

## Membership Terms & Conditions

The Toyota Loyal-T Programme (“Programme”) is a Programme conducted and operated by UMW Toyota Motor Sdn. Bhd. (“Toyota”).

The new Loyal-T programme is effective from 1<sup>st</sup> July 2021.

These terms & conditions shall be applicable and binding on all types of the Programme membership, including any co-branding arrangement with our respective partners.

### 1. Eligibility and Membership Application

- 1.1. The Programme membership is free and open to all individual who fulfil the following criteria:
  - 1.1.1. Only Private Individual Registered Toyota vehicles owners are eligible for Toyota Loyal-T membership. Company-registered Toyota vehicles are not eligible for Toyota Loyal-T membership.
  - 1.1.2. Malaysian citizen and/ or non-citizen residing in Malaysia.
  - 1.1.3. Aged 18 years old and above during the date of membership registration.
- 1.2. The applicant who wish to be a member of Toyota Loyal-T Programme shall register their membership by:
  - 1.2.1. Downloading the Toyota Drive Mobile Apps (“Apps”); and
  - 1.2.2. Register with a valid email address through the Apps.
- 1.3. Toyota shall not be held responsible for the unsuccessful registration submitted online for whatever reason, including server down or technical glitches. Applicants are advised to contact UMW Toyota Motor Sdn Bhd via its customersupport@toyota.com.my for verification or confirmation. It is the individual’s responsibility to fill in the registration email accurately and to provide detailed information.
- 1.4. One (1) individual (per IC Number) is entitled to one (1) membership tag to one customer ID only regardless of the number of Toyota car he/she owns and the same Toyota car can only be registered under one (1) membership only at any one time.
- 1.5. Toyota may at its sole discretion reject any application of membership and/or revoke any membership in the event the applicant failed to comply with the terms and conditions stated herein. Toyota reserves the right to terminate any membership if details provided by the applicant are found to be incorrect.
- 1.6. Whilst the application for the Membership under Toyota Loyal-T Programme is open to all customer, Toyota reserves the right to reject any registration and/or to decline any registration for the Membership at our sole and absolute discretion without assigning any reasons whatsoever, and our decision shall be final and conclusive.
- 1.7. Each successful applicant will get to enjoy the program benefits and access their profile details, accumulated point and any other items which may be available.
- 1.8. The member is required to update their latest information details. Toyota shall not be liable for any claims, demands, liabilities or actions arising out of or in connection with the Programme where such claims, demands, liabilities or actions would not have arisen but for the member’s failure to notify the Company of such changes.
- 1.9. Should customer decide to opt out from Loyalty program, all existing points in the system will be zeroize. Customer shall re-activate as per new membership signup, in activating back the accounts to be eligible for points collection.

### 2. Membership Criteria

- 2.1. Own a Toyota car.
- 2.2. Only Applicable for Private Individual registration.
- 2.3. There is no limit of car to be registered under the Programme for same customer ID (if customer owned more than 1 Toyota vehicle).
- 2.4. The membership account is not transferable to another individual.

### 3. Membership Activation & Confirmation

- 3.1. For registration and activation of membership, customer must download Toyota Drive Apps and register using their valid email address upon signing up.
- 3.2. Upon the completion of the registration for the Programme, notification will be sent to customer's registered email.
- 3.3. Membership can be viewed through the Apps and Toyota's website ([www.toyota.com.my](http://www.toyota.com.my)).
- 3.4. There shall be no physical card issuance upon activation of the membership.

### 4. Membership Information and Privacy Policy

- 4.1. By activating the Toyota Loyal-T Programme, customer represent & acknowledge that all the information or personal data provided for this programme is true, accurate and complete. The information here refers to all required information in Toyota Loyal-T Programme's online registration form.
- 4.2. Programme members also acknowledge and agree that by becoming a member, Toyota may process your personal data for purpose of sharing, transferring, retrieving, updating on our services, surveys, contest, promotions and other business activities that may occur between Toyota and each of their respective related corporations subsidiaries, agents, representatives or business partners within Malaysia, and that you have read, understood and consented to the processing of your personal information for the purposes of the same and accept all the terms and conditions contained in this Agreement and in connection with your Membership under Toyota Loyalty Program.
- 4.3. Member must use all reasonable efforts to keep their username and password confidential.
- 4.4. Member are solely responsible for each and every access or use of the Sites that occurs in conjunction with use of their username and password and members must not allow any third party to access the Sites using their username and password and make use of the Sites on their behalf.
- 4.5. Member must notify Toyota in writing as soon as they become aware of any unauthorized use of their Membership Account, username or password to our Customer Service email: [customersupport@toyota.com.my](mailto:customersupport@toyota.com.my).
- 4.6. Toyota shall not be responsible for any harm that member or any person may suffer as a result of a breach of their confidentiality in respect of their use of Toyota Loyal-T Programme or Toyota website.
- 4.7. While Toyota have taken precautions to protect information that you have transmitted to the website over the internet, Toyota shall not warrant the security of that information. Once information is received, Toyota shall take reasonable steps to preserve the security of that information.

