

Smiles redemption 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. Fax the completed redemption form to 1800-300-3333, or simply hand it to the cashier at any Esso service station.
3. Please allow up to 3 weeks for processing of rewards redemption.

Name _____

NRIC/FIN no. _____

19-digit Smiles card number:

OR

Last 4 digits of credit card linked to your Smiles account:

Please deduct _____ Smiles Points from my Smiles account for the rewards redemption below.

Contact number (Mobile phone preferred)

Address _____

Postal code _____

Second Smiles member (applicable if pooling Smiles Points for rewards redemption):

Name _____

NRIC/FIN no. _____

19-digit Smiles card number:

OR

Last 4 digits of linked credit card:

Please deduct _____ Smiles Points from my card for the rewards redemption below.

Rewards redemption:

	Code	Description	Qty	No. of Smiles Points
1				
2				
3				
			Total	

I agree that the redemption of Smiles Points is subject to the Smiles Driver Rewards programme terms and conditions (including the **general notification on personal data collection, use & disclosure for 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 Smiles Driver Rewards programme.

Signature of Smiles member / Date

Signature of second Smiles member / Date
(points pooling for rewards redemption only)

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

- (a) ExxonMobil Asia Pacific Pte. Ltd. ("**ExxonMobil**") may collect the Cardmember's personal data in the Smiles/Speedpass application form or any time thereafter in connection with the Cardmember's participation in the Smiles Driver Rewards ("**Smiles**") Programme ("**Programme**") or otherwise as part of the ongoing services (including, but not limited to, Speedpass service, if applicable) 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, NRIC number, 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 (including, but not limited to, Speedpass service, if applicable); (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 (including, but not limited to, Speedpass service); (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 Smiles/Speedpass application 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 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 a 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 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 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.

Redemption terms & conditions (extract from the Smiles Driver Rewards programme terms and conditions)

