

SUNWAY PROPERTY PALS+ TENANTS TERMS AND CONDITIONS

A. Tenants in residential properties developed, sold or owned by Sunway Property

1. Eligibility

- a) Membership is open to any tenant who resides in a residential property developed, sold or owned by Sunway Property (including joint venture development) in Malaysia.

[List of participating projects](#) - all residential properties built and sold by Sunway Property including individual or strata landed, townhouses, condominium, serviced apartments, SOHO.

- b) Sunway Property reserves the right to decline the issuance of or withdraw the Sunway Property Pals+ membership at any time or terminate membership as and when necessary without prior notice.

2. Rent+ Programme (Rent-credits)

- a) Members must first sign up as a member at propertypals.sunwayproperty.com and opt in to Rent+ Programme to accumulate rent credits.
- b) Rent credit accumulation starts from the month of registration. Rent credits will be awarded on the last day of every calendar month throughout the tenancy period.

Example of rent credits accumulation given a monthly rental of RM 2,000:

Event	Tenancy starts	Date of Registration	Rent credits awarded to tenant									Tenancy ends	Total rent credits earned
Date	20/10/21	18/01/22	31/01/22	28/02/22	31/03/22	30/04/22	31/05/22	30/06/22	30/07/22	31/08/22	30/09/22	19/10/22	
Rent Credits	0	0	500	500	500	500	500	500	500	500	500	0 (Paid-in advance in Jan 2022)	4,500

- c) Tenants will receive rent credit calculated at 25% of the total monthly rental paid.
- d) The minimum accumulation period to convert rent credit is one (1) year and the maximum accumulation period is two (2) years.
- e) Rent credit can only be used to purchase one (1) property from a participating Sunway Property / joint venture development.
- f) Accumulated rent credit will expire three (3) years after the lawful termination or expiry of each term of the tenancy if not utilized by the tenant. For the avoidance of doubt, if a tenant is granted a tenancy of one (1) year ("Initial Term") with an option to renew the tenancy for another one (1) year upon the expiry of the Initial Term ("Renewal Term"), the accumulated rent credits during the Initial Term will expire three (3) years after the expiry of the Initial Term even though the tenancy is subsequently renewed for another one (1) year. The tenant can still accumulate rent credits during the Renewal Term and such rent credits will expire three (3) years after the expiry of the Renewal Term provided always that the maximum accumulation period of such rent credits shall not exceed two (2) years at any one time.
- g) Any rent credit accumulated in excess of the maximum accumulation period will be forfeited.

- h) Multiple tenants cannot pool rent credits to purchase a Sunway property.
- i) Rent credit is personal to the tenant and not exchangeable for cash or other benefits from Sunway and not transferable. However, the tenant may use the rent credit to purchase a property from a participating Sunway Property / joint venture development under joint names

3. Property Purchase Rebate Privileges

- a) Members can convert their rent credit towards payment in the form of property rebate of up to 1.5% on their first Sunway Property purchase, based on the nett discounted price after the bumiputera discount and any other promotional discounts, whichever is applicable.
- b) The rebate is applicable to participating Sunway Property development projects in Malaysia only and it is subject to the terms & conditions of the respective participating projects.
- c) Member must make a booking and purchase the property directly through Sunway Property internal sales representatives to be entitled to the rebate. The rebate will not be applicable to property purchased via assistance of authorised third-party sales agents or third-party representatives.
- d) Member must be one of the SPA signatories of the property to be purchased.
- e) Sunway Property reserves the right to cancel, suspend, terminate or adjust the Sunway Property Pals+ Rebate value for redemption as well as to replace the Sunway Property Pals+ Rebate value with other benefits without prior notice.

