



IT'S MORE THAN JUST OIL. IT'S LIQUID ENGINEERING.

CASTROL Motorist App Terms of Use

By accessing, viewing, downloading, or otherwise using content, media, or any other products or services, including the underlying proprietary code and technology, owned or operated by BP CASTROL Lubricants (Malaysia) Sdn. Bhd. (165875-W) or its affiliates, subsidiaries, related corporate entities, and authorized partners ("CASTROL Malaysia " or "CASTROL Motorist App" or "CASTROL AUTO SERVICE Loyalty Program", or "we", "us" or "our") (collectively, the "BP CASTROL Lubricants (Malaysia) Sdn. Bhd. (165875-W)") you acknowledge that you have read, understood, and agree to be bound by the Terms of Use described below, and your use of such Products is at all times subject to these Terms of Use.

These Terms of Use and any future modifications to such Terms of Use and Guidelines (collectively, the "Terms" or "Agreement"), govern your use of the CASTROL Motorist App products and features, and constitute a legal contract between you and CASTROL Malaysia.

ESSENTIAL TERMS & CONDITIONS

1. This "CASTROL AUTO SERVICE Loyalty Program" ("**Loyalty Program**") is open to residents in Malaysia and "CASTROL AUTO SERVICES workshops" ("**CAS Workshops**") in Malaysia only. For the purposes of this Loyalty Program, BP CASTROL Lubricants (Malaysia) Sdn. Bhd. (165875-W), A member of the BP Group of companies, of Level 9, Tower 5, Avenue 7, The Horizon, Bangsar South City, No. 8 Jalan Kerinchi, 59200 Kuala Lumpur has agreed to be appointed as promoter ("**BPCLM**").

ELIGIBILITY

2. All participants to the Loyalty Program must be residents in Malaysia with a valid driving licence and above 18 years of age as of 1st March 2018 (the "**Users**" or "**Participants**"). BPCLM reserves the right to verify the age of participants.

PRIZE DETAILS ("REWARDS")

3. Service 4 accumulative times using CASTROL MAGNATEC 4Litre range from a same workshop to get ONE free pack of CASTROL MAGNATEC 4Litre on next service within 24 months. Check out list of CASTROL Auto Service workshops nationwide at <http://bit.ly/2h2PEi8> (the "**Workshop**").
4. Service 3 accumulative times using CASTROL EDGE 4Litre range from a same workshop to get ONE free pack of CASTROL EDGE 4Litre on next service within 24 months.
5. The Participating Products shall include: CASTROL MAGNATEC 4Litre range and CASTROL EDGE 4Litre range.
6. If the participants use the same type of CASTROL lubricant throughout their service interval, they will be entitled to a FREE pack of the same lubricant from the CAS Workshop.
7. If the participants use more than one type of CASTROL lubricant from the same range and/or different range throughout their service interval, they will be entitled to a FREE pack of lubricant that is lowest in value from total range from the CAS Workshop.

CASTROL EDGE - Higher to lower range:

- i. CASTROL EDGE 0W-40 (4Litre)
- ii. CASTROL EDGE 5W-30 (4Litre)
- iii. CASTROL EDGE 5W-40 (4Litre)

- iv. CASTROL EDGE 10W-60 (4Litre)

Example: If a user uses CASTROL EDGE 5W-40 & 0W-40 throughout his/her service interval, the user will receive a FREE pack of CASTROL EDGE 5W-40.

CASTROL MAGNATEC - Higher to lower range:

- v. CASTROL MAGNATEC Stop-Start 0W20 (4Litre)
- vi. CASTROL MAGNATEC Stop-Start 5W-30 (4Litre)
- vii. CASTROL MAGNATEC 10W-30 (4Litre)
- viii. CASTROL MAGNATEC 10W-40 (4Litre)

Example: If a user uses CASTROL MAGNATEC 10W-40 & 10W-30 throughout his/her service interval, the user will receive a FREE pack of CASTROL MAGNATEC 10W-40.

