

## YONO SMART PARKING GAMIFIED CASHBACK CAMPAIGN

### INTRODUCTION

This Campaign is held by Borneo Integrated Pay Sdn. Bhd. (Company No. 202101027893 / 1428193-H) (“BIPSB”). By participating in this Campaign, Customers (“Customers”) agree to be bound by these terms and conditions, which form an integral part of and are to be read together with the YONO Terms and Conditions, YONOPay Terms and Conditions, YONO Pay Merchant Terms and Conditions, and YONO Campaign General Terms and Conditions (collectively, the “Platform Terms”).

In the event of any conflict or inconsistency between these terms and conditions and the Platform Terms, such inconsistency shall be resolved by giving precedence in the following decreasing order: (i) these terms and conditions; (ii) YONO Terms and Conditions; (iii) YONOPay Terms and Conditions; (iv) YONO Pay Merchant Terms and Conditions; and (v) YONO Campaign General Terms and Conditions.

### CAMPAIGN PERIOD

This Campaign shall commence on 15 May 2026 and end on 31 July 2026 (inclusive) (“Campaign Period”), unless otherwise extended or terminated by BIPSB.

### ELIGIBILITY

1. This Campaign is open to all registered YONO eWallet users who make parking payments via the Smart Parking Miniapp within the YONO Superapp during the Campaign Period.
2. This Campaign is applicable only for parking payments made at participating council parking zones, including but not limited to: -
  - (a) **Tawau** Council Parking;
  - (b) **Putatan** Council Parking; and
  - (c) **Keningau** Council Parking.
3. Customers must complete Eligible Transactions (as defined below) and fulfil the applicable tier requirements to participate in the Campaign rewards and benefits.

### CAMPAIGN MECHANICS

4. An “Eligible Transaction” refers to a successful parking payment made via the Smart Parking Miniapp within the YONO Superapp at participating council parking zones during the Campaign Period.
5. Customers may use the transaction reference generated from an Eligible Transaction to perform a “Check-In” through the Parking Cashback Miniapp.

6. One (1) successful cashback claim submission using a valid transaction reference through the Parking Cashback Miniapp shall constitute one (1) "Check-In" under this Campaign.
7. Only one (1) Check-In per Customer per calendar day per council parking zone shall qualify under this Campaign.
8. A "week" shall mean a calendar week commencing every Monday at 12:00 AM and ending on Sunday at 11:59 PM.
9. All accumulated Check-In progress shall automatically reset to zero (0) at the beginning of each new calendar week.
10. For the avoidance of doubt, Customers may continue participating in the Campaign throughout the Campaign Period subject to these terms and conditions.

#### **TIER 1 – STARTER TIER**

11. All new Customers shall automatically begin in the Starter Tier upon first access to the Smart Parking Cashback Campaign.
12. Customers in the Starter Tier shall not be eligible to receive cashback rewards until all Starter Tier requirements have been fulfilled.
13. To complete the Starter Tier requirements, Customers must: -
  - (a) Successfully complete three (3) Check-Ins within the same calendar week; and
  - (b) Successfully upgrade their YONO eWallet to a YONO Premium Wallet during the Campaign Period.
14. Upon successful completion of all Starter Tier requirements, Customers shall become eligible to upgrade to the Navigator Tier.
15. Upon successful upgrade to the Navigator Tier, Customers shall receive a Ringgit Malaysia Five (RM5.00) reward credited into the Customer's designated Smart Parking Gift Card wallet.
16. The RM5.00 reward: -
  - (a) Shall be credited subject to system processing time;
  - (b) Shall not be transferable, withdrawable, or exchangeable for cash; and
  - (c) Shall only be used for Smart Parking related transactions or such usage as determined by BIPSB.

## **TIER 2 – NAVIGATOR TIER**

17. Upon successful completion of the Starter Tier requirements, Customers shall automatically advance to the Navigator Tier.
18. Customers in the Navigator Tier shall be eligible to claim cashback rewards for Eligible Transactions subject to the following conditions: -
  - (a) Cashback shall be limited to one (1) successful cashback claim per Customer, per council parking zone, per calendar day;
  - (b) Cashback shall be capped at Ringgit Malaysia One (RM1.00) per successful cashback claim;
  - (c) Cashback eligibility shall only apply to successful parking transactions processed through the Smart Parking Miniapp using YONO eWallet; and
  - (d) Cashback claims must comply with any additional limits, quotas, or allocation requirements imposed by BIPSB during the Campaign Period.
19. Customers in the Navigator Tier shall also become eligible to participate in the monthly Lucky Draw campaign mechanics.

