

## Imagine Rewards – Terms and Conditions

### 1. Overview

- 1.1. Imagine Rewards (“Programme”) is Imagine’s customer loyalty programme that allows eligible customers to earn and redeem loyalty points (“Points”) when using selected Imagine services, subject to these Terms & Conditions.
- 1.2. The Programme is designed to reward continued usage and engagement with Imagine services and is governed by Imagine’s prevailing Rewards rules and policies.

### 2. Eligibility & Enrolment

- 2.1. This Programme is open to Residential customers with at least one active Imagine service.
- 2.2. Commercial customers, corporate accounts, and non-Imagine customers **are not** eligible for the Programme unless expressly stated otherwise by Imagine.
- 2.3. Customers whose services are suspended, terminated, or under dunning may be restricted from earning or redeeming Points, subject to Imagine’s policies.
- 2.4. Existing customers will automatically be enrolled into the Programme upon launch. New eligible customers who sign up after the launch of the Programme will automatically be enrolled upon successful activation of service.
- 2.5. Participation in the Programme is automatic and does not require a separate registration unless otherwise stated.

### 3. Earning Points

- 3.1. Points may be earned through eligible activities, including but not limited to:
  - Bill payments
  - Top-up and Booster purchase
  - New service sign-ups (Broadband, Fixed Line Postpaid & Prepaid)
  - Plan upgrades
  - Contract renewal
  - Welcome points (upon programme launch or new customer subscription)
  - Birthday and anniversary rewards
  - Tier upgrades
- 3.2. Points earned are subject to Imagine’s prevailing Rewards rules, earning rates, exclusions, and caps.
- 3.3. Points will be credited **only after successful completion** of eligible transactions, including confirmed payments, completed upgrades, activated services, or successful recontracts.
- 3.4. Points are **not awarded** for penalties, late fees, deposits, refunded or reversible amounts, failed or cancelled transactions, or transactions deemed fraudulent or abusive.
- 3.5. Points may be credited within a reasonable processing period following completion of an eligible transaction and may not be reflected immediately, Imagine shall not be liable for any delay in Point crediting.

#### **4. Reversals & Adjustments**

- 4.1. If a transaction or payment is cancelled, refunded, reversed, or fails (including bounced cheques), the corresponding points will be **automatically reversed**.
- 4.2. Any tier upgrade, tier bonus, or benefit granted as a direct result of a reversed transaction may also be reversed.
- 4.3. Imagine reserves the right to adjust Points balances where errors, misuse, or system issues are identified.
- 4.4. Imagine reserves the right to suspend participation, forfeit Points, reverse rewards or terminate a customer's access to the Programme where Imagine reasonably determines that the customer has engaged in fraud, abuse, manipulation or misuse of the Programme or its benefits.

#### **5. Structure and Tier**

- 5.1. This Programme consists of four tiers based on annual eligible spending: Silver, Gold, Platinum and Diamond.
- 5.2. Tier thresholds, benefits, and bonus structures or multipliers are determined by Imagine and may be revised from time to time.
- 5.3. Customers will be automatically upgraded once their eligible spending meets the next tier threshold.
- 5.4. Tier status is reviewed annually, and customers may be downgraded if spending falls below the required threshold at the end of the review period.
- 5.5. Customers may receive bonus Points upon tier upgrade, calculated based on the applicable tier bonus percentage at the time of upgrade.
- 5.6. Tier upgrade bonus Points are awarded once per tier upgrade and are not cumulative for repeated upgrades caused by reversed or adjusted transactions.

#### **6. Redemption of Points**

- 6.1. Points may be redeemed for selected rewards, including:
  - Bill payment discounts
  - Data boosters purchases
  - Selected vouchers (subject to availability)
- 6.2. Points have no cash value, are not transferable, and cannot be exchanged for cash.
- 6.3. Redemption is subject to sufficient Points balance, reward availability, and Imagine's prevailing redemption rules. Partial redemption is permitted for bill payments, subject to minimum and maximum redemption limits defined by Imagine.
- 6.4. Points may be redeemed via the imagineGo Mobile App or Web.
- 6.5. Minimum and maximum redemption thresholds may apply and vary by reward type.
- 6.6. Redemption requests that do not meet the required thresholds or conditions will be rejected.
- 6.7. Bill discounts redeemed using Points shall be applied to future billing cycles only and shall not be applied retrospectively to previously issued bills unless otherwise determined by Imagine.



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- 6.8. Redemption requests, once successfully submitted, are final and cannot be cancelled, reversed or refunded, except where required by applicable law or where redemption fails due to system error.

