

## CAUSEWAY LINK EXPRESS BUS LOYALTY PROGRAM

### TERMS AND CONDITIONS

Causeway Link Express Bus Loyalty Program (“**Program**”) membership and its benefits are offered at the sole discretion of Handal Indah Sdn Bhd, Handal Ceria Sdn Bhd and ManjaLink Pte Ltd (“**Service Provider**”) and its subsidiaries and affiliates, officers, directors, partners, employees and agents. By participating in this Program and receiving and redeeming benefits of the Program, you (“**Customers**”) shall be deemed to have understood that you have:

- Read, understood and accepted the Terms and Conditions of these Program;
- Read, understood and accepted the website Terms of Use which are incorporated by reference herein; and
- Provided consent for the Service Provider and their authorized third party agents to process data that is personal to him/her, and to disclose such data to third parties in accordance with Membership Privacy Policy.

#### **1. REWARDS PROGRAM DESCRIPTION**

- a. This Program is a free customer loyalty program that allows customer to earn Loyalty Points (“**Points**”) with qualifying purchases on the below Causeway Link Express Bus Services:
  - i. Larkin Sentral Bus Terminal to / from Batu Pahat Bus Terminal
  - ii. Larkin Sentral Bus Terminal to/ from Melaka Sentral Bus Terminal
  - iii. Larkin Sentral Bus Terminal to/ from Shah Alam Bus Terminal Section 17
  - iv. Larkin Sentral Bus Terminal to/ from Klang Sentral Bus Terminal
  - v. Larkin Sentral Bus Terminal to/ from Terminal Bersepadu Selatan (TBS) Bus Terminal
  - vi. Batu Pahat Bus Terminal to Singapore Only
- b. Customers may also earn Points by participating in promotional activities of the Service Provider that may be offered through the Program from time to time.
- c. Customers may redeem accumulated Points with a minimum of **two hundred (200) Points** at any participating Causeway Link Counters in Malaysia (“**CWL Counters**”) or the Causeway Link booking portal.
- d. Points calculation is stated as below:

<b>Spending Calculation</b>			
<b>Route Type</b>	<b>Spending Rate</b>	<b>Ticket Type</b>	<b>Example</b>
Route A	RM1 spent = 1 POINT	Adult Ticket	RM34.10 purchased ticket is equivalent to 34.10 loyalty points.
Route B	RM1 spent = 1.50 POINTS	Adult, Child, Senior Citizen, OKU Ticket Type	RM11 purchased ticket is equivalent to 16.50 loyalty points.

\*\*\* The system will credit up to two (2) decimal points only.

**Minimum Redemption:** Every **200 Points** accumulated will be entitled for RM10 discounts at any participating Causeway Link Counters in Malaysia or the Causeway Link booking portal.

**Example:**

Loyalty Points Earned	Reward
200 Points	RM10
400 Points	RM20
600 Points	RM30
*** Redemption reward amount can exceed the total ticket price, however rewards/loyalty points will not be refunded.	

**Expiration of Points:** 1 year from the date of travelling.

**Accumulated Points:** Points will be accredited by ManjaLink System one (1) day after the travelling date.

- e. For any inactive Causeway Link Express Bus Loyalty Program Account, Customer can re-activate it by logging into their Causeway Link Booking Account or by making a purchase using their Causeway Link Booking Account that is associated with the customer’s ManjaLink Account. However any Points earned prior to the Program being deemed inactive will be voided.