4. Property Purchase Rebate Redemption Procedure

- a) Members shall only be entitled to the Rebate in the form of a Credit Note which will be used to offset against the 2nd or future progressive payment of the purchase price or such other payment as Sunway may deem fit, after the SPA is duly signed and stamped and payment of the 10% of the purchase price is made.
- b) Members must present proof of Identification (NRIC or Passport); tenancy agreement and rental payment slips for the last 3 months during the rent credit accumulation period.
- c) If member buys a new Sunway property and continues to stay in the rented property while the new property is under-construction, member will continue to earn credit which can be redeemed and offset in the form of rebate against outstanding payment at the completion of property purchased. Any excess rent credits will be forfeited.

5. Other Privileges

- a) Complimentary membership of Sunway Pals

- i. Sunway Pals is a group loyalty programme offering both rebates and savings for dollars spent in Sunway Pyramid, Sunway Resort Hotel & Spa, Sunway Medical Centre, Sunway Lagoon, Sunway Property and Sunway Education Group. Terms and Conditions apply.
- ii. This program was officially launched to the public on 28 February 2014. Please visit www.sunwaypals.com.my for more information.

6. General Terms & Conditions

- a) The Programme, rewards and privileges are subject to availability and applicable rules, terms and conditions (including eligibility, accumulation requirements, booking requirements, cancellations restrictions, return conditions, warranties and limitations of liability) imposed by Sunway Property.
- b) Members are responsible for notifying Sunway Property via writing/electronic mail of any updates on their profiles, any changes in address or any other contact information in order for Sunway Property to send notifications or updates on the Sunway Property Pals+ programme and other news and happenings.
- c) Members may at any time terminate their membership by writing to Sunway Property. In the event of termination by the Member for any reason whatsoever, Sunway Property shall not be responsible for the non-redemption of the membership privileges and the membership privileges will thereafter be terminated.
- d) Each Member understands and accepts that Sunway Property has the absolute discretion and right to withdraw and/or suspend and/or modify and/or reinstate any benefits and privileges of this Sunway Property Pals+ programme to any Member for any reason whatsoever including but not limited to actions (whether pending, threatened or resolved) in the courts or tribunals brought against Sunway Property, without prior notification or liability and it is the responsibility of each Sunway Property Pals+ member to ensure their membership has not been withdrawn or suspended prior to making any purchase or recommendation.
- e) By providing the personal information upon registration, members are providing consent and are agreeable to the usage of their personal information by Sunway Property, including but not limited to names and images, in accordance with the Sunway Privacy Notice. Please visit <http://www.sunway.com.my/group/privacy.asp> for more information on the Sunway Privacy Notice and Personal Data Protection.
- f) Sunway Property reserves the right to cancel this Sunway Property Pals+ programme, withdraw, terminate membership, substitute or vary any of the Terms and Conditions or privileges stated herein as and when necessary without prior notice.
- g) Any cancellation, substitution or variation by Sunway Property of this Sunway Property Pals+ programme's Terms and Conditions or any of its privileges contained herein shall not entitle the Member to any claim or compensation from Sunway Property for any loss or damages suffered or incurred by the Member, whether caused directly or indirectly.
- h) Sunway Property shall neither be liable nor held to be liable for any claims, loss, costs, expenses or damage or whatever nature resulting from the redemption of any Point or Rewards by the Members. Members are responsible for the security of their Membership Identification. Sunway Property accepts no liability for the disclosure of the Membership

Identification by the Member to a third party, whether intentionally or otherwise. Sunway Property reserves the right to protect an account being accessed if Sunway Property has reasonable grounds to believe that the security of the particular account has been breached or at the risk of exposure.

- i) Sunway Property reserves the right to use any information of the Member for sharing the information with other companies within the Sunway group for the purpose of marketing, survey or latest updates of Sunway Property Pals+. All correspondences shall be deemed delivered to the Member if posted to the Member's address as appearing in Sunway Property records.
- j) Any taxes or other charges whatsoever arising from a Member's participation in the Sunway Property Pals+ programme remains the responsibility of the Member.
- k) In the event of any dispute(s) whatsoever, the decision by Sunway Property shall be final, conclusive and binding.
- l) In the event there is a discrepancy in the interpretation of the Terms and Conditions herein and/or communication thereof to Members arising from the use of different languages such as English, Bahasa Malaysia and Mandarin, the English interpretation and/or communication shall prevail.

