



EU REWARDS MEMBERSHIP TERMS & CONDITIONS

1. Membership

- 1.1. Any persons aged 18 years old and above may register for a Eu Rewards membership.
- 1.2. Membership commences upon creation of member account (Eu Rewards is a cardless membership program – member will need to identify himself/herself at stores using a valid mobile number that was registered and linked to member’s account at time of membership enrolment. To access Eu Rewards online, member will need to log-in using the email address and password created at point of enrolment; for members who enrolled in stores, an additional step will be required to link Eu Rewards membership account to online e-store account (to shop at EYSS e-store and mobile app).

See steps to link account here: <https://www.euyansang.com.sg/en/linking-your-eurewards-account/eys-link-your-accounts.html>
- 1.3. A name change on the member’s record will be accepted upon written notification to Eu Yan Sang (Singapore) Pte Ltd (“EYSS”) using the Correction Request Form available at retail outlets.
- 1.4. Members can cancel their Eu Rewards membership at any time by submitting the appropriate written notification to EYSS - any outstanding benefits, privileges and Eu Rewards points will be cancelled upon termination of membership.
- 1.5. Eu Rewards Membership is non-transferable.
- 1.6. EYSS reserves the right to reject any application for membership.
- 1.7. The privileges and/or terms and conditions may be amended or withdrawn without prior notice at the discretion of EYSS.
- 1.8. In case of dispute, EYSS reserves the right to make the final decision.

2. Members Exclusive Benefits

- 2.1. For every S\$1 spend at EYSS retail outlets and www.euyansang.com.sg, Eu Rewards members earn 1 Eu Rewards point. Eu Rewards member needs to identify using their registered mobile number at cashier before payment to earn points. Member can also identify themselves by providing the last 4 digits & alphabet of their NRIC/other National Identification numbers provided at time of membership registration. Points earned is/are based on the total nett amount settled in each transaction.



2.2. Points can be redeemed to offset against purchases made at Eu Yan Sang Singapore retail outlets. To be eligible for points redemption, Eu Rewards member must identify themselves using their mobile number or last 4-digits & alphabet of their NRIC/other National Identification numbers registered to their account.

- a. Members may redeem their points when sufficient points are accumulated – minimum 100 points to offset \$1 from receipt
- b. Member(s) may not combine Eu Rewards points accumulated in more than one Eu Rewards account to offset against purchases in a single receipt.
- c. The smallest currency unit accepted for point redemption is \$1. Members will need to accumulate a minimum of 100 points to offset \$1. Points may only be redeemed in multiples of 100 points. For example, a member with 508 points will be able to redeem a maximum of 500 points to offset \$5 from his/her bill, leaving a balance of 8 points in his/her Eu Rewards account.

3. Points Accumulation and Redemption

3.1. Eu Rewards membership account needs to be activated before any points can be accumulated and/or redeemed. Valid personal data for the purpose of membership registration must be submitted for Eu Rewards membership activation.

3.2. Members may earn Eu Rewards points when shopping at all Eu Yan Sang retail stores in Singapore and online www.euyansang.com.sg. Redemption of Eu Rewards points is currently available at all Eu Yan Sang retail stores in Singapore with the exception of retail stores located at Singapore Changi Airport. Members may earn but not redeem points when shopping on www.euyansang.com.sg

3.3. Eu Rewards points will expire on the annual anniversary of member's membership commencement month. Example: Member A joined as a Eu Rewards member on February 2022, his/her Eu Rewards points earned between Feb 2022 – Feb 2023, that are utilized within the same period, will expire on the last calendar day of Feb 2023. Expired points will be deemed as forfeited. Request for points reinstatement/extension will only be considered on a case-by-case basis in situations where member is able to furnish valid reasons why points were not able to be fully utilised during given validity period. EYSS management reserves full rights and discretion in assessing such case-by-case requests.

3.4. In the event if Eu Rewards members make purchases without identifying themselves as a member – whether by furnishing valid mobile number or last 4 digits & alphabet of member's NRIC and other National Identification numbers - the purchase(s) will be processed as non-



member regular transactions, for which no points will be offered afterwards for accumulation or redemption.

3.5. Eu Rewards points will not be issued on member transactions that happened in roadshows and with roadshow promotions.