**2. LOYALTY PROGRAM ELIGIBILITY**

- 2.1 The Program is credited for adult tickets specified under Clause 1 except for Route B.
- 2.2 Participation to this program is open for everyone with valid National Registration Identification Card (IC) or Passport.
- 2.3 Customer below **18** years old must obtain a consent from their parents or legal guardians before participating to this Program.
- 2.4 Each customer shall pre-register a ManjaLink Account which is obtainable either from the Causeway Link website or ManjaLink website. Customers must register ManjaLink Account with the same National Registration Identity Card (“**NRIC**”) or Passport Number which used to gain the Points during the purchase process. The Points will be reflected in the Customer’s account registered via ManjaLink portal.
- 2.5 Points are given to Customers who purchase from the following channels only:
  - 2.1.1 CWL Counters at the specific routes stated in Clause 1
  - 2.1.2 Causeway Link online booking portal; and
  - 2.1.3 Larkin Sentral, Klang Sentral, Shah Alam Bus Terminal Seksyen 17, Melaka Sentral and Terminal Bersepadu Selatan (TBS) Bus Terminal including Centralized Ticketing Counter or Self Service machine
- 2.6 The Program cannot be used in conjunction with any other offer or promotion.

### **3. REGISTRATION PROCESS**

#### **3.1 Registration through Email**

- 3.1.1 Customers are advised to log on to ManjaLink website (<https://www.manjalink.com.my>) to register with their email address.
- 3.1.2 Once registered, Customers will receive a verification code from ManjaLink System.
- 3.1.3 Customers must verify their registration by clicking on the link and further update their profile by entering their NRIC or Passport Number, mobile number, gender, date of birth and Nationality.

#### **3.2 Registration Through Mobile Number**

- 3.2.1 Mobile registration are available at selected ManjaLink and CWL Counters. Customer are required to provide their mobile number to the counter staff in order for them to be assisted for registration in the ManjaLink portal.
- 3.2.2 Customer will receive a Short Message Service (“SMS”) from ManjaLink for the verification code of their ManjaLink account. The verification code must be given to the counter staff in order for them to open a ManjaLink Account. The verification code will also be used as their first time password to access their ManjaLink Account.
- 3.2.3 Customer must update their profile with the inclusion of their NRIC or Passport Number, mobile number, gender, date of birth and Nationality.
- 3.2.4 After updating their profile, Customer must change their password.

#### **3.3 Registration through Causeway Link Express Booking Portal**

- 3.3.1 Right within the payment summary section in the booking page of Causeway Link Express Bus Service, Customers must select the tick box which states that Customers agreed to be a member of the Program.
- 3.3.2 Customer will receive an email to log to their created ManjaLink Account based on the information that they submitted at the Causeway Link Express booking account. The email will prompt the customer to verify their ManjaLink account.
- 3.3.3 Upon opening their ManjaLink account, Customer need to reset their password for security purposes.

#### **3.4 Existing ManjaLink Account holder**

- 3.4.1 Existing ManjaLink account holder doesn't need to register at the ManjaLink website. Hence, they will receive a welcome email from Causeway Link Team regarding this program.

### **4. JOINING THE PROGRAM**

- 4.1 No membership fees is required for the Program.
- 4.2 Once Customers are enrolled in the Program and have accepted the Terms, Customers can view and manage their Program account by logging into their ManjaLink Account.
- 4.2 Each customer will only have one account, and it is non-transferable. Customer are responsible for anyone who accesses their account.

## **5. EARNING LOYALTY POINTS**

- 5.1 The benefits that are available to you through the Program are based on the frequency of your usage to Causeway Link Express Bus routes valid under this Program.
- 5.2 Customer must present their original NRIC or Passport during purchase of ticket at the CWL Counters in order to earn the Points.
- 5.3 In case of unclaimed Points during the purchase of ticket for any reasons, Customer may further make the claim within thirty (30) days from the date of travel by sending their NRIC or Passport number, ticket number and the date of purchase to the customer service's email address at ([feedback@support.causewaylink.com.my](mailto:feedback@support.causewaylink.com.my)).
- 5.4 Accumulated points shall be based on the actual payment by the user even after deduction of any promotional code for discounts.
- 5.5 NRIC or Passport number is the most important detail to allow the system to read and update the Customer's ManjaLink Account for this Program.
- 5.6 For Online Transaction (Causeway Link Express Booking Portal), Customers need to log in their Causeway Link Express Booking Account to be detected by ManjaLink System to capture their Points.
- 5.7 The Causeway Link Express Booking Account is automatically synchronized to the system of the ManjaLink Loyalty Points System. Customers need to agree to join this Program as stipulated under Clause 3.3.
- 5.8 All the Points must be redeemed prior to their expiration date. Any unused Points earned and accumulated will not be carried forward upon the expiry date.

