

TERMS AND CONDITIONS OF FREE ACCESS AT PLAZA PREMIUM LOUNGE MALAYSIA

- a) Free access at Plaza Premium Lounge Malaysia is **ONLY VALID** for all credit card-i cardholders of Bank Rakyat (including Bank Rakyat staff(s)) as specified below:
- Platinum Explorer Credit Card-i (including supplementary cardholder); and
 - Platinum Xclusive Explorer Credit Card-i (including supplementary cardholder)
- *Collectively referred to as ("Cardholder").

- b) The Cardholder(s) is **ENTITLED** for free access per year at all Plaza Premium Lounge Malaysia nationwide based on eligibility stated in item (f) below.

- c) Free access offered at Plaza Premium Lounge is **LIMITED** to **HALAL** food and beverages **ONLY**. Bank Rakyat shall not be held responsible for any **NON-HALAL** food and beverages consumed by the Cardholders that are meant to be served for **NON-MUSLIM** customers.

- d) The Cardholder must ensure that the Bank Rakyat Platinum Explorer Credit Card-i and/or Xclusive Explorer Credit Card-i must be in **ACTIVE** status to enjoy the free access at Plaza Premium Lounge Malaysia.

- e) Free access is allocated for each Principal and Supplementary cardholder as follows:

Card Type	Free Access Eligibility
Platinum Explorer Credit Card-i	Three (3) times a year
Platinum Xclusive Explorer Credit Card-i	Five (5) times a year

- f) Free access **COULD NOT** be carried forward to the following year.

- g) Free access will be renewed on yearly* basis.
 (* Yearly refers to 1st January until 31st December of every year).

- h) Access and lounge facilities of Plaza Premium Lounge is subject to any rules and regulations set by Plaza Premium Lounge Management Limited from time to time.

- i) Additional charges will be imposed for every access that exceed free access eligibility offered with 20% discount.

- j) Free access can be redeemed at all Plaza Premium Lounge available nationwide. The list of the available Plaza Premium Lounge is stated below:

i. Kuala Lumpur International Airport (KLIA)

- Name : Plaza Premium Lounge
- Location : International Departures
- Opening Hours : 24 hours daily
- Lounge Facilities : 3-hour usage, seating area, food and beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system, left luggage, shower.

ii. Kuala Lumpur International Airport (KLIA)

- Name : Flight Club
- Location : International Departures
- Opening Hours : 24 hours daily
- Lounge Facilities : 3-hour usage, designated buffet, seating area, Internet access, international newspapers and magazines, international TV channels, flight information display system.

iii. **Kuala Lumpur International Airport 2 (KLIA 2)**

- Name : Plaza Premium Lounge
- Location : International Departures, next to Gate 8, Terminal KLIA2
- Opening Hours : 0400 - 0000 daily
- Lounge Facilities : 3-hour usage, seating area, food and beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system.

iv. **Kuala Lumpur International Airport 2 (KLIA 2)**

- Name : Plaza Premium Lounge
- Location : Level 2M, gateway@klia2, Terminal KLIA 2
- Opening Hours : 24 hours daily
- Lounge Facilities : 3-hour usage, seating area, food and beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system, shower.

v. Kuala Lumpur International Airport 2 (KLIA 2)

- Name : Plaza Premium Lounge/Wellness Spa
- Location : International Departures, Terminal KLIA 2
- Opening Hours : 0400 - 0000 daily
- Lounge Facilities : 3-hour usage, seating area, food and beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system, shower.

vi. **Kuala Lumpur International Airport 2 (KLIA 2)**

- Name : Plaza Premium Lounge
- Location : Level 2M, Gateway@klia2 (Next to Aerotel Kuala Lumpur)
- Opening Hours : 24 hours daily
- Lounge Facilities : 3-hour usage, seating area, food and beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system.

vii. Kuala Lumpur International Airport 2 (KLIA 2)

- Name : The Green Market
- Location : Departure Level, Main Terminal, Terminal KLIA 2
- Opening Hours : 24 hours daily
- Lounge Facilities : 3-hour usage, include 1 (one) set menu of choice, seating area, Internet access, international newspapers and magazines, international TV channels, flight information display system.

viii. Kuching International Airport (KCH)

- Name : Plaza Premium Lounge
- Location : Domestic Departures, near Gate 6
- Opening Hours : 0600 - 2230 daily
- Lounge Facilities : 3-hour usage, seating area, food and beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system.

ix. Penang International Airport (PEN)

- Name : Plaza Premium Lounge
- Location : International Departures
- Opening Hours : 0600 - 2300 daily
- Lounge Facilities : 3-hour usage, seating area, food and beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system.

x. Penang International Airport (PEN)

- Name : Plaza Premium Lounge
- Location : Domestic Departures
- Opening Hours : 0500 - 2330 daily
- Lounge Facilities : 3-hour usage, seating area, food and beverages, Internet access, international newspapers and magazines, international TV channels, flight information display system, shower.

xi. Langkawi International Airport (LGK)

- Name : Plaza Premium Lounge (Departure Hall)
- Location : Departure Hall
- Opening Hours : 0700 - 2200 daily
- Lounge Facilities : 3-hour lounge use, included lounge seating area, food and beverage, Wi-Fi, international newspapers and magazines, international TV channels, Flight Information Display System, shower.

k) These terms and conditions shall be read in conjunction with the General Terms and Conditions of Bank Rakyat Credit Card-i.

l) The Cardholder agrees to be bound by the terms and conditions set out herein and agree to access Bank Rakyat's website from time to time to view any changes or variations to any of the Terms and Conditions and to obtain information from Bank Rakyat for clarifications for any of unclear Terms and Conditions stated.

- m) Bank Rakyat shall not be liable for any delays, losses, shortages, notification or any incorrect correspondence either via email, letter or appropriate communication medium.
- n) Bank Rakyat shall not be responsible for any eventuality caused by natural disasters, wars, riots, curfew, fire, flood, drought, storm, epidemic or pandemic, system failures or any circumstances beyond control of Bank Rakyat.
- o) **DISCLAIMER: SUBJECT TO THE EXTENT PERMITTED BY LAW, BANK RAKYAT SHALL NOT BE LIABLE TO ANY CARDHOLDERS FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL DAMAGES OR EXEMPLARY DAMAGES (INCLUDING LOSS OF USE, DATA, BUSINESS OR PROFITS) ARISING FROM OR RELATING TO YOUR PARTICIPATION IN THIS CAMPAIGN, WHETHER LIABILITY SHALL ARISE FROM ANY CLAIMS BASED ON CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, AND WHETHER CARDHOLDERS HAVE BEEN ADVISED OR POSSIBILITY OF SUCH LOSS OR DAMAGE CAN OCCUR.**
- p) Bank Rakyat reserves the right and absolute discretion to reject and/or remove any terms and conditions stated herein from time to time, by publishing 21 days notification that will be published in Bank Rakyat corporate website and any changes, rejection or addendum will take effect on the date after 21 days notification being send out.
- q) The Terms and Conditions shall be governed by and construed in accordance with the laws in Malaysia.
- r) For further information and queries, please call Bank Rakyat Card Centre at 03-2693 6880 or visit www.bankrakyat.com.my
- s) In the event of any inconsistency between the English version and the Bahasa Malaysia version of these Terms and Conditions, the English version of shall prevail to the extent of such inconsistency.