**TERMS AND CONDITIONS**
**RHB Lifestyle Privileges**
("**these Terms and Conditions**")

**PROMOTION ORGANISERS**

1. RHB Lifestyle Privileges ("**Promotion**") is organised by RHB Bank Berhad [Registration No.196501000373 (6171-M)] and RHB Islamic Bank Berhad [Registration No. 200501003283 (680329-V)] (collectively, "**RHB**") unless otherwise specified.

2. The vendor or supplier who participated in the Promotion ("**the Merchant**").

   **BATIK AIR (Previously operated as Malindo Air)**
   Email Address: od_customercare@batikair.com.my

**PROMOTION PERIOD**

3. The Promotion runs from 24/7/2026 to 24/7/2027 ("**Promotion Period**"), both dates inclusive.

4. The Promotion is open to all eligible primary and supplementary cardholders RHB Credit Card/-i or RHB Debit Card/-i, excluding RHB Corporate MyDebit Card/-i (collectively, "**the Customer**").

**TERMS AND CONDITIONS**

5. By participating in this Promotion the Customer agrees to the following:

   (a) Promotion mechanic:
   **15% OFF Economy Value and Flexi Fares**
   **25% OFF Business Flexi Fares**

   (b) To enjoy the offer, Customer must key in the promo code **RHBBATIK2627** in the Add Promo Code column at https://www.batikair.com.my

   (c) Flights and class fares are subject to availability at the time of booking, with the blackout dates of 2026 & 2027 flights as shown below:

| Month | Year | Blackout Dates |
|---|---|---|
| *August* | *2026* | *25, 28 – 31* |
| *September* | *2026* | *1 – 7, 16* |
| *November* | *2026* | *6 – 10* |
| *December* | *2026* | *4 – 31* |
| *January* | *2027* | *1 – 3, 22 – 24, 29 – 31* |
| *February* | *2027* | *1, 3 – 15* |
| *March* | *2027* | *4 – 15* |
| *May* | *2027* | *14 – 31* |
| *June* | *2027* | *1 – 7* |
| *August* | *2027* | *13 – 16, 27 – 31* |
| *September* | *2027* | *1 – 5, 16 – 19* |

| | | |
|---|---|---|
| *October* | *2027* | *28 - 31* |
| *December* | *2027* | *3 - 31* |

(d) Discount is applicable to air fare only, excluding taxes and fees.

(e) Request of changing flight or departure date must be at least 4 hours before the departure time, and subject to relevant terms and conditions. Passenger(s) will be charged according to flight rate change fee at the point of purchase.

(f) Travel Period is up to 330 days after booking date.

6. By participating in the Promotion, the Customer agrees to the followings:

(a) The Customer is bound by these Terms and Conditions.

(b) The Customers who are interested participating in this Promotion are advised to read and understand these Terms and Conditions before participating in the Promotion.

(c) Any customer who does not understand any of these Terms and Conditions may contact RHB Customer Contact Centre, whose contact details are set out below.

(d) Payment must be made using RHB Credit Card/-i or RHB Debit Card/-i, excluding RHB Corporate MyDebit Card/-i ("**RHB Cards**").

(e) The Promotion is not applicable to Shariah non-compliant products and services such as liquor, pork, indecent entertainment, tobacco etc. (if any) for Islamic cards.

(f) The Promotion is not exchangeable for cash or other items and cannot be used in conjunction with any other discounts, privileges, promotions, discount schemes, loyalty programmes, discount cards or vouchers.

(g) The Customer is liable for all taxes and other fees and charges levied against him/her under the applicable laws, if any, for the acceptance of the Promotion.

(h) The Customer may contact the Merchant whose contact details are set out above or RHB Customer Contact Centre for all matters relating to the Promotion (including any request to change or limit the processing of his/her personal information) to RHB Customer Contact Centre as follows:

**RHB Customer Contact Centre**
**Email** **: customer.service@rhbgroup.com**
**Telephone No.** **: +603-9206 8118**
**Form** **: rhbgroup.com/personal/banking-methods/contactus.html**

(i) RHB gives no representation or warranty with respect to any goods or services provided by the Merchant. In particular, RHB gives no warranty with respect to the quality of goods or services redeemed or their suitability and redeemability for any purpose.

(j) RHB may add, change, modify or remove the Promotion structure, benefit and other features, including these Terms and Conditions, or to terminate the Promotion at any time with sufficient prior notice.

(k) Bookings made under this Promotion shall be subject to Batik Air's prevailing policies, fare rules and regulations which shall include the General Conditions of Carriage. Batik Air's General Terms and Conditions, General Conditions of Carriage and Fare. Please refer to https://www.batikair.com.my/terms-and-conditions & https://www.batikair.com.my/terms-and-conditions/fare-rules

(l) If the Customer is not satisfied with the resolution provided by RHB Customer Contact Centre, the Customer may then refer the matter to the operator of the Financial Markets Ombudsman Service (FMOS) approved by Bank Negara Malaysia which the details can be found at www.rhbgroup.com/s/p.

(m) In the event of any inconsistency between these Terms and Conditions and any other materials relating to the Promotion, these Terms and Conditions will prevail for matters dealt with in these Terms and Conditions.