



### **Mazda Privilege Card Policy**

#### **Eligibility**

1. You must be 18 years or older to be eligible to apply for the Mazda Privilege Card ("MPC"). MPC is introduced pursuant to the MPC Programme conducted by Bermaz Motor Trading Sdn Bhd (BMT) & Mazda Medicare Fund (MMF) (collectively "the Operator").
2. The Operator reserves the right to reject additional or multiple applications if the Operator determines at its absolute discretion that the applications are made by the same person.
3. You may apply for MPC at all Bermaz Motor and Prima Merdu Showrooms and Service Centres or via the online portal at Mazda website [www.mazda.com.my](http://www.mazda.com.my).
4. You shall comply with the MPC terms and conditions of use and the privacy policy as stated here in below.

#### **Use of Mazda Privilege Card**

5. MPC is valid for use at all participating branches. A current list of branches is available at Mazda Website ([www.mazda.com.my](http://www.mazda.com.my)). You may also contact our customer service at 1800-22-8080 for any queries pertaining to MPC.
6. You must present your MPC at the counter of the branches at the time of payment to enjoy the benefits and privileges offered to the MPC cardholder.
7. In the event the Operator has a reasonable suspicion that the MPC was used fraudulently or in error, the Operator reserves the right to suspend a transaction at any time without notice pending further investigation and/or proof of the transaction.
8. It is the cardholder's responsibility to present the MPC at the counter to enjoy the benefits offered. If the cardholder fails to do so, the Operator shall not be liable to pay the cardholder for any compensation, exchange or refunds.
9. The benefits and privilege offered to MPC cardholder cannot be redeemed for cash.
10. The Operator may vary the benefits and privilege offered from time to time.
11. You must sign the panel on the back of MPC before start using it. MPC is invalid if it is not signed.

#### **Validity, Expiry, Replacement & Delivery Charges**

12. The MPC is valid for 3 years from the date your application is accepted or from the date the card is renewed.

13. The MPC can be renewed at any of Bermaz Motor and Prima Merdu branches or via Mazda Malaysia website by paying the non-refundable renewal fee of RM30.00 for 3 years. This fee is not refundable.
14. A replacement fee of RM20.00 will be charged for the replacement of lost, stolen or damaged cards. This fee is not refundable. If your MPC was stolen or damaged, you must report the loss or damage to our customer service at 1800-22-8080 or email us at mpc@mazda.com.my as soon as reasonably practicable.
15. The cardholder will be charged RM10 per MPC (within Peninsular Malaysia, if the cardholder chooses for the MPC to be courier to the mailing address.

#### **Personal Information**

16. The Operator may use, collect and/or disclose your personal information that is necessary to verify your identity, process your membership and inform you of upcoming events organised by the Operator.
17. The Operator may disclose your personal information to third party service providers in connection with the above or marketing purposes where necessary and you shall have no claim against the Operator in connection of such disclosure.

#### **Miscellaneous**

18. MPC is not a credit card, nor a charge card.
19. MPC is not transferable and the Operator reserves the right to request you to provide personal identification and/or information for verification purposes.
20. MPC remains the property of the Operator and must be returned upon request.
21. The Operator reserves the right, at its sole and absolute discretion and at any time, to :
  - a) reject any application for the MPC without having to provide any reasons;
  - b) revoke or terminate the MPC without notice to the cardholders and without having to provide any reasons;
  - c) to amend the terms and conditions herein from time to time with notice to be published in the Mazda Malaysia website; and
  - d) suspend or terminate the MPC Programme without notice to the cardholder and without having to provide reasons.
22. The Operator, its subsidiaries, related companies and its agents shall not be liable for any loss, damage, cost and expense incurred by you or any third party arising from using the MPC or participation in the MPC Programme.
23. The Operator shall issue a tax exempted receipt to you within 14 working days from the date you register and subscribe for MPC. In the event you did not receive the tax exempted receipt after 14 working days, kindly contact MPC customer service for further assistance.

24. MPC is not permitted to be used in conjunction with any other special discount offers.
25. MPC is not permitted to be used to generate benefits redeemable for cash or for credit towards other goods or service offered by the operator or other related agencies.
26. Should you have any feedback pertaining to the above, please contact the Operator via email at [mpc@mazda.com.my](mailto:mpc@mazda.com.my) or by telephone to Customer Service Centres at 1800-22-8080.