### 5. Membership Validity

- 5.1. Membership validity period is equivalent with points, if there is no transaction made during the thirty-six (36) months of points validity, the membership status shall be relegated as inactive. Upon being inactive, registration need to be resubmit online as per new membership signup.

### 6. Reward Program/Points

- 6.1. Points will be given and recorded under Member's ID upon registration for Toyota Loyal-T Programme is completed and activated for any purchases, services and spending that is made through our authorized Toyota Service Centre. Points will be updated in the system (via website and mobile apps <https://toyota.com.my/loyalt-programme>) within 1 (one) working day, subject to system capabilities. In the event of any dispute or missing transaction, members shall notify Toyota in writing to our Customer Service email: [customersupport@toyota.com.my](mailto:customersupport@toyota.com.my).
- 6.2. with a proof of transaction for further investigation.

## 7. Accumulation of Loyalty Points

7.1. Loyalty Program points can be earning through the following methods and it shall valid for the specified period:

Ref No	Methods of earning Loyalty Program points	Calculation of Loyalty Program points	Validity period of Loyalty Program points	Example Points earned on	Example Points expiry on																					
7.1.1	Purchase a new Toyota model	<p>Fixed point by price range for purchase of new vehicle sales as below:</p> <table border="1"> <thead> <tr> <th>Vehicle category</th> <th>Price Range (OTR with Insurance)</th> <th>Reward Point</th> </tr> </thead> <tbody> <tr> <td>C1</td> <td>RM100,000 and below</td> <td>1500 points</td> </tr> <tr> <td>C2</td> <td>RM100,001 - RM150,000</td> <td>2000 points</td> </tr> <tr> <td>C3</td> <td>RM150,001 - RM200,000</td> <td>3000 points</td> </tr> <tr> <td>C4</td> <td>RM200,001 - RM300,000</td> <td>4500 points</td> </tr> <tr> <td>C5</td> <td>RM300,001 - RM400,000</td> <td>6000 points</td> </tr> <tr> <td>C6</td> <td>RM400,001 and above</td> <td>7500 points</td> </tr> </tbody> </table> <p>Note: C1 – C6 is referring to categorization of vehicle model based on its price.</p>	Vehicle category	Price Range (OTR with Insurance)	Reward Point	C1	RM100,000 and below	1500 points	C2	RM100,001 - RM150,000	2000 points	C3	RM150,001 - RM200,000	3000 points	C4	RM200,001 - RM300,000	4500 points	C5	RM300,001 - RM400,000	6000 points	C6	RM400,001 and above	7500 points	3 years from invoice date	3/1/2021	3/1/2024
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7.1.2	Servicing of a Toyota vehicle	RM1 = 1 point	3 years from invoice date	3/1/2021	3/1/2024																					
7.1.3	Body & Paint Services and paid by cash only	RM1 = 1 point	3 years from invoice date	3/1/2021	3/1/2024																					
7.1.4	Purchase of spare parts, accessories, car care & service package (Toyota Service Savers)	RM1 = 1 point	3 years from invoice date	3/1/2021	3/1/2024																					
7.1.5	Insurance renewal with Toyota Insurance Package (TIP)	Fixed 200 points + FOC 24Seven membership	3 years from invoice date	3/1/2021	3/1/2024																					