B. Tenants in student accommodations or co-living properties held by Sunway Group

1. Eligibility

- a) Membership is open to any tenant who resides in student accommodations or co-living properties held by Sunway Group in Malaysia.

List of participating projects including student accommodation or co-living properties held by Sunway for long term stay purpose of not less than one (1) year:

- i. Sunway House Waterfront Residences;
- ii. Sun U Residences;
- iii. Sun U Apartment;

and such other projects that Sunway may add or remove from time to time

- b) Sunway Property reserves the right to decline the issuance of or withdraw the Sunway Property Pals+ membership at any time or terminate membership as and when necessary without prior notice.

2. Rent credits

- a) Members must first sign up as a member at propertypals.sunwayproperty.com and opt in to Rent+ Programme to accumulate rent credits.
- b) Rent credit accumulation starts from the month of registration. Rent credits will be awarded on the last day of every calendar month throughout the tenancy period.

Example of rent credits accumulation given a monthly rental of RM 1,200:

Event	Tenancy starts	Date of Registration	Rent credits awarded to tenant									Tenancy ends	Total rent credits earned	
			31/01/22	28/02/22	31/03/22	30/04/22	31/05/22	30/06/22	30/07/22	31/08/22	30/09/22			
Date	20/10/21	18/01/22											19/10/22	
Rent Credits	0	0	300	300	300	300	300	300	300	300	300	0 (Paid-in advance in Jan 2022)		2,700

- c) Tenants will receive rent credit calculated at 25% of the total monthly rental paid.
- d) The minimum accumulation period to convert rent credit is one (1) year and the maximum accumulation period is five (5) years.
- e) Rent credit can only be used to purchase one (1) property from a participating Sunway Property / joint venture development.
- f) Accumulated rent credit will expire three (3) years after the lawful termination or expiry of each term of the tenancy if not utilized by the tenant. For the avoidance of doubt, if a tenant is granted a tenancy of one (1) year (“Initial Term”) with an option to renew the tenancy for another one (1) year upon the expiry of the Initial Term (“Renewal Term”), the accumulated rent credits during the Initial Term will expire three (3) years after the expiry of the Initial Term even though the tenancy is subsequently renewed for another one (1) years. The tenant can still accumulate rent credits during the Renewal Term and such rent credits will expire three (3) years after the expiry of the Renewal Term provided always that the maximum accumulation period of such rent credits shall not exceed five (5) years at any one time.
- g) Any rent credit accumulated in excess of the maximum accumulation period will be forfeited.

- h) Multiple tenants cannot pool rent credits to purchase a Sunway property.
- i) Rent credit is personal to the tenant and not exchangeable for cash or other benefits from Sunway and not transferable. However, the tenant may use the rent credit to purchase a property from a participating Sunway Property / joint venture development under joint names.

3. Property Purchase Rebate Privileges

- a) Members can convert their rent credit towards payment in the form of property rebate of up to 3% on their first Sunway Property purchase, based on the nett discounted price after the bumiputera discount and any other promotional discounts, whichever is applicable.
- b) The rebate is applicable to participating Sunway Property development projects in Malaysia only and it is subject to the terms & conditions of the respective participating projects.
- c) Member must make a booking and purchase the property directly through Sunway Property internal sales representatives to be entitled to the rebate. The rebate will not be applicable to property purchased via assistance of authorised third-party sales agents or third-party representatives.
- d) Member must be one of the SPA signatories of the property to be purchased.
- e) Sunway Property reserves the right to cancel, suspend, terminate or adjust the Sunway Property Pals+ Rebate value for redemption as well as to replace the Sunway Property Pals+ Rebate value with other benefits without prior notice

4. Property Purchase Rebate Redemption Procedure

- a) Members shall only be entitled to the Rebate in the form of a Credit Note which will be used to offset against the 2nd or future progressive payment of the purchase price or such other payment as Sunway may deem fit, after the SPA is duly signed and stamped and payment of the 10% of the purchase price is made.
- b) Members must present proof of Identification (NRIC or Passport); tenancy agreement and rental payment slips for the last 3 months during the rent credit accumulation period.
- c) If member buys a new Sunway property and continues to stay in the rented property while the new property is under construction, member will continue to earn credit which can be redeemed and offset in the form of rebate against outstanding payment at the completion of property purchased. Any excess will be forfeited.

