

THE INDIVIDUAL MEMBER CARD

Benefits:

The Member Card

- Accumulation of points: New members get points accumulated when purchasing Minh Long I products at outlets where the Member Card Program is available.

General benefits:

- The points can be swapped for products regularly commercialized or especially dedicated items.
- Members are updated on Minh Long I products.
- The Member Card is to be upgraded to the Silver Card when enough points are accumulated in accordance with the Program Terms & Conditions.



THE INDIVIDUAL MEMBER CARD

Benefits:

The Silver Card

- Additional benefits as compared to a Member Card:

Either:

- Accumulation of points: On top of the points accumulated previously the Silver Card Members will get additional ones upon purchase according to a Silver Card Ratio system (See Section II); **Or**
- Discount: As option No 2, the Silver Card Members are offered a 3% discount on purchase.
- The Silver Card is to be upgraded to the Gold Card when enough points are accumulated in accordance with the Program Terms & Conditions.



THE INDIVIDUAL MEMBER CARD



Benefits:

The Gold Card

► Additional benefits:

Either

- Accumulation of points: On top of the points accumulated previously the Gold Card Members will get additional ones upon purchase according to a Gold Card Ratio system (See Section II);

Or

- Discount: As Option No 2, the Gold Card Members are offered a 5% discount on purchase.
- Birthday gifts.
- The Gold Card is to be upgraded to the Platinum Card when enough points are accumulated in accordance with the Program Terms & Conditions.

THE INDIVIDUAL MEMBER CARD

Benefits:

The Platinum Card

► Additional benefits:

Either:

- Accumulation of points: On top of the points accumulated previously the Platinum Card Members will get additional ones upon purchase according to a Platinum Card Ratio system (See Section II);

Or

- Discount: As Option No 2, the Platinum Card Members are offered an 8% discount on items purchased.
- Birthday gifts.



THE INDIVIDUAL MEMBER CARD

Scoring System and Card-Upgrading Terms & Conditions:

TOTAL ACCUMULATED POINTS = Total base Point + Card-Related Point + Expense-Related Point

- ▶ **The Total Base Point** is determined by multiplying the amount paid for each item purchased by the ratio of such particular item.
- ▶ **The Card-Related Point** is calculated by taking into consideration both the total base points and the member card ratios which start with the member card and go rising up to the platinum card.

Member card Ratio 0

Silver Card Ratio 0.6

Gold Card Ratio 1.25

Platinum Card Ratio 2

- ▶ **The Expense-Related Point** is determined according to the total base points and the total expenses recorded on a payment receipt. It goes up abreast with the amounts paid for purchasing the products.

Under VND10M Ratio 0

Over VND10M Ratio 0.1

Over VND20M Ratio 0.2

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Scoring System and Card-Upgrading Terms & Conditions:

- ▶ When the accumulated points reach the prescribed amounts the member card will be upgraded to the next level as indicated below:

1,500 points Upgrading to the Silver card

9,000 points Upgrading to the Gold card

30,000 points Upgrading to the Platinum card

Detailed information about the scoring system and latest changes in our company's policy can be found on www.minhlong.com (FAQ Section).

THE INDIVIDUAL MEMBER CARD

Registration procedures.

The registration to the Member Card Programme may be made at the Customer Service Counters of the official Minh Long I outlets where the Program is available.

For Member Cards:

A Registration Form

A photograph (may be taken on the spot)

A product purchase payment receipt

The Member Card is issued immediately upon completion of the registration. It is to be used until its upgrading to the Silver Card.

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For Silver, Gold and Platinum Cards:

The cards will be automatically upgraded when the accumulated points have reached the relevant required amounts.

Within seven (07) Days, the customer will be advised of the nearest location where the new card can be collected.

The benefits of the new card will be incumbent at the date of due upgrading whether or not the card has been delivered.

THE INDIVIDUAL MEMBER CARD

Re-Issuance:

- In case of card loss or damage, notification thereof should be made to our outlet staff or to the Customer Service Units.
- Tel : +84-650-3765 765 Email : support@minhlong.com
- The lost or damaged card becomes invalid as of notification.
- Within seven (07) Days, the customer will be advised of the nearest location where the new card can be collected.
- All accumulated points and benefits of the lost or damaged card will migrate to the new card upon loss or damage notification.
- The accumulated points will automatically be reduced by thirty (30) as re-issuance fee (in case of card loss).

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Product-for-Point Swapping Procedures:

- The product-for-point swap is performed at outlets that partake in the Minh Long I Membership Card Program.
- The accumulated points can be cross-checked at the cashier counters.
- The products, each with its price announced, can be selected at the outlets.
- The card and identity document used to verify the cardholder's details are to be presented to the cashier counter prior to reception of the merchandise.
- The points used for swapping with the products are to be deducted from the customer's account.
- The swapped merchandise is not to be bartered or returned when points have been deducted.

THE INDIVIDUAL MEMBER CARD

General provisions

- The points and discount amounts are determined based on the product retail prices.
- The amounts paid right after registration for member card will be aggregated to the member card account.
- The amounts paid after discounting do not count for point accumulation.
- The points will remain valid for card upgrading within two (02) years as of the date of each relevant purchase.
- All accumulated points will negate if no purchase occurs in two (02) consecutive years.
- The accumulated points gained upon each purchase will negate if they are not used within two (02) years as of the date of its purchase.
- The points are to be used exclusively in exchange for merchandise not for cash.
- The products swapped for points are not to be bartered or returned after the relevant points have been deduced.

THE INDIVIDUAL MEMBER CARD

General provisions

- The points and discount privilege are only applicable to regular first quality Minh Long I products.
- The Member Card Program does not apply to products wearing distinctive decorative patterns or logos especially made by customers' order.
- The cards are personal and not transferable.
- The Terms & Conditions of the Membership Card Program are subject to discretionary change.
- Minh Long I is not liable for any communication, letters straying because the details provided by the customers are incorrect or obsolete.
- Minh Long I is not liable either to the cardholders or any third parties for any impact on the cardholders' benefits in case of card loss or damage.
- In case of early termination of the Member Card Program (if any), the members will be notified thereof three (03) months in advance to proceed to Product-for-Point Swapping.

THE INDIVIDUAL MEMBER CARD

CUSTOMER SERVICE:

For any information relating to card registration and usage please contact the Minh Long I Customer Care Unit at:

Hotline: **84.650.3 765 765**

E-mail: support@minhlong.com

Website: minhlong.com