

**Terms & Conditions of NETS x CDG Zig App Lucky Draw  
(4 November 2024 – 31 December 2024)**

The NETS x CDG Zig App Lucky Draw ("**Lucky Draw**") is carried out by Comfort Transportation Pte Ltd ("**ComfortDelGro**") in conjunction with Network for Electronic Transfers (Singapore) Pte Ltd ("**NETS**") and is subject to these terms and conditions ("**Terms**").

1. The Lucky Draw is valid for CDG Zig App ("**App**") users who 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 Lucky Draw is valid from 4 November 2024 – 31 December 2024, both dates inclusive ("**Lucky Draw Period**"), unless otherwise stated.

**Promotion Mechanics:**

3. For the purposes of this Lucky Draw:

"**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.

4. To qualify for the Lucky Draw, the App User will need to:
  - (a) book a ride using the App;
  - (b) use a Qualified NETS Bank Card as the payment method within the App; and
  - (c) enter promo code <ZIGNETS> ("**Promo Code**") into the "Promo Code" field in the App and submit together with the booking
5. The Promo Code has a value of \$0 and is not stackable.
6. The Promo Code is only applicable for rides booked via App. The Promo Code must be applied before booking on the App and is not applicable for "Pay for Street Hail" rides.
7. Each App User can redeem the Promo Code up to 10 times during the Lucky Draw Period, entitling them to a maximum of 10 chances to win.
8. The Promo Code has a limited daily redemption on a first-come, first-served basis.
9. The validity of each Promo Code redemption will be verified at each booking.
10. The Promo Code shall be considered redeemed upon successful confirmation.
11. 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.

**Prize:**

12. A total of ten (10) winners ("**Winners**") will be chosen by electronic means.
13. Each Winner will receive a NETS Prepaid Card with \$600 stored value ("**NETS Prepaid Card**") and \$200 in CDG Zig promo codes ("**\$200 CDG Zig Promo Codes**"), issued in denominations of \$10 each (collectively "**Prize**").
14. The Lucky Draw will be conducted at ComfortDelGro Headquarters Office on 8 January 2025 at 10.30am, or any such date, time or venue as may be determined by ComfortDelGro.

15. Winners will be notified via the email address registered on the App by 10 January 2025, for their Prize collection.
16. \$200 CDG Zig Promo Codes shall be credited directly to the Winners' account in the App by 31 January 2025. The validity of the promo codes will be valid from 1 Jan 2025 – 30 April 2025.
17. NETS Prepaid Card shall be collected from NETS Customer Service Centre at 351 Braddell Road, #01-03, Singapore 579713.
18. ComfortDelGro and NETS are not liable for any loss, exchange or return of the received Prize.
19. Any unredeemed Prize shall be forfeited.
20. Prizes are not transferable, exchangeable nor redeemable for other prizes. Where applicable, no extension to the validity period of any Prize shall be allowed. No resale of Prizes is permitted.
21. In the event that the Prize incurs any tax liability, such tax is the sole responsibility of the Winner.
22. Winners shall comply with any instructions and conditions specified by ComfortDelGro and NETS. In the event a Winner fails to comply with the instructions or conditions, the Prize may be forfeited at ComfortDelGro's and NETS' absolute discretion.
23. Actual Prize may differ from the image shown anywhere during the Lucky Draw or in any communications or publications relating thereto. The Winner shall not have any right to make any claims or demands against ComfortDelGro and NETS in connection with such variances.

#### **Personal Data Consent**

24. By participating in the Lucky Draw, the Winner gives consent to ComfortDelGro, NETS and their respective agents to collect, use and disclose his or her name and personal data and particulars, including but not limited to, personal identification information, contact details and photographs (for identification purposes) in connection with the Lucky Draw, registration and delivery of the Prizes to the winners.
25. By entering this Lucky Draw, the participants acknowledge that they have read and understood ComfortDelGro' and NETS' Data Protection Policy (as published in ComfortDelGro's and NETS' website), and consent to the collection, use and disclosure of their personal data by ComfortDelGro and NETS for the purposes set out in these Terms. Please visit <https://www.comfortdelgro.com/privacy-policy/> and <https://www.nets.com.sg/policies/data-protection/> for the full version of ComfortDelGro's and NETS' Data Protection Policy respectively.

#### **Rights and Liability of ComfortDelGro and NETS**

26. ComfortDelGro and NETS reserve the right to substitute the Prize with another prize of lower or equivalent value, whether of similar nature or otherwise without prior notice.
27. ComfortDelGro and NETS reserve the right to disqualify an otherwise eligible App User from winning a Prize and/or substitute another App User as a Winner in the event that ComfortDelGro and NETS in their absolute discretion believe that the particular App User may have contravened, will contravene or has contravened any of these Terms and/or may bring ComfortDelGro and NETS into disrepute. In the event the Prize has already been awarded to such an App User, the Prize must be returned to ComfortDelGro and NETS at the App User's cost and expense.
28. ComfortDelGro's and NETS' decisions on all matters pertaining to the Lucky Draw are final and binding. No further correspondence regarding the Lucky Draw, these Terms or any decision made by ComfortDelGro and NETS in connection therewith and/or the results will be entertained. ComfortDelGro and NETS reserve

its absolute right to determine an outcome and act as it deems fit in any dispute and/or issues relating thereto.

29. 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 Lucky Draw, Prize and/or any of the Promo Codes.
30. 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 Lucky Draw;
  - (b) to partially or completely cancel, terminate or suspend the Lucky Draw 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 publication. Participation in this Lucky Draw shall constitute acceptance of these Terms and any amendment(s) thereof.
31. Without prejudice to paragraph 31 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 Lucky Draw, 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 events, government directives, government interventions and acts of God etc.
32. Any dispute in respect of the NETS Prepaid Cards shall be resolved directly with NETS. Any dispute in respect of the CDG Zig Promo Codes shall be resolved directly with ComfortDelGro.

Updated as of 19 Dec 2024