



Annex C

Terms & Conditions of NETS x CDG Zig App Sign Up Promotion (1 October 2026 – 31 December 2026)

The NETS x CDG Zig Sign Up Promotion (“**Promotion**”) is carried out by Network for Electronic Transfers (Singapore) Pte Ltd (“**NETS**”) in conjunction with CDG Zig Pte. Ltd. (“**ComfortDelGro**”) and is subject to these terms and conditions (“**Terms**”).

1. The Promotion is valid for new CDG Zig App (“**App**”) users who download the App and sign up for an account on the App for the first time and register and pay for their rides with **Qualified NETS Bank Cards** (defined below) using the App, including employees of NETS, Participating Banks and ComfortDelGro (“**App Users**”).
2. The Promotion is valid from **1 October 2026 – 31 December 2026**, both dates inclusive (“**Promotion Period**”), unless otherwise stated.

Promotion Mechanics:

3. Each Eligible App User can receive two (2) promo codes worth \$4 each (“**Promo Code**”).
4. For the purposes of this Promotion:

“**Eligible App User**” shall mean an App User who satisfies the Eligibility Criteria set out in paragraph 5.

“**Qualified NETS Bank Cards**” shall mean NETS ATM, Debit Cards or NETS-enabled Credit Cards issued by DBS/POSB and OCBC, or NETS ATM or Debit cards issued by UOB in Singapore.

“**Participating Banks**” shall mean DBS/POSB, OCBC and UOB in Singapore.

5. **Eligibility Criteria:**

2 x \$4 Promo Code will be issued after a new App User downloads the App and signs up for an account on the App for the **first** time.

(a) Eligibility Criteria for promo codes (Limited to 400 Promo Codes)

- i. App User must download and sign up for an account on the CDG Zig App for the first time during the Promotion Period; and
 - ii. App User must register Qualified NETS Bank Card(s) as a payment method within the App for the first time during the Promotion Period.
6. Eligible App Users will automatically receive the Promo Code he / she is eligible for directly on his / her App profile.
 7. For the avoidance of doubt, the following App Users are **not eligible** for the Promo Code: -
 - (a) Any App User who had previously registered an account on CDG ZIG;
 - (b) Any App User who had previously registered a Qualified NETS Bank Card on the App but has since deleted the Qualified NETS Bank Card and is attempting to register the same card or another Qualified NETS Bank Card;
 - (c) Any App User who had previously registered a Qualified NETS Bank Card on the App but has uninstalled and reinstalled the App; or



- (d) Any App User who had previously registered a Qualified NETS Bank Card on the App.
8. Each Promo Code is valid until 28 February 2027. Each Promo Code issued can only be redeemed once.
9. To redeem a Promo Code issued under paragraph 5(a), the Eligible App User will need to:
- (a) book a ride using the App;
 - (b) add a Qualified NETS Bank Card as the payment method within the App;
 - (c) enter the awarded Promo Code into the "Promo Code" field in the App and submit it together with the booking; and
 - (d) use the Qualified NETS Bank Card in Clause 9(b) to pay for their ride.
10. Promo Codes are only able to be redeemed once per App User and redemption of the Promo Codes is on a first-come, first-served basis, while stocks last.
11. NETS and ComfortDelGro reserve the rights to reallocate the Promo Codes at their absolute discretion.
12. Only one (1) redemption can be made for each booking. Promo Codes are not stackable.
13. The validity of each Promo Code redemption will be verified at each booking.
14. The Promo Code value will be deducted from the final fare at the end of the trip. Promo Codes shall not be applied to any additional charges such as cancellation, no-show and waiting fees, ERP charges, admin fees and any other applicable surcharges (including but not limited to peak hour and midnight surcharges).
15. If any refunds are to be made to the App Users, the amount to be refunded shall be equal to the final amount actually paid by the App Users, after applying the Promo Code.
16. If the Promo Code value is more than the cost of the trip, there shall be no refund of the balance amount of the Promo Code.
17. The Promo Code shall be considered redeemed upon successful booking confirmation. Promo Codes cannot be redeemed retroactively.
18. The Promo Code entitlement will be automatically forfeited if a confirmed booking is cancelled by the App User or if the App User fails to turn up for the booking.
19. The Promotion is not valid in conjunction with other promotions. All promotions are mutually exclusive.
20. The Promo Codes are strictly non-refundable, non-transferable, and non-assignable.
21. Unused Promo Codes cannot be renewed, refunded or exchangeable for cash.
22. Redemption of any Promo Code is subject to ComfortDelGro's prevailing terms of use / redemption.
23. NETS' and ComfortDelGro's decisions on all matters pertaining to the Promo Codes are final and binding. No further correspondence regarding the Promo Codes, these Terms or any decision made by NETS and ComfortDelGro in connection therewith and/or the results, will be entertained. NETS and ComfortDelGro reserve their absolute right to determine an outcome and act as they deem fit in any dispute and/or issues arising or relating thereto.
24. NETS, ComfortDelGro and the Participating Banks shall not be liable to any person in any way for any loss or damage howsoever arising from or in connection with the Promotion and/or any of the Promo Codes.

25. NETS and ComfortDelGro reserve the right, at any time, in their absolute discretion:
- (a) to determine the eligibility of the App Users to participate in the Promotion and to redeem the Promo Code;
 - (b) to partially or completely cancel, terminate or suspend the Promotion for any reason without any liability whatsoever; and
 - (c) to amend or delete these Terms and/or any of the instructions or explanations at their absolute discretion without prior notice. Any such changes shall be binding and will take effect immediately upon such amendment, change or deletion. Participation in this Promotion shall constitute acceptance of these Terms and any amendment(s) thereof; and
 - (d) Revoke or forfeit the use of any Promo Code in the event that ComfortDelGro or NETS believe that the Promo Code is or will be used in the following circumstances:
 - i. Suspicious or fraudulent use;
 - ii. Use in bad faith, including in breach of any of the terms herein.
26. Without prejudice to paragraph 25 of the Terms, NETS and ComfortDelGro shall not be responsible or liable for any inability, ineligibility or disqualification of any App Users to participate in the Promotion, whether as a result of certain technical restrictions or any other specific limitations or due to force majeure events, which include and are not limited to regulatory requirements, government directives, government interventions and acts of God etc.
27. Each of NETS and the Participating Banks is not an agent and makes no representation as to the quality of goods and services provided. Any dispute about the quality of performance of the product and/or service(s) is to be resolved directly by the App User with ComfortDelGro.
28. Collection of any personal data by ComfortDelGro for this Promotion is strictly for their own business requirements. NETS is not responsible for the collection, use and disclosure of personal data by ComfortDelGro for this Promotion.
29. NETS is not liable for any loss of personal data resulting from any provision of personal data by the individual to ComfortDelGro for the purpose of using their service or products.
30. By participating in this Promotion, App Users acknowledge that they have read and understood NETS' Data Protection Policy (as published on NETS' website) and ComfortDelGro's Data Protection Policy (as published on ComfortDelGro's website), and consent to the collection, use and disclosure of their personal data by NETS and ComfortDelGro for the purposes set out in these Terms. Please visit <https://www.nets.com.sg/policies/data-protection/> and <https://www.comfortdelgro.com/privacy-policy/> for the full version of NETS' Data Protection Policy and ComfortDelGro's Data Protection Policy respectively.

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