

2025 LUNAR NEW YEAR NOTES EXCHANGE ONLINE RESERVATION FORM

TERMS AND CONDITIONS

1. United Overseas Bank (Malaysia) Bhd (Company Reg No. 199301017069 (271809-K)) (“**UOB Malaysia**”) shall open the “2025 Lunar New Year Notes Exchange Online Reservation Form” (“Online Reservation Form”) to all UOB customers excluding UOB staff with UOB Debit Card facility and an active UOB Current and/or Savings Account (“UOB Customers”) to make online reservation to collect fit-for-gifting notes at our Participating Branch from 8 January 2025 to 22 January 2025 (“Online Reservation”).
2. The participating branches for the Online Reservation are (“Participating Branch”):
 - UOB Ampang Branch
 - UOB Jalan Imbi
 - UOB Jalan Othman
 - UOB Ijok
 - UOB Centro Klang
 - UOB Damansara Perdana
 - UOB Butterworth
 - UOB Penang Garden
 - UOB Sungai Petani
 - UOB Southkey Mozek
3. For avoidance of any doubt, “Successful Customers” refers to the UOB Customers who had made an Online Reservation through our website at www.uob.com.my and/or our UOB officer who will subsequently confirm to the Successful Customers between 2-4 days before the appointment date.
4. The Online Reservation is based on first-come-first-serve basis and collection can only be done at the selected Participating Branch at the date and time slot allocated.
5. Successful Customers must collect the notes according to their selected Participating Branch at the time and date (“Notes Collection”) as allocated to them. The rights of Successful Customer for the Notes Collection will be forfeited if there is a no-show at the allocated time slot for the Notes Collection purposes. In this regard, Successful Customers who had missed their allocated time slot for the Notes Collection are required to separately approach our UOB Malaysia branch service personnel for a general queue number to exchange the fit-for-gifting notes (“Alternative Route”).
6. Successful Customers must bring along their valid UOB Debit Card for the Notes Collection failing which their rights for the Notes Collection will be forfeited and they are required to go through the abovementioned Alternative Route.
7. Successful Customers are only allowed to collect the notes that they have reserved according to the options available in the Online Reservation Form. For any additional and/or variant of other notes denomination exchange and/or request, Successful Customers have to go through the Alternative Route.
8. During the appointment date, Successful Customers must show proof of the Online Reservation made either through a screen shot of the successful reservation made and/or email sent to them after the Online Reservation was made.
9. UOB Malaysia may disqualify/reject any Successful Customer who does not comply with the terms and conditions stated herein and/or are found or suspected to be tampering with the Online Registration and/or its process or the operations of this Online Registration which



includes any unlawful activities, including fraud or any act of deceit, deception and/or in connection with the Online Registration.

10. UOB Malaysia reserves the right to withdraw, cancel, suspend, extend or terminate this Online Reservation earlier in whole or in part and reserves the right to modify, add, substitute or cancel any of the terms and conditions of this Online Reservation ("Terms & Conditions") contained herein, from time to time by giving at least minimum of five (5) calendar days prior notice thereof, the notice of which shall be posted through email or through any other channel/platforms as determined by UOB. It shall be the responsibility of the UOB Customers to be informed of or otherwise seek out any such notice validly posted.
11. To the fullest extent permitted by law, UOB Malaysia and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by UOB Malaysia for the purposes of this Online Reservation) shall not be liable to UOB Customers in this Online Reservation for any direct, indirect, special or consequential loss or damage (including but not limited to, loss of income, profits or goodwill) arising from or in connection with this Online Reservation unless caused by the any gross negligence or wilful misconduct by UOB Malaysia.
12. UOB Malaysia shall not be liable for any default of its obligation under this Online Reservation due to any force majeure events which include but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any other events beyond the reasonable control of UOB Malaysia.
13. These Terms and Conditions shall be governed by the laws of Malaysia and UOB Customers agree to submit to the non-exclusive jurisdiction of the courts of Malaysia.
14. For information, enquiries, feedback and/or complaints related to this Online Reservation, please contact UOB Malaysia's Contact Centre at 03-2612 8121.