 - b. Take a photo of each receipt one by one (within the specified photo area);
 - c. Fill the receipt data in the column provided
 - d. Press submit
 4. The receipt will be processed and verified. If the receipt is confirmed to be valid, the points will automatically be credited to your account by no later than 5 (five) working days.
- ii. Offline
 1. PG Reward Points can be earned at the Customer Service Counter at Gandaria City, Kota Kasablanka, and Plaza Blok M by exchanging your original shopping receipt in the same day (10:00 am - 10:00 pm Western Indonesia Time) with the transaction date indicated on the receipt until 10:00 pm Western Indonesia Time.
 2. Validation:
 - a. The process of validation is where the transaction receipt would receive the mall stamp and date on receipt by the Customer Service officer so that you can exchange the receipt on the next 3 (three) days.
 - b. Validation can only be done according to the specified date stamp.
 - c. Exception for receipts with warranty such as from Electronic & Telecommunications and Home, Furnishings & Hardware tenants, wherein the receipts from these tenants will be copied, the original receipts will be stamped and returned.
 3. Receipt exchanged for earning points will be Management's property. If a PG Cardholder would like to keep the receipt, the Management has the right to scan and stamp the receipt before it is returned to the PG Cardholder.

VI. Validity Period of PG Reward Points

- a. PG Reward Points collected from **1 June 2019 - 30 September 2020** will expire on **31 December 2020**
- b. PG Reward Points collected from **1 October 2020 - 30 September 2021** will expire on **31 December 2021**
- c. PG Reward Points collected from **1 October 2021 - 30 September 2022** will expire on **31 December 2022**

VII. Redeeming PG Reward Points

- a. PG Cardholders can redeem their PG Reward Points for items as offered in our promotional materials, with the following conditions:
 - i. PG Cardholders must have sufficient PG Reward Points
 - ii. While stock lasts
 - iii. In accordance with applicable program(s) and its corresponding terms and conditions
- b. PG Reward Points will be deducted automatically once redemption has been made.

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- c. PG Reward Points that have been redeemed cannot be exchanged for cash, returned or cancelled for any reasons.
- d. The value and redemption of PG Reward Points is in accordance with the Terms and Conditions set by the Management and can be changed as per Management's policy. Any changes to the terms & conditions for the point redemption do not affect the number of points previously redeemed as well as the number of points recorded in the PG Card system prior to such change in terms and conditions.
- e. PG Reward Points are non-transferable and non-tradable between PG Cardholders for any reasons or any purposes.
- f. Redeeming points can be done in 2 (two) ways, namely:
 - i. Online
 - 1. PG Reward Points can be redeemed by PG Cardholder him/herself through the PG Card application.
 - 2. Items redeemed through the application are in the form of e-vouchers.
 - 3. Items collection can only be done at the Customer Service Counter at the corresponding mall and within the specified period.
 - 4. PG Cardholder must be able to show e-vouchers that have been redeemed on the PG Card application and the Customer Service Officer will validate the items redeemed on the application.
 - 5. PG Cardholder must present the digital PG Card on the PG Card application and a physical/copy of your identity card (e-KTP, e-KITAS, e-KITAP, or other valid identity cards) for data collection.
 - 6. PG Reward Points redemption and e-vouchers can be exchanged every day (Monday - Sunday) from 10:00 am - 10:00 pm Western Indonesia Time.
 - ii. Offline
 - 1. PG Reward Points can be redeemed at the Concierge in Gandaria City, Kota Kasablanka, or Plaza Blok M.
 - 2. The items redeemed (vouchers or products) are based on the availability at the corresponding mall.
 - 3. PG Reward Points will be deducted according to the required points for desired items.