4. Use of Personal Information In order to maintain Eu Rewards membership, EYSS needs to collect, use and disclose the personal data of each member in order to fulfil the following purposes:

4.1. Provide membership status updates and other account-related information.

4.2. Facilitate membership-related transactions and services.

4.3. Facilitate members' communications on Eu Rewards/EYSS promotions, contests, events and lucky draws, etc.

4.4. To identify products and services in which you may be interested; and market offers to you (by mail, email, telephone, SMS, via internet or using other electronic means) in relation to such products and services.

4.6. To improve our products and services by bringing you wellness information, marketing materials, conducting research, analysis and development activities to enhance your membership experience with us.

4.7. Identity verification, due diligence checks so that you may continue to enjoy membership privileges. This includes storing, hosting and backing up of your personal data

4.8. At times, we may need to disclose your personal data to third parties (and for them to process your personal data) for the above purposes.

4.9. We respect your choice of receiving marketing materials from us ("Marketing Purposes") and will only communicate with you by way of voice call, text messages, postal mail and/or email as indicated by in this application form. We may also disclose your personal data to third parties for the Marketing Purposes.

4.10. By signing up for the membership programme, your consent will remain in place until you withdraw it or for up to 24 months from time membership ceases. If you wish to opt-out of receiving marketing information from us, you may contact us to update your privacy preference at any time. We will also, from time to time, contact you to ensure that the information we hold about your marketing preference is up to date.

4.11. For legal and/or audit purposes, we retain your personal data in accordance with legal, regulatory, business and operational obligations, and have in place robust security measures



to safeguard your personal data. You have the right to make change to your preferred mode of communications for us to get in touch with you at any time.

4.12. EYSS Management reserves the right to extend complimentary auto-renewal of membership for members with demonstrated spending during the valid tenure of member's membership with the Company.

4.13. EYSS Management reserves all rights to amend this membership T&Cs and update its website accordingly.

5. Data Protection Assurance and Regulatory Compliance

The Company and its affiliated officers are in strict compliance with Singapore's Personal Data Protection Act 2012. With the Act further restricting the use of NRIC and other National Identification numbers from 1 September 2019 onwards, EYSS will henceforth only collect, use and disclose 4 digits & alphabet of NRIC and other National Identification numbers.

To find out more about our Eu Rewards membership, feel free to call 1800 888 1879 or email us at eurewards.sg@euyansang.com.



余仁生优质人生奖励计划 条款和条件

1. 会籍

1.1 所有 18 岁及以上者都可申请成为优质人生奖励计划会员。

1.2 会员资格从创建会员账户后开始 (Eu Rewards 是一个电子会员计划 – 会员只需在余仁生零售店向我们的店员提供您在注册会员时所填写的手机号码即可累积积分。而通过余仁生线上购物的会员则需使用注册会员时所填写的电子邮件地址和密码登录以累积奖励。对于在余仁生商店内注册的会员，则需采取额外的步骤将您的 Eu Rewards 会员与我们的线上购物平台进行连接 (用于余仁生新加坡线上商店与应用程序)。

1.3 会员若要更换档案姓名，须填写资料更新表格给予余仁生(新加坡)私人有限公司 (“余仁生”) 书面通知。有关表格可向任何余仁生分行索取。

1.4 会员可随时通过适当的书面通知，取消其优质人生奖励计划的会员资格。一旦会员资格被取消，所有的会员福利，权益和所剩余的积分将一并作废。

1.5 会员资格不可转让。

1.6 余仁生新加坡保留拒绝任何会员申请的权利。

1.7 余仁生新加坡有权更改会员条规，恕不事先通知。

1.8 若有任何争议，余仁生有权做最终决定。

2. 会员专享福利

2.1 在余仁生 (新加坡) 零售店和 www.euyansang.com.sg 每消费 1 新元，奖励计划会员将可获得 1 奖励积分。奖励计划会员必须在付款前提供用于注册会员的手机号码以赚取积分。会员也可以向店员提供注册奖励会员时所用的身份证号码的最后 4 个数字字母，以便我们检索您的会员帐户。赚取的积分是根据每笔交易结算的总净额计算的。

