

## **Esso x KrisFlyer Bonus Smiles Campaign Terms and Conditions**

1. This Bonus Smiles Campaign ("**Bonus Campaign**") is organised jointly by Singapore Airlines Limited ("**SIA**") and ExxonMobil Asia Pacific Pte. Ltd. ("**Esso**").
2. This promotion is valid from 9 September 2024, 0000hrs (GMT+8) to 30 September 2024, 2359hrs (GMT+8) ("**Promotion Period**").
3. Entry is open to all individuals who:
  - i. are both a KrisFlyer member and a registered Esso Smiles Driver Rewards Programme member;
  - ii. aged 18 years and above as at the commencement of the Promotion Period and residing in Singapore ("**Participants**"); and
  - iii. have successfully converted their KrisFlyer miles to Smiles Points provided that such conversions are subject to the minimum amount of KrisFlyer miles per conversion request and the maximum amount of KrisFlyer miles per calendar year as established in the KrisFlyer and Esso Smiles membership terms and conditions, as follows ("**Eligible Conversion**"):

<b>Ratio</b>	<b>Minimum number of KrisFlyer miles per conversion request</b>	<b>Maximum number of KrisFlyer miles per Calendar Year</b>
6 KrisFlyer miles to 1 Smiles Point	3,000	80,000

4. During the Promotion Period, Participants who convert KrisFlyer miles to Smiles Points will receive an additional 20% Smiles Points ("**Bonus Smiles Points**"). For example, 3,000 KrisFlyer miles converted will result in 600 Smiles Points being awarded (500 Smiles Points + 100 Bonus Smiles Points).
5. For the avoidance of doubt, conversions from Smiles Points to KrisFlyer miles are not entitled to any bonus KrisFlyer miles during the Promotion Period. Furthermore, if the minimum number of KrisFlyer miles required for an Eligible Conversion is not met, no Bonus Smiles Points will be awarded, and if the maximum number of KrisFlyer miles per calendar year is exceeded, any additional conversions will not be eligible for Bonus Smiles Points.

For example, if a Participant has already converted 77,000 KrisFlyer miles in a calendar year and then converts an additional 6,000 KrisFlyer miles, the 20% bonus will be calculated only on 3,000 KrisFlyer miles (i.e. the Participant will only receive 100 Bonus Smiles Points), while the remaining 3,000 KrisFlyer miles will not be eligible for any Bonus Smiles Points and the relevant conversion cannot be reversed or refunded.

6. Participants who have made an Eligible Conversion during the Promotion Period will be automatically enrolled into the Bonus Campaign. Each Participant is entitled to one (1) Eligible Conversion per transaction, and Eligible Conversions are non-transferable and cannot be combined with the Eligible Conversions accumulated by any other eligible Participant.

7. The Bonus Smiles Points awarded cannot be exchanged or redeemed for cash and shall not be transferred to another individual.
8. For KrisFlyer members, all KrisFlyer miles converted under this Bonus Campaign will be deducted from the Participant's KrisFlyer account, and shall not be reversed or refunded save for circumstances as determined at SIA's sole and absolute discretion.
9. All bonus smiles points awarded under this Bonus Campaign will be valid according to the terms set forth in Esso's website (available at <https://www.essosmiles.com.sg/about-smiles/fags>). Esso reserves the right to change its points expiry policy at any time at its sole discretion.
10. Individuals are only permitted to hold only one (1) KrisFlyer membership account. Any fraudulent or duplicate KrisFlyer accounts, including the original KrisFlyer account held by such individuals will be suspended and disqualified from the Bonus Campaign, at SIA's sole and absolute discretion.
11. Smiles members are only entitled to (1) Eligible Conversion per transaction, regardless of the number of cards they hold. Any fraudulent or duplicate entries may be disqualified from the Bonus Campaign, at Esso's sole and absolute discretion.
12. By participating in the Bonus Campaign, each Participant agrees that any and all personal data he/she submits (including his/her name, KrisFlyer membership number, Esso Smiles account number, contact number and email address) may be collected, used, disclosed or otherwise processed by SIA and Esso for the purposes of facilitating the Bonus Campaign, including to communicate any and all information regarding the Bonus Campaign. All collection, use, disclosure and processing of the Participants' personal data by SIA shall be in accordance with SIA's Privacy Policy (available online at [https://www.singaporeair.com/en\\_UK/privacy-policy](https://www.singaporeair.com/en_UK/privacy-policy)). All collection, use, disclosure and processing of the Participants' personal data by Esso shall be in accordance with Esso's Privacy Policy (available online at <https://www.essosmiles.com.sg/about-smiles/general-notification-on-personal-data>).
13. For further enquiries, or to opt out of the Bonus Campaign, Participants may fill out the Get Help form on <https://www.singaporeair.com/get-help> or write in a request to Esso at [sg.contactus@essosmilesrewards.com](mailto:sg.contactus@essosmilesrewards.com).
14. SIA and Esso reserve the right to verify the eligibility of Participants. The demise of a Participant automatically disqualifies his/her participation. The information provided in "Account information or Personal Profile" of the Participant's Esso Smiles account and KrisFlyer account must be accurate, true and complete. Participants who have provided incomplete and/or inaccurate information will be disqualified and SIA and Esso shall not have any obligation to furnish any notice and/or reason for such disqualification. All decisions by SIA and Esso, in respect of the conversion of KrisFlyer miles and/or the awarding of Bonus Smiles Points respectively are final.
15. By participating in the Bonus Campaign, each Participant hereby agrees to comply with and be bound by these Terms & Conditions, SIA's conditions of use of its website, SIA's Privacy Policy and the KrisFlyer Terms and Conditions (available online at [https://www.singaporeair.com/en\\_UK/ppscub\\_krisflyer/termsconditions-kf/](https://www.singaporeair.com/en_UK/ppscub_krisflyer/termsconditions-kf/) (collectively, "**SIA Terms & Conditions**"). Non-compliance with or breach of any of these SIA Terms & Conditions may result in the Participant being disqualified, and any KrisFlyer miles converted may be forfeited, withheld, withdrawn or reclaimed without the award of Smiles Points and/or Bonus Smiles Points, at SIA's sole and absolute discretion.

16. By participating in the Bonus Campaign, each Participant hereby agrees to comply with and be bound by these Terms & Conditions, Esso's conditions of use of its website, Esso's Privacy Policy and the Esso Smiles Terms and Conditions (available online at <https://www.essosmiles.com.sg/about-smiles/smiles-card-tnc> (collectively, "**Esso Terms & Conditions**"). Non-compliance with or breach of any of these Esso Terms & Conditions may result in the Participant being disqualified, and any Bonus Smiles Points awarded may be forfeited, withheld, withdrawn or reclaimed, at Esso's sole and absolute discretion.
17. Each KrisFlyer member and each Esso Smiles member is responsible for all applicable taxes (including but not limited to, federal, state, local and/or income) in connection with the Bonus Smiles Points awarded.
18. To the extent permitted under applicable law, SIA and Esso will not be responsible or liable for any consequences that any Participant may suffer (including without limitation any damage, loss, injury or disappointment), or that results in an infringement of any law or regulation, by participating in the Bonus Campaign.
19. All decisions made by SIA and Esso in respect to any matter relating to this Bonus Campaign shall be final. SIA and Esso reserve the right to vary these Terms & Conditions, terminate or otherwise amend this Bonus Campaign without prior notice, and at their sole and absolute discretion.
20. These Terms & Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore and shall be subject to the exclusive jurisdiction of the Singapore courts.