VIII. Forget Password

PG Cardholder can reset his/her password by entering their e-mail address and telephone number in the PG Card application. The data must match the information registered at PG Card system. A link to reset the password will be sent through email

IX. Termination of PG Card membership

PG Card membership will end if:

- a. The information and/or data provided at the time of registration are inaccurate, incomplete and/or insufficient.
- b. PG Cardholder passed away.
- c. There is a misuse of PG Card (including its ownership).
- d. PG Cardholder collects shopping receipts from other parties.
- e. PG Cardholder has conducted an act of defaming Gandaria City, Kota Kasablanka, Plaza Blok M as well as other malls under Pakuwon Group
- f. PG Cardholder resigns from his/her membership or his membership is terminated by the Management.
- g. There are no additional points or transactions for 2 (two) years.

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X. Changes in PG Cardholder Data

PG Cardholder can only make changes to their personal data at the **Concierge in Gandaria City, Kota Kasablanka and Plaza Blok M** by filling out the data change form and signing it in accordance with their e-KTP, e-KITAS and e-KITAP or other valid identity card.

XI. Management's Policy regarding PG Card Membership

The Management has the right to make decisions without prior notice and without giving out any reasons to PG Cardholder to:

- a. Issue and/or cancel and/or block his/her PG Card;
- b. Suspend or terminate the PG Cardholder's membership if the Management deems that the PG Cardholder has violated the Terms and Conditions stated above;
- c. Reject PG Card application;
- d. Change, limit, suspend or terminate all benefits, services, facilities and privileges related to PG Card membership.

XII. Other Terms and Conditions

- a. PG Card is the property of the Management who has the sole right to change the Terms and Conditions in relation with the program as stated in these Terms and Conditions at any time, without prior notification to the PG Cardholder. By signing up to PG Card, PG Cardholder acknowledges and agrees that these Terms and Conditions can be amended at any time.
- b. PG Cardholder agrees to receive SMS, WhatsApp Blast, and e-mail related to the PG Card program and/or Gandaria City, Kota Kasablanka, or Plaza Blok M promotions.
- c. PG Cardholder can only have one membership card. If it is found that one individual has more than one card with the same personal data or information, the Management has the right to deactivate one PG card unilaterally as determined by the Management. PG Cardholder must choose one of these cards as their active card and the PG Reward Points contained on the other card cannot be moved or transferred.
- d. PG Cardholders' data are confidential and therefore the PG Cardholder agrees that their data will only be used by the Management for the sole benefit of the PG Card program.
- e. If a problem or disruption arises in the computer system, the process of collecting PG Reward Points and/or redeeming PG Reward Points will be done manually. This only applies to shopping receipts submitted to the Management (not valid for scanned receipts). In this case, PG Reward Points will be credited or deducted within maximum 5 x 24 hours from the day of acquisition and/or redemption of points.
- f. Management is not responsible for any damage arising from the misuse of the PG Card.
- g. Management is entitled to suspend and/or discontinue programs that are carried out without prior notice and without giving any reason to the PG Cardholder.
- h. Management is not obliged to provide an explanation of the calculation method or anything related to the PG Card program in terms of points and/or benefits for any purpose requested by the PG Cardholder.
- i. The Management has the right to limit, add, change or delete all or part of the Terms and Conditions, program policies, benefits, gifts redemption, point addition or changes that can affect the value of accumulated points and/or benefits and the rights or interests of the PG Cardholder.
- j. Management has the right to merge one PG Card with another PG Card belonging to other properties under Pakuwon Group.
- k. Management has the right to change the PG Card System.
- l. Each of these Terms and Conditions are separate and different from each other and if at any time, one or more part of the Terms and Conditions become invalid, illegal or not applicable,

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the validity, legality or validity of the other Terms and Conditions will not be affected in any way.

- m. If there is a difference between these PG Card Terms and Conditions and terms and conditions from other parties, PG Card Terms and Conditions shall prevail. Terms and conditions from other parties can change PG Card Terms and Conditions provided that they are deemed necessary for the PG Card Terms and Conditions to apply. Unless set by the Management, terms and conditions from other parties cannot change PG Card Terms & Conditions.
- n. In the event that there is a discrepancy or inconsistency in terms of interpretation between the English version and the Bahasa Indonesia version of these Terms and Conditions, the Bahasa Indonesia version shall prevail to the extent of such inconsistency.