8. If the user chooses to change CAS workshop within their service cycle, it will start as a new service cycle.
9. Valid service period for each lubricant range is as per below:
 - i. 6 months or 10,000KM, whichever comes first:
 - CASTROL EDGE 0W-40
 - CASTROL EDGE 5W-30
 - CASTROL EDGE 5W-40
 - CASTROL EDGE 10W-60
 - CASTROL MAGNATEC Stop-Start 0W20
 - CASTROL MAGNATEC Stop-Start 5W-30
 - ii. 3 months or 7,000KM, whichever comes first:
 - CASTROL MAGNATEC 10W-30
 - CASTROL MAGNATEC 10W-40
10. In the situation that a CAS workshop ceased operation, the participants who serviced in that workshop will be migrated to the nearest CAS workshop. BPCLM reserves the right to decide which CAS workshop the participants will be migrated to.

LOYALTY PROGRAM'S PERIOD

11. Duration of the Loyalty Program will be valid for 24 months, starting from the user's first bottle submission. BPCLM and its Affiliates will not be liable for late entries or entries sent but not received.

HOW TO ENTER ("ENTRY")

12. To participate, participants must sign up by providing their personal details [name and email address] and an active Malaysia registered mobile number via CASTROL Motorist App. If the user does not have a mobile number, the user must register for a sim card and agree to the Terms and Conditions set forth in the corresponding provider's website.
13. CASTROL AUTO SERVICE Loyalty Program" ("Loyalty Program") is open to private car drivers for personal use only.
14. To participate in this Loyalty program, participants will need to make an oil (lubricant) change using any of the following CASTROL Passenger Car Oil products:

- CASTROL EDGE 0W-40 (4Litre)
- CASTROL EDGE 5W-30 (4Litre)
- CASTROL EDGE 5W-40 (4Litre)
- CASTROL EDGE 10W-60 (4Litre)
- CASTROL MAGNATEC Stop-Start 0W20 (4Litre)
- CASTROL MAGNATEC Stop-Start 5W-30 (4Litre)
- CASTROL MAGNATEC 10W-30 (4Litre)
- CASTROL MAGNATEC 10W-40 (4Litre)

from any of the CAS Workshop mentioned in clause 3.

15. This loyalty program is only valid at the same CAS Workshop during the Entry Period.
16. In order to submit for their service via the CASTROL Motorist App, the participants will need to complete the following steps:
 - i. Select which vehicle that they are servicing
 - ii. Insert the 4-digit Workshop ID
 - iii. Insert the vehicle's current service mileage
 - iv. Select quantity and the CASTROL Oil that will be used for the service
 - v. Submit
17. Participants can request the valid Workshop ID, four (4) alphanumeric Workshop ID, from the CAS Workshop where they service their vehicles.
18. Upon successful submission, participants will receive a summary of their service record with a Transaction ID and a QR Code. They will need to either get the CAS Workshop to insert the Transaction ID or scan the QR code via CASTROL Workshop App to verify the service on the spot.
19. Participants will have the option to verify the service later if the workshop is busy. Workshops will receive push notification reminder to verify the service within fourteen (14) days from the service submission date. Failure of workshops to verify the service will move the service to archive in the system. Workshops reserves the right to reject the service if they did not perform it or if the information is incorrect.
20. Effective from 1st September 2017, each unique mobile number may register with a maximum of three (3) vehicles via CASTROL Motorist App. Participants with more than 3 vehicles will need to contact "CASTROL appointed call centre" ("Call Centre") to prove that the additional vehicles are for personal use in order to be added to the CASTROL Loyalty Program. They will need to provide car documents which match with their name in NRIC. Call Centre reserves the right to reject adding more vehicles to that user if he/she failed to prove so.
21. Effective from 1st September 2017, a maximum of two (2) CASTROL Lubricant can be inserted for the same vehicle within the same service day. More than two (2) CASTROL Lubricant can only be inserted into the vehicle after 6 months or mileage depending on the types of variant. If the participant need further assistance on this, they will need to request from Call Centre at 03-9130 0271 (Mon – Sun, 9am – 5pm).
22. Each entry can only submit via CASTROL Motorist App and participants will need to be connected to the Wi-Fi or their mobile data to submit their service entry. Upon sending the entry via the CASTROL Motorist App, participants will receive a push notification on whether the entry has been verified or rejected. If there is no reply, they may contact Call Centre at 03-9130 0271 (Mon-Sun, 9am-5pm) for assistance.