1. A Cardmember who has accumulated sufficient points in his/her Card and is eligible, subject to meeting any conditions that ExxonMobil may impose, may redeem the same for such items ("Rewards") as ExxonMobil may designate from time to time at its absolute discretion, which Rewards shall be listed in the then current Rewards Guide and shall be subject to the terms and conditions therein.
2. The Cardmember may also redeem such Rewards specified in the then current Rewards Guide by order and delivery to the Cardmember's address within the Territory as listed in ExxonMobil's records by completing a redemption form set out in the Rewards Guide. All deliveries shall only be made to an address within the Territory and shall be deemed delivered when sent by post or registered mail or courier to such address, as ExxonMobil deems fit. ExxonMobil will endeavor to deliver the redeemed Rewards voucher to the Cardmember within 3 weeks upon receiving the redemption form from the Cardmember. All Rewards delivered do not include installation cost, batteries etc and is on an as-is basis.
3. The Cardmember may refer to the Rewards Guide or Rewards Updates for items available for redemption, which shall be for the purpose of information only and shall not be construed as constituting any representation or warranty as to their availability. Further, ExxonMobil makes no representation or warranty with respect to any products and/or services featured in the Rewards Guide. Without prejudice to the generality of the foregoing, ExxonMobil makes no warranty with respect to the quality of the Rewards or their suitability for any purpose. Where the Rewards are covered under any manufacturers' warranty, any disputes or claims shall be forwarded directly to the manufacturers concerned.
4. ExxonMobil does not accept any liability whatsoever with respect to Rewards supplied or in connection with any refusal by supplier of Rewards to accept certificates/vouchers issued for the purpose of redeeming such Rewards. Any dispute arising from or in connection with such certificates/vouchers shall be solely between the Cardmember and such suppliers.
5. Issuance of Rewards in the form of dining or hotel/resort vouchers does not constitute a reservation with the service establishment. The Cardmember is responsible for making all reservations and notifying the participating service establishment of the said vouchers that they intend to use.
6. Rewards in the form of certificates/vouchers are valid for use subject to the expiry date specified on the said certificates/vouchers. All unused certificates/vouchers shall after the expiry date be deemed null and void and shall not be replaced by ExxonMobil. The use of the certificates/vouchers are subject to the terms and conditions contained therein and are valid for use only at such participating establishments as are stated thereon.
7. Certificates/vouchers of specified value cannot be exchanged for cash, whether in whole or in part. Where the value of goods and/or services which the Cardmember wishes to redeem with such certificates/vouchers exceeds the specified value of such certificates/vouchers, the Cardmember shall pay the difference to the participating establishment concerned.
8. Upon redemption of Rewards, the Cardmember's points recorded in his/her account will be debited by the corresponding number of points in accordance with the then current Rewards Guide where the points accumulated earliest shall be debited first.
9. All applications for redemption of Rewards shall be made to ExxonMobil on or before the relevant points' expiry date. Any accumulated points, which are not redeemed by the corresponding expiry date shall automatically expire from the Cardmember's account.
10. ExxonMobil reserves the right at its absolute discretion, to convert any accumulated points which are not redeemed, to fuel voucher/s as listed in the then current Rewards Guide subject to the terms and conditions therein.
11. All Rewards are subject to availability and ExxonMobil has the right to substitute the requested Rewards with other items of similar value in the event the requested Reward is out of stock or unavailable for whatever reason.
12. Rewards in the Rewards Guide and Rewards Updates are subject to availability and on a first-come-first-served basis. For Rewards that are to be redeemed from supplier of Rewards as shall be appointed by ExxonMobil from time to time, the Cardmember shall present his/her Card for Rewards redemption and shall comply with any terms and conditions imposed by such supplier. Rewards, once redeemed, cannot be revoked, exchanged, returned, refunded or used in conjunction with other promotional coupons or promotions. In any and all circumstances, any deduction of points from the Cardmember's account shall not be reversed.
13. The Cardmember shall be responsible for the examination of any Rewards immediately upon receipt for any defects or damage, whether in its packaging or otherwise, and to verify the contents of the Rewards. Where the Rewards or its packaging are found to be damaged or defective or that the contents therein are incomplete, the Rewards should be returned, on the spot, to the cashier at the Service Stations or the supplier or the person delivering the Rewards on behalf of the supplier for its return to the supplier. Where it is not possible to check the Rewards immediately, any complaint of fault and/or damage must be lodged within seven days of receiving the Rewards at the same place where the Rewards were received.
14. ExxonMobil reserves the right to reject any request for the replacement of faulty or damaged Rewards should the Cardmember fail to comply with Clause 13 above.
15. Notwithstanding any provision to the contrary, ExxonMobil reserves the right not to provide any replacement Rewards if in ExxonMobil's sole opinion the Reward is found to be damaged or rendered faulty due to the negligence or deliberate acts of the Cardmember.
16. To the furthest extent permitted by law, ExxonMobil or its agents or representatives shall not be held liable for any death or injury or loss or damage of any nature (whether direct, indirect, consequential, special, incidental, penal, punitive, exemplary or otherwise) howsoever arising from the redemption, supply or use of the Rewards or from the loss, theft or destruction of the Rewards. All such claims shall be directed or forwarded to the suppliers, manufacturers and such appropriate parties concerned with the supply of the Rewards.
17. Notwithstanding any other provisions and without prejudice to any other rights and remedies stated herein, ExxonMobil reserves the right to deduct accumulated points from the Cardmember's account or refuse the redemption of any Rewards or to recall such redeemed Rewards under the following circumstances:
 - (a) points are suspected to be fraudulently recorded or obtained;
 - (b) any points erroneously awarded due to system glitches or any other reasons;
 - (c) any points derived from any transaction, which has been cancelled, voided, refunded or reversed; and
 - (d) any points derived from the purchase of inventory and stocks by a Cardmember who is appointed to operate, manage or work at a Service Station.
18. ExxonMobil has the right to determine and change from time to time:
 - (a) the Rewards offered in the Programme as listed in the Rewards Guide or in any other documents; and
 - (b) the qualifying points required for redemption of Rewards, without prior notice and assigning any reasons whatsoever.

Two-card redemption

19. Only the pooling of points from two Smiles cards (includes all cards affiliated with the Programme) for Instant or Rewards redemption is allowed. Points transfers are not permitted.
20. For Instant redemption of Rewards from Service Stations, both Cards have to be presented.
21. For redemption of Rewards from our suppliers, both Cardmembers have to complete the hardcopy redemption form (including both signatures) to effect the two-card redemption.