

Esso Smiles points conversion form

1. Please complete required fields of this form in BLOCK LETTERS. All personal particulars are necessary in order to process your request(s).
2. Submission channels:
 - 2.1 Fax the completed form to 1800-300-3333
 - 2.2 Scan the completed form and send to sg.contactus@essosmilesrewards.com
 - 2.3 Simply hand it to the cashier at any Esso service station
3. Please allow up to 6 weeks for Esso Smiles points conversion to KrisFlyer™ miles or Asia Miles™.

Name

Contact number (Mobile phone preferred)

19-digit Esso Smiles card number:

OR

Last 4 digits of Credit card linked to your Esso Smiles account:

Esso Smiles points conversion to KrisFlyer™ miles

Please indicate your request for Esso Smiles points conversion by ticking (✓) one of the boxes below:

Auto-conversion
 Yes, please arrange auto-conversion of my Esso Smiles points balance (in blocks of 100 Smiles points only) to KrisFlyer™ miles on a regular basis in accordance with the prevailing auto-conversion rate (subject to change from time to time without prior notice). (code: PKF55)

One time flexi-conversion
 Yes, I want to convert _____ Esso Smiles points to KrisFlyer™ miles. For one time flexi-conversion, Esso Smiles points may be converted to KrisFlyer™ miles (in blocks of 150 Smiles points only) upon each Smiles point conversion request. (code: PKF56)
 After conversion, please credit the KrisFlyer™ miles to my KrisFlyer™ miles membership account:

Name on KrisFlyer card (mandatory field) _____



Auto-conversion
100 Esso Smiles points – 100 KrisFlyer™ miles

One time flexi-conversion
150 Esso Smiles points – 100 KrisFlyer™ miles

Esso Smiles points conversion to Asia Miles™

Please indicate your request for Esso Smiles points conversion by ticking (✓) one of the boxes below:

Auto-conversion
 Yes, please arrange auto-conversion of my Esso Smiles points balance to Asia Miles™ on a regular basis in accordance with the prevailing auto-conversion rate (subject to change from time to time without prior notice). (code: PAM50)

One time flexi-conversion
 Yes, I want to convert _____ Esso Smiles points to Asia Miles. For one time flexi-conversion, Esso Smiles points may be converted to Asia Miles (in blocks of 150 Smiles points only) upon each Smiles point conversion request. (code: PAM51)
 After conversion, please credit the Asia Miles to my Asia Miles membership account:
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Auto-conversion
1.5 Esso Smiles points – 1 Asia Mile

One time flexi-conversion
150 Esso Smiles points – 100 Asia Miles

I agree that the conversion of Esso Smiles points to Asia Miles™ / KrisFlyer™ miles is subject to the **general terms and conditions for conversion services** (including the **specific notification on personal data collection, use & disclosure for conversion services**) [see overleaf] and the Esso Smiles Driver Rewards programme terms and conditions (including the general notification on personal data collection, use & disclosure for Esso Smiles members overleaf) and that the foregoing may be amended from time to time without specific notice to me. I also confirm that all information given in this form is true and correct and acknowledge that such information will be used for processing my request herein and for my continued participation in the Esso Smiles Driver Rewards programme.

Signature of Esso Smiles member / Date



General terms and conditions for conversion services under the Esso Smiles Driver Rewards programme