23. In the situation where participants are unable to connect to the Wi-Fi or mobile data to send out the entry, they will be prompted to send out an encrypted SMS to 33310. Standard telco communication charges are applicable and only Maxis, Digi, Celcom and U Mobile participants are allowed to send in the encrypted SMS to 33310. Participants using pre-paid line is reminded to have sufficient credit before participating in the Loyalty Program.
24. Eligibility of (1) FREE pack of lubricant is ONLY valid with purchase of lubricant & parts from participating CAS workshop. Participants who are bringing their own parts or lubricants are NOT eligible for the redemption.
25. The one (1) FREE pack of lubricant cannot be substituted with any other lubricants nor exchanged for cash.

CASTROL ENGINE WARRANTY

26. BPCLM will provide the following warranty:
Subject to the terms contained herein, it agrees to repair or replace, at its option and expense, the engine parts listed in the coverage section that fail or experience abnormal wear due to the failure of Castrol motor oil to provide proper lubrication to the engine of the vehicle identified above. You must register for your free Castrol Engine Warranty via online registration through www.castrolenginewarrantyaspac.com prior to making a claim otherwise you will not be covered.
27. Eligibility to sign up for this warranty:
 - Purchase Castrol EDGE or Castrol MAGNATEC
 - A gasoline or diesel vehicle which has been driven for less than 150,000 km and the vehicle is 12 years old or below at the time of oil change
 - A privately-owned passenger car, van, SUV or pick-up/light truck
 - Vehicles serviced through Certified CASTROL Auto Service workshops
28. To find out more about this CASTROL Engine warranty, please visit <http://bit.ly/CEWInfo>
29. Check out list of Certified CASTROL Auto Service workshops nationwide at <http://bit.ly/CertifiedCASworkshops>
30. To view the full Terms and Conditions of this CASTROL Engine Warranty, please visit <http://bit.ly/CEWtnc>

OTHER TERMS

33. The Reward(s), must be taken as offered, may not be deferred, is non-transferable and cannot be redeemed for cash.
34. Neither BPCLM nor any of its Affiliates will be liable if the Rewards or any parts of the Rewards do not reach the participants for reasons beyond the control of BPCLM and/or its Affiliates or if the Rewards or any part of the Rewards is damaged or destroyed during delivery.
35. Participants may be required as a condition of winning and redeeming a reward, to submit a liability release and/or publicity release and/or any other applicable forms required by BPCLM, its Affiliates and/or any other authority. Failure to do so may result in the disqualification and forfeiture of the stated Rewards.
36. If, for any reason, the entry to the Loyalty program is not capable of running as planned, including, but not limited to, infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failures, or any other causes beyond the control of BPCLM which corrupt or affect the administration, security, fairness, integrity, or proper conduct of

the Loyalty program, BPCLM reserves the right, at its discretion, to cancel, terminate, modify or suspend the Loyalty program.