2.2 积分只可以用于抵消在余仁生 (新加坡) 零售店的消费。奖励计划会员必须在付款前向收银员提供手机号码或者是身份证/其他国家身份识别号码后四位数字/字母，以检索您的奖励会员资格，才可兑换积分。

a. 会员必须累积足够的积分以抵消消费金额。最低要求积分为 100 积分以抵扣 1 新元。

b. 会员不可将多个奖励会员计划中所累积的积分合并用于抵消单个收据中的消费。

c. 积分兑换所接受的最小货币单位为 1 新元。会员需要累积至少 100 积分以抵扣 1 新元。积分只能以 100 的倍数以进行抵扣。例如，累积了 508 分的会员最多只可兑换 500 积分，以抵扣 5 新元的消费，其奖励计划账户内余额为 8 分。

3. 积分累积和积分兑换



3.1 奖励会员计划需要激活才能开始累计和/或兑换积分。注册会员时需提供有效的个人资料以激活会员资格。

3.2 会员可在所有余仁生（新加坡）零售店及 www.euyansang.com.sg 购物时赚取积分。并于所有余仁生（新加坡）零售店兑换积分。除了位于新加坡樟宜机场内的零售店和 www.euyansang.com.sg 只能累计积分但不能兑换积分。

3.3 奖励积分有效期为会员入会月份的周年期。例如：会员 A 于 2022 年 2 月加入奖励会员计划，他/她于 2022 年 2 月至 2023 年 2 月期间所累积的积分将于 2023 年 2 月的最后一个工作日失效到期。积分到期后将自动清零。如会员能提供充分理由说明未能在指定有效期内兑换积分的原因，恢复/延长积分有效期的申请将以个别情况考虑。余仁生管理层保留其权力评估此类个案的申请。

3.4 如果会员在没有表明自己是会员的情况下购物 – 无论是通过提供有效手机号码，还是提供会员身份证/其他国家身份识别码的最后 4 位数字字母 - 该购买将被视为非会员交易进行处理，之后将不提供积分用于累计或兑换。

3.5. 路演和路演促销活动中发生的会员交易将不会获得积分。

4. 个人资料的使用因优质人生奖励计划的会籍之需，余仁生新加坡须收集、使用和透露会员的个人资料，以便：

4.1 进行会员资料更新和其他与帐户有关的事宜。

4.2 进行与会籍有关的交易和服务。

4.3 向您推介优质人生奖励计划及余仁生新加坡促销、竞赛、活动与幸运抽奖等。

4.4 提供您所要求的服务并与您维持良好的关系。

4.5 辨识您或有兴趣的产品和服务，并通过邮件、电邮、电话、简讯、网络或其他电子媒介向您推介与该产品或服务有关的优惠。

4.6 为您提供保健和营销资讯以改进我们的产品与服务，以及为提升会员体验而进行的调查、分析和产品开发活动。

4.7 核对身份及进行审查以确保您继续享有会员权益。这包括储存、集结和为您的资料备份。4.8 于必要时向第三方提供(并让他们处理)您的资料以进行上述活动。

4.9 我们尊重您对获取营销资讯所作出的选择。我们将按照您在申请表格上的意愿，以您所同意的方式如电话、简讯、邮件和 / 或电邮与您联系。我们或会向第三方提供您的资料以进行上述活动。

4.10 一旦您注册为奖励计划的会员即意味着您同意我们的会员条规，直至您取消会员资格或会员资格终止的 24 个月后。任何时候，若您决定不要再收到营销资讯，请通知我们以更新您的隐私选择。我们也会不时联系您以确保我们拥有您最新的隐私选择。

4.11 我们是在法律、条规、商业与营运契约下储存您的个人资料，并采取严密的保安措施确保您的隐私。任何时候，您都有权更换与我们的联系方式。

4.12 余仁生新加坡管理层保留斟酌情况为会员免费自动续订会员资格的权利。



4.13 余仁生新加坡管理层保留修改此会员条款和条件并相应更新其网站的所有权利。

5. 数据保护保证和监管合规 我们认真对待会员的个人数据保护，并遵守 2012 年新加坡个人数据保护法。随着该法从 2019 年 9 月 1 日起进一步限制使用 NRIC 和其他国民身份证号码，为了遵守，我们只会收集、使用和披露 NRIC 和其他国民身份证号码的 4 位数字和字母。询问详情请电邮 eurewards.sg@euyansang.com 或拨电 1800 888 1879。