1. Only duly completed Esso Smiles conversion forms received by ExxonMobil will be processed. Processing will take approximately 4 to 6 weeks.
2. Esso Smiles members may convert their Smiles points to *Asia Miles™* or *KrisFlyer™* miles either on an ad-hoc basis ("**Flexi-Conversion**") or by registering for an auto-conversion service whereby their Esso Smiles points will be automatically converted to *Asia Miles™* or *KrisFlyer™* miles on a weekly basis (or at such other frequency as determined by ExxonMobil) upon successful registration ("**Auto-Conversion**").
[Conversion of Esso Smiles points to *KrisFlyer™* miles: An Esso Smiles member may convert his/her Smiles points to *KrisFlyer™* miles **strictly** for crediting into his/her own *KrisFlyer™* membership account, as *KrisFlyer™* miles converted from Esso Smiles points of a Smiles member are not allowed to be transferred to a *KrisFlyer™* membership account that does not belong to the same Esso Smiles member.]
3. Esso Smiles members may not register for more than one Auto-Conversion service offered by ExxonMobil at any one time. To register for a new Auto-Conversion service, Esso Smiles members are required to cancel any existing Auto-Conversion service he/she may have. (Cancellation for an existing Auto-Conversion service takes approximately 1 month. Registration for the new Auto-Conversion service will take another 4 to 6 weeks approximately.)
4. Once registered for any particular Auto-Conversion service, the Esso Smiles member cannot cancel the service and shall maintain the Auto-Conversion for a minimum period of 6 months.
5. Esso Smiles members who wish to cancel the Auto-Conversion service after expiry of the initial six-month period may call the Esso Smiles Customer Service Centre at 1800-300-8888. Cancellation for an existing Auto-Conversion service takes approximately 1 month.
6. No conversion will take place if there are insufficient Esso Smiles points in the Smiles member's account. Conversion rates may be revised from time to time at ExxonMobil's sole discretion without prior notice.
7. Esso Smiles points converted to *Asia Miles™* or *KrisFlyer™* miles (as the case may be) cannot be reversed and converted back into Esso Smiles points.
8. Use of *Asia Miles™* or *KrisFlyer™* miles (as the case may be) after conversion will be governed by the terms and conditions of the *Asia Miles™* or *KrisFlyer™* (as the case may be). Esso Smiles points converted to *Asia Miles™* or *KrisFlyer™* miles (as the case may be) will no longer be a liability of ExxonMobil and will not be governed under the Esso Smiles Driver Rewards Programme terms and conditions.
9. Except as otherwise provided in Paragraph (8) above, all other Esso Smiles Driver Rewards Programme terms and conditions (including the general notification on personal data collection, use & disclosure for Esso Smiles members) and the specific notification on personal data collection, use & disclosure for conversion services shall continue to apply.
10. ExxonMobil is not the supplier of *Asia Miles™* or *KrisFlyer™* miles, and expressly disclaims any liability arising out of or in connection with the *Asia Miles™* or *KrisFlyer™* (including, but not limited to, the redemption and expiry of any *Asia Miles™* or *KrisFlyer™* miles converted from Esso Smiles points or any bonus *Asia Miles™* or *KrisFlyer™* miles awarded under any other promotions which may be held by ExxonMobil from time to time).
11. Any enquiry regarding the *Asia Miles™* or *KrisFlyer™* (including, but not limited to, any *Asia Miles™* or *KrisFlyer™* miles converted from Esso Smiles points or any bonus *Asia Miles™* or *KrisFlyer™* miles awarded under any other promotions which may be held by ExxonMobil from time to time) should be made directly to Asia Miles Limited or Singapore Airlines Limited (as the case may be).
12. ExxonMobil has the right to cancel or amend any or all parts of the Flexi-Conversion and Auto-Conversion services described herein ("**Conversion Services**") and/or modify these terms and conditions without prior notice. In case of any dispute arising out of or in connection with the Conversion Services, the decision of ExxonMobil shall be final and binding.

Specific notification on personal data collection, use & disclosure for conversion services

1. The personal data collected on this form and any other personal data collected by ExxonMobil Asia Pacific Pte. Ltd. ("**ExxonMobil**") in connection with your participation in the Esso Smiles Driver Rewards Programme or otherwise as part of the ongoing services provided to you by ExxonMobil (whether through its Affiliates, operator(s) of the Esso-branded service stations in Singapore, other third party service provider(s) or otherwise) may be collected, used, and disclosed in the manner and for the purposes set out in the **general notification on personal data collection, use & disclosure for Esso Smiles members (latest version available on www.EssoSmiles.com.sg)**.
2. Specifically, the personal data collected on this form may be used by ExxonMobil for the purposes of facilitating the conversion of your Esso Smiles points to *Asia Miles™* or *KrisFlyer™* miles (as the case may be), which includes, but is not limited to, transferring the personal data collected on this form, within or outside Singapore, to Asia Miles Limited or Singapore Airlines Limited (as the case may be).
3. If your personal data is transferred out of Singapore in connection with the above, ExxonMobil will require the recipients to keep the Personal Data confidential and use the same only for legitimate purpose, and to accord your personal data protection comparable to the protection under Singapore's Personal Data Protection Act.