- 7.2. In the event that there is a new campaign or additional/removal of activities for Rewards Program or Redemption, Toyota has the right to make the changes if needed from time to time.
- 7.3. Point reward, excluding for new car purchase points, will only be awarded to member who already activated their loyalty membership account in the Apps.
- 7.4. Point validity period may vary based on scenario, which are:
  - 7.4.1. For active members, Loyalty points shall expire after thirty-six (36) months from the last transaction made by members. In the event that the points collected was not redeemed by a member, there is no active transaction recorded within the validation period, it will be automatically expired and deducted from Member's Account.
  - 7.4.2. For members that was pre-registered by Toyota but member did not activate their account within 12 months from the pre-registered date, point reward will be deducted from Member's Account due to account inactivity. For those who do not activate within that period, deduction of point reward will be implemented on the 13th months onwards.
- 7.5. Loyalty points calculation for a member is a combination of all Toyota vehicles registered under the same Customer ID. Toyota loyalty point are non-transferable.
- 7.6. All Toyota vehicles mentioned in above must be vehicles that are assembled or fully imported by UMW Toyota Motor Sdn Bhd and all transactions mentioned above must be carried out at UMW Toyota authorized Sales and Service outlets.
- 7.7. The benefits and privileges of Toyota Loyal-T Programme membership are:
  - 7.7.1. Not transferable, cannot be combined with other customer benefits or exchangeable for cash or credit in part or in full.
  - 7.7.2. Applies strictly to Programme members only and cannot be exercised in proxy for other parties. Family members of Toyota Loyal-T Programme members are not entitled to the benefits and privileges of Toyota Loyalty Program unless otherwise specified.
  - 7.7.3. Subject to availability. UMWT reserves the right to withdraw or substitute them with others of similar or different value without prior notice.
  - 7.7.4. Offered to Toyota Loyal-T Programme members at the sole and absolute discretion of UMWT.
- 7.8. Members must be in possession of a Toyota vehicle throughout the duration of their Programme membership to be eligible for all the benefits and privileges of the Programme.
- 7.9. Toyota has the right to deduct points from members' account, given the following circumstances:
  - 7.9.1. Any points suspected to be fraudulently awarded; or
  - 7.9.2. Any points mistakenly awarded by the operating system.
- 7.10. In case of any point deduction(s) under clause 7: Accumulation of Loyalty Points, Toyota's decision is final and Toyota shall not entertain any dispute or complaint raised on the point deduction.

## **8. Loyalty E-Service voucher**

- 8.1. The Loyalty E-Service voucher awarded to customer is personalized for a particular Customer ID only and cannot be used for other customer ID.
- 8.2. Loyalty E-Service voucher cannot be exchanged for cash or any other products in kind and is non-refundable.
- 8.3. Validity of Loyalty E-Service voucher is as per the validity date mentioned on the Loyalty E-Service voucher. Any expired Loyalty E-Service voucher will not be replaced.
- 8.4. The value of Loyalty E-Service voucher is valid only for transactions in Ringgit Malaysia.
- 8.5. If the value of the goods and or services exceeds the awarded sum, then the difference shall be borne by the customers.
- 8.6. If the value of the goods and or services is less than the awarded sum, no refund shall be entertained.
- 8.7. Loyalty E-Service voucher is valid to be redeem at all Toyota Authorized Service Centre only and not valid to be redeem at Toyota showroom.
- 8.8. The redemption of Loyalty E-Service voucher is subject to further conditions stated in each Loyalty E-Service voucher.

- 8.9. The amount of the Loyalty point in the system will be updated once it is redeemed. The processing time for the Loyalty points to be updated is within 24 hours after the redemption is made.
- 8.10. Toyota has the right to reject or denied any Loyalty E-Service voucher redemption which does not conform to these Terms and Conditions.
- 8.11. Toyota reserves the right at its absolute discretion to vary, delete or add to any of these Terms and Conditions and/or substitute or replace the E-Service voucher with another product of equivalent value from time to time without any prior notice.

## 9. Redemption

- 9.1. General Regulation  
The redemption of E-Service voucher is subject to the following general regulations:
- 9.2. Redemption of E-Service voucher is open to all Toyota Loyal-T Programme active members with a sufficient amount of points in the Member's account. Request for redemption by members with insufficient points shall not be processed.
- 9.3. Redemption can be made via authorised Toyota Service Centre only. Toyota reserves the right to decline any redemption made through any other channel without prior notification to Programme member.
- 9.4. Points will be deducted from Member's account once redemption order is received and processed by Toyota. The number of points deducted will be based on the number of points required to redeem the redemption Gifts. At any point of time, Toyota reserves the right to adjust the number of points required to redeem the said E-Service voucher.
- 9.5. For any successful redemption transaction, the points activity update shall be sent via email (as per specified by the member in delivery info section).
- 9.6. For any unsuccessful transaction, points will be credited back to the Member's account.
- 9.7. Toyota reserves the right to replace, change or substitute any of the E-service Vouchers amount of approximate or equivalent under Toyota Loyalty redemption with or without prior notice to the members.
- 9.8. Toyota's failure to enforce particular Terms and Conditions regarding the points and/or under the Toyota Loyalty Program does not constitute a waiver of those Terms and Conditions by Toyota.
- 9.9. Toyota reserve the right to reject the redemption order made under the following circumstances:
  - 9.9.1. The points used to make a redemption is suspected to be fraudulently awarded; or
  - 9.9.2. The point used to make redemption is mistakenly awarded by Toyota Loyalty system
  - 9.9.3. The redemption order made by a member, in which the redemption amount is more than allowable limit per member.
  - 9.9.4. The usage of the Vouchers is subject to the Terms and Conditions as per determined by Toyota (which include cancellation, restrictions, warranties and limitations of liability) therein.
  - 9.9.5. Cancellation of E-Service vouchers will not be accepted for purpose of reinstatement of Points and neither the vouchers are refundable nor exchangeable for cash.