

Toyota MY App MY Rewards 2025 Campaign

TERMS & CONDITIONS

This campaign is organized by UMW Toyota Motor Sdn. Bhd. ("Toyota").

1. Campaign Period

- a. The campaign runs from **1 August 2025 to 30 September 2025** (both dates inclusive).
- b. Toyota reserves the right to modify, extend, or shorten the campaign period at its sole discretion.
- c. Any changes will be communicated to participants via the Toyota MY app or other official channels as appropriate.

2. Eligibility

- a. This campaign is open to all private individuals who are registered owners of Toyota vehicles in Malaysia.
- b. Fleet customers are not eligible. Only vehicles registered under the individual's name are eligible for participation.
- c. Employees of UMW Toyota Motor Sdn. Bhd. and their immediate family members are eligible, subject to internal company policies.

3. Reward Mechanics

a. App Download & Registration

- **300 Loyal-T Points** will be awarded for successful app download and registration (one-time reward per user).
- App registration must be completed within the campaign period.

b. Service Booking Rewards

- **200 Loyal-T Points** will be awarded for each completed and paid service booking made via the Toyota MY app.
- Bookings and service completion must take place within the campaign period (by 30 September 2025).
- Service includes regular servicing and vehicle repairs.
- Bookings made via other avenues (e.g., phone or walk-ins) will not be eligible.
- Owners with multiple Toyota vehicles registered under their user account in the Toyota MY app shall be eligible to earn the Service Booking Rewards points individually for each registered vehicle.

4. Reward Fulfilment

- a. Loyal-T Points will be credited into the user's Toyota MY app account within **five (5) working days** following successful app registration as well as the completion of service and payment, provided all eligibility criteria are met.
- b. For the avoidance of doubt, "working days" refer to Mondays through Fridays, excluding the weekly and public holidays.
- c. The points shall remain valid for **three (3) years** from the date of issuance, in accordance with the standard validity of the Loyal-T Programme.
- d. The points are non-transferable, non-exchangeable, and cannot be converted into cash.

- e. Toyota reserves the right to withhold and/or revoke points in the event of suspected fraud, misuse of the campaign, or non-compliance with these Terms & Conditions. Points may be revoked without compensation if a participant is found to have engaged in fraudulent activities or violated any campaign rules.

5. General Terms

- a. All the required actions (app download, registration, service booking, and service completion) must be completed within the campaign period.
- b. Service appointments must be made via the Toyota MY app to qualify for rewards.
- c. Rescheduled appointments remain eligible if completed by **30 September 2025**.
- d. Toyota reserves the right to modify, suspend, or terminate the Campaign at any time, with reasonable notice given to participants via the Toyota MY app or other official communication channels.
- e. Toyota's decision on all matters relating to this Campaign shall be final and binding.
- f. By participating, users agree to be bound by these Terms & Conditions.

6. Privacy & Data Protection

By participating in the Campaign, users expressly consent to the collection, use, disclosure and processing of their personal data by UMW Toyota Motor Sdn. Bhd. for purposes directly relating to the administration and execution of the Campaign, in accordance with the Personal Data Protection Act (PDPA) 2010. Users acknowledge that they have been informed of, and agree to the terms of the Privacy Policy governing the handling of persona data, which is accessible via the Toyota MY app. UMW Toyota Motor Sdn. Bhd. reserves the right to amend the Privacy Policy from time to time, and continued participation in the Campaign shall be deemed acceptance of such amendments.

7. Dispute Resolution & Governing Law

These Terms & Conditions shall be governed by and construed in accordance with the laws of Malaysia. Any dispute or claim arising out of or in connection with this Campaign, including any question regarding its existence, validity or termination shall be referred to and resolved by arbitration administered by the Asian International Arbitration Centre (AIAC) in accordance with the AIAC Arbitration Rules for the time being in force, which rules are deemed to be incorporated by reference into this clause.

8. Contact Information

For any inquiries or assistance, participants may contact Toyota's customer service via email at customersupport@toyota.com.my.