



**TERMS AND CONDITIONS
RHB LIFESTYLE PRIVILEGES
("these Terms and Conditions")**

PROMOTION ORGANISERS

1. The **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 has participated in the Promotion ("**the Merchant**").
Merchant name : **TAOBAO**
Merchant contact : TAOBAO via mobile application

PROMOTION PERIOD

3. The Promotion runs from **21 May 2026 to 21 June 2026**, ("**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 (collectively, "**the Customer**").

TERMS AND CONDITIONS

5. By participating in this Promotion the Customer agrees to the following:-
 - (a) Participants must make a **minimum purchase of RM300** or more on the Taobao app using their RHB Cards during the Promotion Period to qualify for the Promotion.
 - (b) Participants will be automatically entered into the Promotion based on their total accumulated spending during the Promotion Period.
 - (c) The following prizes are available to the winners:
 - **Grand Prize** : 2x units - Park Hyatt Kuala Lumpur (2 Days 1 Night Staycation)
 - **Consolation** : 31 units of RM200 Touch N Go Voucher
 - (d) Prizes cannot be exchanged for cash or other equivalents.
 - (e) 33 participants with the highest accumulated spending during the Promotion Period will be selected as the winners.
 - (f) Winners will be contacted by the Merchant via email or Whatsapp/SMS within **60 days** after the Campaign Period ends. If a winner does not respond within **7 days**, the prize may be forfeited, and another winner will be selected.
 - (g) Participants must comply with all applicable laws and regulations while participating in the Promotion.
 - (h) RHB and Taobao reserve the right to disqualify any Participant found to be violating these terms and conditions or engaging in fraudulent activity.
 - (i) RHB and Taobao are not liable for any lost, delayed, or misdirected entries, or for any technical errors that may occur during the submission process.
 - (j) By participating in this Promotion, participants consent to the collection and processing of their personal data for the purpose of administering the Promotion and distributing prizes.
 - (k) Personal data will be handled in accordance with RHB's and Taobao's privacy policies.



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 in 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 only (excluding 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 anytime with sufficient prior notice;
- (k) 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 Market Ombudsman Scheme (FMOS) approved by Bank Negara Malaysia which the details can be found at www.rhbgroup.com/s/p; and
- (l) These Terms and Conditions are to be read together with the terms and conditions of Taobao Malaysia which can be found at https://world.taobao.com/wow/tmg-fc/act/tmw/channel/16857/17333/wupr?wh_pid=channelPage-566275; and
- (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.