## **LUCKY DRAW MECHANICS**

20. Customers in the Navigator Tier shall earn one (1) Lucky Draw ticket for every five (5) successful parking payment transactions made via the Smart Parking Miniapp using YONO eWallet.
21. Lucky Draw ticket accumulation shall be automatically tracked by the YONO system based on successful Eligible Transactions.
22. Customers shall not be required to submit transaction references into the Parking Cashback Miniapp for the purpose of Lucky Draw ticket eligibility.
23. Lucky Draw tickets shall only be valid for the calendar month in which they are earned and shall automatically expire at the end of each calendar month.
24. The Lucky Draw prize value and/or quantity may increase proportionately based on follower growth achieved across YONO's official Facebook and Instagram social media platforms during the Campaign Period.
25. The maximum Lucky Draw allocation per month shall be capped at Ringgit Malaysia One Thousand (RM1,000.00).

26. The Lucky Draw prize structure shall be as follows: -

<b>Social Media Growth</b>	<b>Prize Value (RM)</b>	<b>Prize Quantity</b>	<b>Campaign Fund (RM)</b>
Base Campaign	RM10	10 Winners	RM100
1,000 Followers	RM20	20 Winners	RM400
2,000 Followers	RM20	30 Winners	RM600
3,000 Followers	RM20	40 Winners	RM800
4,000 Followers and above	RM20	50 Winners	RM1,000

27. BIPSB reserves the right to determine the final prize structure, prize allocation, and number of winners based on actual campaign participation and social media growth achieved during the Campaign Period.

28. Winners shall be selected at random at the end of each calendar month or such other date as determined by BIPSB.

29. BIPSB reserves the right to announce winners through YONO's official communication channels, including social media platforms, websites, and in-app notifications.

30. All Lucky Draw rewards shall be credited in the form of Smart Parking vouchers, Gift Card credits, or such other reward mechanisms as determined by BIPSB.

#### **CASHBACK AND REWARDS CREDIT**

30. All cashback rewards, vouchers, and Gift Card credits under this Campaign shall be credited into the Customer's designated YONO wallet or Smart Parking Gift Card wallet subject to system processing time.

31. All rewards under this Campaign: -  
(a) Are non-transferable and non-exchangeable;  
(b) Cannot be withdrawn as cash; and  
(c) Shall be subject to the applicable Platform Terms.

#### **EXCLUSIONS AND DISQUALIFICATIONS**

32. Transactions that are cancelled, refunded, reversed, disputed, incomplete, duplicated, or deemed invalid by BIPSB shall not qualify for this Campaign and any rewards granted may be revoked.

33. BIPSB reserves the right to disqualify any Customer suspected of: -  
(a) Fraudulent behaviour;  
(b) Abuse or manipulation of the Campaign mechanics;  
(c) Multiple account usage;  
(d) Artificial or non-genuine transaction activity;  
(e) Abuse of cashback, Check-In, or Lucky Draw mechanisms; or

(f) Violation of these terms and conditions or any applicable laws.

34. Any attempt to circumvent the cashback limits, weekly Check-In limitations, tier progression mechanics, or Lucky Draw eligibility requirements through artificial, repetitive, or fraudulent activities shall result in immediate disqualification.

#### **EXPIRY OF REWARDS**

35. All cashback rewards, vouchers, Lucky Draw tickets, and Gift Card credits may be subject to expiry in accordance with the Platform Terms or such expiry periods determined by BIPSB.

36. Customers shall have no claim against BIPSB for any expired, forfeited, revoked, or unused rewards.

#### **AMENDMENT OF TERMS**

37. BIPSB reserves the right to amend, modify, suspend, extend, terminate, or vary this Campaign or any part thereof at any time without prior notice.

38. Any amendments shall take effect upon publication through YONO's official communication channels.

39. Continued participation in the Campaign shall constitute acceptance of the revised terms and conditions.

#### **FORCE MAJEURE**

40. BIPSB shall not be liable for any delay, interruption, or failure in performing its obligations under this Campaign due to events beyond its reasonable control, including but not limited to acts of God, natural disasters, system failures, cyber incidents, telecommunications disruptions, labour disputes, pandemics, or governmental actions.

41. In the event of a Force Majeure event, BIPSB reserves the right to suspend, postpone, cancel, or modify any part of the Campaign without liability.

#### **DISPUTES AND INQUIRIES**

42. For any disputes or inquiries relating to this Campaign, Customers may contact YONO Customer Service via email at [ask@yono.my](mailto:ask@yono.my).

43. All decisions made by BIPSB in connection with this Campaign, including but not limited to eligibility, cashback entitlement, Check-In eligibility, tier progression, Lucky Draw participation, reward allocation, and interpretation of these terms and conditions, shall be final and binding.