## **6. COLLECTION OF DATA**

- 6.1 Service Provider collect information from the Customers in different ways for this Program. One goal in collecting personal information from the Customer is to provide an efficient, meaningful, and customized experience with the Service Provider. Customer's personal information:
  - Helps to make the website easier for Customers to use by not having to enter information more than once.
  - Help Customers to quickly find information, products, and services.
  - Alert Customers on the latest information, products, and services that is offered by the Service Provider.

- Help the Service Provider to create content that is most relevant to the Customers.

6.2 Collection of information is done through online registration options.

6.2.1 **ManjaLink Website.** Customers must pre-register at the ManjaLink Website before buying any of the credited Causeway Link Express Bus ticket routes.

6.2.2 **Causeway Link Express Booking Portal.** Customers are given option to agree to register in this Program at the Causeway Link Express Payment Method page before checking out.

6.2.3 For existing ManjaLink members, they must have the same NRIC/Passport number details when buying the express bus ticket.

## **7. PRIVACY POLICY**

7.1 This Privacy Policy explains the steps needed in securing the Customer personal information.

7.2 This Privacy Policy also explains the options regarding the collection, use and disclosure of the Customer's personal information.

7.3 This privacy policy applies to the use of Causeway Link Website and ManjaLink Website.

7.4 Causeway Link is not responsible for the content or privacy practices on any website not operated by Handal Indah Sdn Bhd, Handal Ceria Sdn Bhd, and ManjaLink Pte Ltd.

7.5 This program follows ACT 709 PERSONAL DATA PROTECTION ACT 2010 PUBLISHED ON 10<sup>TH</sup> JUNE 2010 including the privacy policy published at the Causeway Link Website. *Source: [http://www.pdp.gov.my/images/LAWS\\_OF\\_MALAYSIA\\_PDPA.pdf](http://www.pdp.gov.my/images/LAWS_OF_MALAYSIA_PDPA.pdf)*

## **8. CANCELLATIONS, REFUND, AND CHANGE OF TICKET**

8.1 Cancellation and Refund of Causeway Link Express Bus Ticket due to Operation issue is accepted.

8.2 Points system will not count on the cancelled trip of Causeway Link Express Bus Ticket.

8.3 The amount of Refund for any Causeway Link Express Bus Ticket will be based on the original Causeway Link Express Bus ticket price. Changing of Express Bus ticket route under this section is not accepted.

8.4 Changing of Causeway Link Express Bus Ticket route will only credit the Points of the latest route used one (1) day after the travelling date.

## **9. DISQUALIFICATION OF LOYALTY PROGRAM ACCOUNT**

- 9.1 Service Provider reserves the right to suspend or terminate Customer Loyalty Program Account and/or Customer's participation in the Program if Service Provider determines in its sole discretion that:
  - 9.1.1 Customer have violated these Terms or Customer has more than one **ManjaLink Account**;
  - 9.1.2 Customer's participation in the Program is unauthorized, abusive, deceptive, fraudulent or otherwise unlawful.
- 9.2 Service Provider may in its sole discretion, suspend, cancel or combine Loyalty Program Accounts that appear to be duplicative. In the event that the Customer's participation in the Program is terminated, the customer will not be able to redeem any accumulated Points.
- 9.3 Service Provider reserves the right to "delete" any ManjaLink Account that is inactive and that the account will be ineligible for the Program.
- 9.4 In the event that ManjaLink Account is unregistered due to inactivity, then the Customers will no longer be eligible for the Program.
- 9.5 Points is not convertible to cash. Other case may arise under this clause may be stipulated under Clause 8.3.
- 9.6 Non-compliance to the Terms and Conditions within the Program may result to disqualification.

