

Maybank Private Client Privileges Terms and Conditions

Airport Transfer*

This privilege is only for Maybank Private Clients who have assets under management of at least USD 1 million with Maybank Private. A Maybank Private Client with less than USD 1 million of assets under management with Maybank Private who wishes to enjoy this complimentary airport transfer privilege will have to charge a minimum amount in eligible spending to his/her Maybank Diamanté Visa Infinite Card and make a redemption in accordance with the Maybank Visa Infinite Card Terms and Conditions*.

Each eligible Maybank Private Client is entitled to only twelve (12) one-way transfers per calendar year. All airport transfers have to be utilised by the end of the calendar year and no 'carry forward' of any unutilised airport transfers will be permitted, unless otherwise stated. The computation of the number of airport transfers utilised by a Maybank Private Client is based on the date of utilisation of the transfer and not the date of booking. The number of travelling companions and luggages are to be kept to the recommended capacity of the vehicle. Only one (1) vehicle will be used per transfer. The Maybank Private Client will need to provide his/her arrival or departure flight details. The booking of the complimentary airport transfer is only confirmed when booking details are sent via SMS to the Maybank Private Client. Late cancellations (less than 24 hours prior to flight departure/arrival time) and "no-shows" will be charged to the Maybank Private Client at the full price of S\$60⁺ per airport transfer. Requests for stop(s) along the way to/from the airport will not be accommodated.

The Maybank Private Client acknowledges that the airport transfer services will be managed and provided by a third party vendor engaged by Maybank from time to time at its sole and absolute discretion, and the Maybank Private Client further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Maybank Private Client as a result of the third party vendor's services.

JetQuay Quayside Services*

This privilege is only for Maybank Private Clients who have assets under management of at least USD 1 million with Maybank Private. A Maybank Private Client with less than USD 1 million of assets under management with Maybank Private who wishes to enjoy this complimentary JetQuay Quayside services privilege will have to charge a minimum amount in eligible spending to his/her Maybank Diamanté Visa Infinite Card and make a redemption in accordance with the Maybank Visa Infinite Card Terms and Conditions*.

Each eligible Maybank Private Client is entitled to only six (6) Quayside single-trips per calendar year. One Quayside single-trip service refers to either an arrival service or a departure service only. All trips must be utilised by the end of the calendar year and no 'carry forward' of any unutilised trip will be permitted, unless otherwise stated. The Maybank Private Client is entitled to bring an additional two (2)

* Services will be provided by a third party vendor. Additional terms and conditions for these services as imposed by the third party vendor will apply.

* Available at maybank.sg/vi.

⁺ Rates are subject to change from time to time without any prior notice or liability whatsoever towards any person.

traveling companions only, and such companions must be travelling on the same flight as the Maybank Private Client. This Quayside services privilege is non-transferable. Complimentary car parking at JetQuay's premises will be extended to Maybank Private Clients who utilise the Quayside services for both arrival and departure. Such complimentary car parking is available for a maximum of three (3) days only and parking is subject to availability. Additional parking charges apply at S\$20⁺ per day. All passengers are subject to the respective airlines' conditions of carriage for passengers and baggage. In addition, JetQuay's baggage handling service is limited to two (2) standard-sized check-in baggage per passenger. Baggage handling service for additional baggage is charged at S\$15⁺ per bag. The Maybank Private Client is limited to a maximum of two (2) receiving/sending-off persons upon arrival or at departure (as the case may be). Additional receiving/sending-off persons are chargeable at S\$20⁺ per person. Any changes or cancellations must be communicated to JetQuay at least six (6) hours prior to flight departure/arrival time. Late cancellations (less than six (6) hours prior to flight departure/arrival time) and "no-shows" will be charged to the Maybank Private Client at S\$400⁺ per person. The Quayside services are available only for passengers travelling through Changi Airport Terminals 1, 2, 3 and 4. Departure service is not available for passengers travelling on US-based airlines. Arrival and departure services are not available for all low-cost or budget carriers. Restrictions apply for certain airlines. Please contact JetQuay for more information. JetQuay reserves the right to reject any customer who has not made prior reservations. The Quayside services will be subject to the following blackout dates:

- eve of and on Public Holidays
- Singapore Airshow 2020: 9th – 16th February 2020
- Formula One 2020: 16th – 22nd September 2020

For blackout dates, JetQuay's tariff rate of S\$400⁺ per person for a Quayside single-trip service applies. The JetQuay management reserves the right to amend the blackout dates.

Rates are subject to prevailing GST and surcharges for arrivals or departures from 2200hrs to 0700hrs. There will be no charge for infants below two (2) years old.

The Maybank Private Client acknowledges that the Quayside services will be managed and provided by JetQuay, and the Maybank Private Client further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Maybank Private Client as a result of the Quayside services.

Airport Meet-and-Greet*

This privilege is only for Maybank Private Clients who have assets under management of at least USD 1 million with Maybank Private.

The eligible Maybank Private Client is entitled to complimentary Airport Meet-and-Greet services at the following countries: China (Beijing, Shanghai and Hong Kong), India (New Delhi and Mumbai), Indonesia (Jakarta), Malaysia (KLIA), Philippines (Manila), Thailand (Bangkok), United Kingdom (London) and

⁺ Rates are subject to change from time to time without any prior notice or liability whatsoever towards any person.

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Vietnam (Hanoi and Ho Chi Minh). The list of countries is subject to change by Maybank from time to time at its sole and absolute discretion.

The number of Airport Meet-and-Greet services is limited to six (6) times per calendar year and up to three (3) accompanying guests each time. All Meet-and-Greet services must be utilised by the end of the calendar year and no 'carry forward' of any unutilised service will be permitted, unless otherwise stated. To arrange a complimentary Meet-and-Greet service, a booking must be made at least three (3) days prior to the date of departure/arrival. The booking of the complimentary Airport Meet-and-Greet service is only confirmed upon an email or call-back notification from Maybank to the Maybank Private Client. Late cancellations (less than 24 hours prior to flight departure/arrival time) and "no-shows" will be charged at the full price as may be determined by Maybank from time to time.

The Maybank Private Client acknowledges that the Airport Meet-and-Greet services will be managed and provided by a third party vendor engaged by Maybank from time to time at its sole and absolute discretion, and the Maybank Private Client further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Maybank Private Client as a result of the third party vendor's services.

Global Concierge*

Complimentary Global Concierge Services are available to all Maybank Private Clients and are offered 24 hours a day, seven days a week.

Where goods and/or services have been arranged by the Concierge Service staff at the Maybank Private Client's request, such Maybank Private Client shall be responsible for all costs, charges (including cancellation charges where applicable) and expenses for the goods and/or services acquired on his/her behalf. Such costs, charges and expenses will be charged directly to the Maybank Private Client.

Concierge Service staff have the right to reject any request in the event that it contravenes or breaches or could potentially contravene or breach any applicable law, rule, sanction or regulation in force.

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