37. Award winners may be required as a condition of winning and redeeming a reward, to submit a liability release and/or publicity release and/or any other applicable forms required by BPCLM, its Affiliates and/or any other authority. Failure to do so may result in the disqualification and forfeiture of the stated award.
38. Subject to Clause 25, BPCLM does not accept responsibility for the acts and omissions of third parties.
39. Neither BPCLM nor any Affiliate of BPCLM has any control over communications networks and shall not be responsible for entries lost in transmission, or received late due to high on-line traffic levels, for technical malfunction or otherwise.
40. BPCLM may withhold the Reward if it considers in its absolute discretion that: the participant does not meet the eligibility criteria; is in breach of the Essential Terms and Conditions or the General Terms and Conditions; or has acted contrary to the requirement of good faith.
41. Nothing in these Terms shall be construed as limiting or excluding BPCLM's liability for fraud, death or personal injury caused by BPCLM's negligence, or any other liability to the extent the same may not be excluded as a matter of law.
42. Subject to clause 25, participation in the Loyalty Program and subsequent use of the Rewards by the participant, is at the participant's own risk. The participants must follow any safety instructions given to them by any third party, BPCLM or its Affiliates while using any Reward awarded to them in the Loyalty Program. Subject to clause 25, neither BPCLM nor any of its Affiliates, directors, or employees will be liable for any direct, indirect, special, consequential or other costs, expenses (including legal expenses), losses or damages whatsoever of any kind arising out of or in connection with, (a) access to or use of the website or any information contained in it; (b) the Loyalty Program, including, without limitation, any loss arising out of the participant not being eligible to enter or able to enter due to any technical malfunction or communication failure; or (c) the Reward, including, without limitation, in relation to the use or ownership of the Reward.
43. By providing personal information, participants agree that the participant's name may be published in accordance with these terms and conditions and that, participants' personal information will be used by BPCLM and its Affiliates for the purposes of administering the Loyalty Program and notifying the winners and in accordance with BPCLM's privacy policy at: <http://bit.ly/2yJJmvl> BPCLM and its Affiliates will also use their personal information for the purpose of direct marketing of BPCLM's products and services, and for the purpose of market research to help BPCLM to develop and improve its products and services.
44. BPCLM may, at its sole discretion and at any time, suspend or disqualify a participant, reject any application, amend the Terms or any of them, cancel the Loyalty Program (either in whole or for residents of a specific territory/area in Malaysia) substitute the Rewards and/or withdraw the Rewards, by reason of any event of force majeure. Participants agree that no liability shall attach to BPCLM or any Affiliate of BPCLM as a result of an event of force majeure and that the exercise of such discretion by BPCLM shall not result in any compensation being payable or paid to any participant or other person. In these Terms, the expression "event of force majeure" shall mean any event affecting the performance of the Loyalty Program or any provision of these Terms arising from or attributable to acts, events,

omissions or accidents, which are beyond the reasonable control of BPCLM and/or its Affiliates, including without limitation, any abnormally inclement weather, flood, lightning, storm, explosion, earthquake, subsidence, structural damage, epidemic or other natural physical disaster, failure or shortage of power supplies, war, military operations, riot, crowd disorder, strike, lockouts or other industrial action, terrorist action, civil commotion, by reason of any legislation, regulation, ruling or omissions (including failure to grant any necessary permissions) of any relevant government, court or any competent national or international authority.

45. Proof of entry is not automatically proof of receipt by CASTROL.
46. Spammers of any BPCLM owned or branded website will be disqualified.
47. In the event that a participant wishes to complain or unable to submit their service entry, they should contact Call Centre by email at: customerservice@eglonet.com or by writing to 7C, Jalan SS2/67, 47300 Petaling. The complaints hotline is: 03-9130 0271 [Mon to Sun, 9am to 5pm].
48. By participating in this Loyalty Program, the participants have agreed to adhere to BP Safety Policy at http://www.CASTROL.com/en_my/malaysia/about-us/safety-and-environment.html and have agreed not to use mobile phones while operating his/her vehicles.
49. In the event of any dispute with regards to the terms & conditions, conducts, results and all other matters relating to the Loyalty Program, the decision of BPCLM shall be final and no correspondence or discussion shall be entered into.
50. The terms & conditions are provided in English only.
51. Any tax, which a participant may be required to pay under the laws of any relevant jurisdiction on any Rewards awarded pursuant to the Loyalty Program shall be the responsibility of that participant.
52. All trademarks, text, images, and logos relating to BPCLM or third parties involved in this Loyalty Program and used in relation to it, are the exclusive property of BPCLM or those third parties and participation in the Loyalty Program does not confer any rights to a participant in or over or grant any right to use these.
53. If any of these Terms are determined to be illegal, invalid or otherwise unenforceable, then the remaining terms and conditions shall continue in full force and effect.
54. These Terms and any non-contractual obligations arising out of or in connection with them, shall be governed by and construed in accordance with the laws of Malaysia. Disputes arising out of or in connection with either the Loyalty Program or these Terms shall be subject to the exclusive jurisdiction of the Malaysian courts.