General notification on personal data collection, use & disclosure for Esso Smiles members

- (a) ExxonMobil Asia Pacific Pte. Ltd. ("**ExxonMobil**") may collect the Cardmember's personal data in the Esso Smiles application form or any time thereafter in connection with the Cardmember's participation in the Esso Smiles Driver Rewards ("**Smiles**") Programme ("**Programme**") or otherwise as part of the ongoing services provided to the Cardmember by ExxonMobil (whether through its Affiliates, operator(s) of the Esso-branded service stations in Singapore ("**Esso Stations**" / "**Esso**"), other third party service provider(s) or otherwise). The "**Personal Data**" that ExxonMobil may collect includes, but is not limited to, the Cardmember's name, contact information, and transactional data.
- (b) The Cardmember agrees that the Personal Data may be used by ExxonMobil for the purposes of: (i) creating and maintaining the Cardmember's Smiles account and managing his/her continued participation in the Programme as well as other reasonable purposes relating to the Programme; (ii) verifying the Cardmember's identity and eligibility to participate in the Programme; (iii) providing the Cardmember with services and benefits under the Programme; (iv) contacting the Cardmember about his/her Smiles account and suspension/termination of the Programme and details of any replacement programme (if applicable); (v) providing the Cardmember with customer service generally or other services requested by the Cardmember; (vi) for statistical analysis and market research purposes (including, but not limited to, customer profiling purposes); (vii) developing general enhancements to the Programme or other benefits and services provided by ExxonMobil to its Cardmembers and other customers; and (viii) devising promotions (fuels and non-fuels) for its customers generally or specifically for some or all of its Cardmembers.
- (c) ExxonMobil may obtain the Personal Data from, and/or provide or transfer the Personal Data to, the operator(s) of the Esso Stations, its Affiliates and third parties that provide (whether directly or otherwise) administrative, business and operational support or marketing, research, data storage/processing, telemarketing, telecommunications, IT, payment or other services to ExxonMobil and its Affiliates (collectively, "**Specified Third Parties**") in connection with the purposes stated in Paragraph (b) above and in Paragraph (d) below (if applicable) within or outside Singapore. ExxonMobil may also disclose, within or outside Singapore, the Cardmember's Personal Data to any proposed or actual partner, participant, assignee or transferee of any part or all of ExxonMobil's operation or business (including without limitation, the Programme) and to its professional consultants (including, but not limited to, auditors, insurers and legal advisors). When Personal Data is transferred out of Singapore in connection with any of the foregoing, ExxonMobil will require the recipients to keep the Personal Data confidential and use the same only for legitimate purposes, and to accord the Personal Data protection comparable to the protection under Singapore's Personal Data Protection Act ("**PDPA**"). In addition, ExxonMobil may disclose the Cardmember's Personal Data in accordance with the provisions of the PDPA (including all subsidiary legislation made thereunder), or where otherwise required by law.
- (d) The Cardmember also agrees that ExxonMobil may use the Personal Data to provide the Cardmember with marketing materials relating to fuels-related promotions or any services available at any or all of the Esso Stations, its loyalty programmes, discount card programmes, bank card programmes, private label card programmes, fleet card programmes and other petroleum-related programmes developed by ExxonMobil from time to time, as well as marketing materials relating to any convenience store promotions at any or all of the Esso Stations (collectively, "**Marketing Materials**"). ExxonMobil may transfer the Personal Data to the Specified Third Parties for the purpose of providing Marketing Materials to the Cardmember. ExxonMobil will not disclose the Personal Data to other third parties for marketing by such third parties without the Cardmember's consent.
- (e) The Cardmember may require ExxonMobil or any of the persons stated in Paragraph (d) not to use the Personal Data for direct marketing purposes by ticking the appropriate box in the Esso Smiles form when submitting the completed form to any Esso Stations for his/her registration. The Cardmember may also choose to opt-out of receiving the Marketing Materials by calling the Esso Smiles Customer Service hotline at 1800-300-8888 during its operating hours or through other modes notified to the Cardmember. The Cardmember will cease to receive the Marketing Materials within thirty (30) days after receipt of his/her request to opt out.
- (f) "**Affiliates**" refer to all entities that are within the ExxonMobil group of companies which provide administrative, business and operational support or other services to ExxonMobil. "**Cardmember**" refers to an Esso Smiles member.
- (g) This Notification may be revised from time to time by ExxonMobil, and the latest version of this Notification will be available on the Esso Smiles website at: www.EssoSmiles.com.sg. The Cardmember shall be deemed to have read and accepted all revisions to this Notification within three (3) days of the posting of the same on the Esso Smiles website. By participating in the Programme, the Cardmember shall consent, is deemed to have consented, to the collection, use, and disclosure of his/her Personal Data as set out in this Notification or as may be set out in any subsequent revised versions of the same.