## **10. PROMOTIONAL MATERIALS**

- 10.1 Customers allows the Service Provider to use their name, photos and likeness from the social media platform for advertising and promotional purposes without compensation or whatsoever unless prohibited by law.
- 10.2 By participating in this Program, Customers and their respective parents or legal guardians forever release, discharge and hold harmless to the Service Provider, its subsidiaries, affiliates, directors, officers, employees and agents from all liabilities, costs, injuries, loss, or damages of any kind arising from or in connection with the Program.
- 10.3 All materials including the photos, artworks used in this program shall become the sole property of the Service Provider.
- 10.4 The invalidity, illegality or unenforceability of any terms hereunder shall not affect or impair the continuation in force of the Terms and Conditions of this program.

## **11. AMENDMENT**

- 11.1 The Service Provider reserves the right to change, amend, delete or add at any time the Terms and Conditions including the mechanism of this Program at its absolute discretion.

## 12. LOYALTY PROGRAM DISCLAIMER

12.1 The accumulation of Points will start on the listed dates below:

<b>Routes</b>	<b>Date</b>
Route A	1 <sup>st</sup> September 2018
Route B	1 <sup>st</sup> November 2018

12.2 The redemption of Points will start on the listed dates below:

<b>Routes</b>	<b>Date</b>
Standard Route	2 <sup>nd</sup> September 2018
Special Route	2 <sup>nd</sup> November 2018

12.3 Redemption can be obtained from Causeway Link online purchase or in any of the CWL Counters in Malaysia only. Redemption in Singapore IMM counter is not allowed.

12.4 The Customer's NRIC or Passport Number is unique personal data that needs to be verified by the system in order to record the Points for the Customer.

## 13. Terms

- **Customers** are considered as the passengers of Causeway Link Express Bus Service or buyer of Causeway Link Express Bus ticket.
- The service providers for this bus service is Handal Indah Sdn Bhd, Handal Ceria Sdn Bhd and ManjaLink Pte Ltd.
- The **Express Bus Ticket** is considered as a commercial document for the Customers to be entitled to board the bus. Express Bus Ticket is obtainable at any Causeway Link counters (including website) of Handal Indah Sdn Bhd to sell Causeway Link Express Bus Ticket. Other mode of purchases is through the official website of Causeway Link under Express bus booking page.
- For terminal with **Centralized Ticketing System** hereby referred as "**CTS**", an electronic boarding pass is required in order to enter the boarding gate. CTS with Causeway Link Bus routes includes Melaka Sentral (Melaka), Klang Sentral(Selangor), Shah Alam Bus Terminal Seksyen 17(Selangor), Larkin Sentral (Johor) and Terminal Bersepadu Selatan (Kuala Lumpur).
- **Express Bus Loyalty Program** is designed to reward Causeway Link Express bus customers and passengers who has registered at the ManjaLink reward point system as part of their loyalty on the services rendered by the Service Provider.
- **ManjaLink Pte Ltd** (Company registration No. 201134172M) is the official service provider of Handal Indah Sdn Bhd and Handal Ceria Sdn Bhd to

implement the Registration and Loyalty point system accumulated by each Registered Causeway Link Express Bus Customer .

- **ManjaLink Account** is where customers can view their Causeway Link Express Bus Loyalty Program loyalty points.
- **Causeway Link Express Booking Account** is where customer can access the booking portal for any Causeway Link Express Bus Services.
- **Points** is referring to the loyalty points earned by the customer when using Causeway Link Express Bus Loyalty Program.
- **Batu Pahat Routes** are pertaining to routes between Larkin Bus terminal, Johor Bahru, and Batu Pahat to Singapore only.
- **Causeway Link Express Bus ticket types:**

<b>Ticket Type</b>	<b>Age Range/ Details</b>
Child Ticket	7-12 years old
Adult Ticket	13-59 years old
Senior Citizen	60 years old and above
OKU Ticket	Show OKU ID

- **Route A** is hereby identified as the following Causeway Link Express bus route specified under Clause 1(a)(i) and 1(a)(vi).
- **Route B** is hereby identified as Causeway Link Express Bus route between Batu Pahat Bus Terminal and Larkin Sentral Bus Terminal and Batu Pahat Bus Terminal to Singapore only.