### 7. Merchant Rewards (Non-Points Redemption)

- 7.1. From time to time, Imagine may offer merchant rewards, discounts, or privileges (“Merchant Rewards”) in partnership with selected third-party merchants.
- 7.2. Merchant Rewards are separate from Points-based rewards and do not require the earning, redemption, or deduction of Points, unless expressly stated otherwise.
- 7.3. Eligibility to enjoy Merchant Rewards may be based on a customer’s participation in the Programme, tier status, or other criteria as determined by Imagine and/or the participating merchant.
- 7.4. To redeem a Merchant Reward, customers may be required to present their Imagine Rewards details within the imagineGo App for verification purposes at participating merchant outlets.
- 7.5. Merchant Rewards are subject to:
  - availability
  - participating merchant terms and conditions,
  - any usage limits or exclusions imposed by the merchant or Imagine.
- 7.6. Merchant Rewards cannot be exchanged for cash, Points, or other rewards, and cannot be combined with other promotions unless expressly stated.
- 7.7. Imagine is not responsible for the quality, availability, fulfilment, or performance of any Merchant Reward provided by a third-party merchant. Any disputes relating to Merchant Rewards shall be resolved directly between the customer and the participating merchant, unless otherwise required by applicable law.

### 8. Points Validity & Special Rewards

- 8.1. Points are valid for a defined period (e.g. **365 days**) from the date they are earned and will expire automatically if unused.
- 8.2. Eligible customers may receive bonus Points on their birthday and account anniversary once per calendar year, provided they have at least one active service at the time of eligibility.
- 8.3. Customers may view their Points balance, tier status, and transaction history via the Imagine App, Web Self-Care Portal, or by contacting Imagine Customer Service.
- 8.4. Upon termination or cancellation of all Imagine services under a customer’s account for any reason, all unused Points shall be automatically forfeited without compensation, unless otherwise determined by Imagine at its sole discretion.
- 8.5. Loyalty points disputes must be lodged within thirty **(30) calendar days** from the date of the relevant transaction. Disputes submitted after this period may not be accepted, subject to Imagine’s review and discretion.
- 8.6. Imagine is under no obligation to provide reminders or notifications prior to the expiry of Points and Points shall expire automatically upon reaching their validity period.

**8. General**

- 8.1. In the event of missing or incorrect Points due to a system issue, Imagine reserves the right to verify the transaction and manually credit or debit Points if deemed eligible.
- 8.2. Imagine reserves the right to amend, suspend, or terminate the Programme, including its terms, tiers, benefits, earning rates, and rewards, at any time with or without prior notice.
- 8.3. Imagine's decision on all matters relating to the Programme shall be final.
- 8.4. Participation in this Programme constitutes acceptance of these Terms & Conditions and any future updates issued by Imagine.
- 8.5. Imagine shall not be liable for any failure, delay or inability to earn or redeem Points arising from system maintenance, outages, technical errors, force majeure events, or circumstances beyond Imagine's reasonable control.
- 8.6. Participation in the Programme is subject to Imagine's Privacy Policy, as amended from time to time. By participating in the Programme, customers acknowledge and consent to Imagine collecting, using, processing, storing, and disclosing their personal data for the purposes of administering the Programme, managing customer accounts, analytics, marketing (where permitted), fraud prevention, regulatory compliance, and related business purposes, in accordance with applicable data protection laws.
- 8.7. These Terms & Conditions shall be governed by and construed in accordance with the laws of Brunei Darussalam.
- 8.8. To the maximum extent permitted by applicable law, Imagine shall not be liable for any loss, damage, cost, or expense suffered by a customer arising from or in connection with the lawful collection, use, disclosure, or processing of personal data in accordance with these Terms & Conditions, Imagine's Privacy Policy, or any applicable data protection laws.
- 8.9. Customers acknowledge that the Programme may involve the use of third-party platforms, systems, or service providers. Imagine shall not be responsible for any unauthorised access, data loss, or data breach attributable to third-party systems beyond Imagine's reasonable control, provided that Imagine has taken reasonable steps to engage such parties in accordance with applicable data protection requirements.
- 8.10. Customers are responsible for ensuring that all personal information provided to Imagine is accurate, complete, and kept up to date. Imagine shall not be responsible for any failure to earn or redeem Points, or any loss arising from inaccurate or outdated customer information.
- 8.11. Imagine may disclose customer information where required to do so by law, regulation, court order, or any competent regulatory or governmental authority, including the Authority for Info-communications Technology Industry of Brunei Darussalam (AITI), without incurring any liability to the customer.
- 8.12. Customers acknowledge that Imagine may communicate Programme-related information, including rewards, tier updates, and promotional offers, via electronic means in accordance with applicable marketing and data protection laws.
- 8.13. No Points, rewards, tier status, or Programme benefits shall constitute vested rights, and continued participation in the Programme does not guarantee the availability of any specific reward, benefit, or earning rate.