5. Other Privileges

- a) Complimentary membership of Sunway Pals

- i. Sunway Pals is a group loyalty programme offering both rebates and savings for dollars spent in Sunway Pyramid, Sunway Resort Hotel & Spa, Sunway Medical Centre, Sunway Lagoon, Sunway Property and Sunway Education Group. Terms and Conditions apply.
- iii. This program was officially launched to the public on 28 February 2014. Please visit www.sunwaypals.com.my for more information.

6. General Terms & Conditions

- a) The Programme, rewards and privileges are subject to availability and applicable rules, terms and conditions (including eligibility, accumulation requirements, booking requirements, cancellations restrictions, return conditions, warranties and limitations of liability) imposed by Sunway Property.
- b) Members are responsible for notifying Sunway Property via writing/electronic mail of any updates on their profiles, any changes in address or any other contact information in order for Sunway Property to send notifications or updates on the Sunway Property Pals+ programme and other news and happenings.
- c) Members may at any time terminate their membership by writing to Sunway Property. In the event of termination by the Member for any reason whatsoever, Sunway Property shall not be responsible for the non-redemption of the membership privileges and the membership privileges will thereafter be terminated.
- d) Each Member understands and accepts that Sunway Property has the absolute discretion and right to withdraw and/or suspend and/or modify and/or reinstate any benefits and privileges of this Sunway Property Pals+ programme to any Member for any reason whatsoever including but not limited to actions (whether pending, threatened or resolved) in the courts or tribunals brought against Sunway Property, without prior notification or liability and it is the responsibility of each Sunway Property Pals+ member to ensure their membership has not been withdrawn or suspended prior to making any purchase or recommendation.
- e) By providing the personal information upon registration, members are providing consent and are agreeable to the usage of their personal information by Sunway Property, including but not limited to names and images, in accordance with the Sunway Privacy Notice. Please visit <http://www.sunway.com.my/group/privacy.asp> for more information on the Sunway Privacy Notice and Personal Data Protection.
- f) Sunway Property reserves the right to cancel this Sunway Property Pals+ programme, withdraw, terminate membership, substitute or vary any of the Terms and Conditions or privileges stated herein as and when necessary without prior notice.
- g) Any cancellation, substitution or variation by Sunway Property of this Sunway Property Pals+ programme's Terms and Conditions or any of its privileges contained herein shall not entitle the Member to any claim or compensation from Sunway Property for any loss or damages suffered or incurred by the Member, whether caused directly or indirectly.
- h) Sunway Property shall neither be liable nor held to be liable for any claims, loss, costs, expenses or damage or whatever nature resulting from the redemption of any Point or Rewards by the Members. Members are responsible for the security of their Membership Identification. Sunway Property accepts no liability for the disclosure of the Membership

Identification by the Member to a third party, whether intentionally or otherwise. Sunway Property reserves the right to protect an account being accessed if Sunway Property has reasonable grounds to believe that the security of the particular account has been breached or at the risk of exposure.

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- j) Any taxes or other charges whatsoever arising from a Member's participation in the Sunway Property Pals+ programme remains the responsibility of the Member.
- k) In the event of any dispute(s) whatsoever, the decision by Sunway Property shall be final, conclusive and binding.
- l) In the event there is a discrepancy in the interpretation of the Terms and Conditions herein and/or communication thereof to Members arising from the use of different languages such as English, Bahasa Malaysia and Mandarin, the English interpretation and/or communication shall prevail.