**Terms and Conditions**

**“Upgrade Titanium Tier with Lotus Bingo”**

- Lotusmiles members having **at least 500 bonus miles** can participate in the Lucky draws.
- Lucky draws are **conducted in Vietnam** only.
- Child members can only have their miles redeemed from Family Account by their parents or guardian.
- Chance to win a prize follows the principle of randomness. A Lotusmiles member who wins multiple prizes will receive all the prizes corresponding to each draw.
- Members can redeem miles for **up to 100 codes** during the program's duration.
- The program may end before the deadline when the prizes are all allocated or the program’s rolling codes run out.
- In case the Lucky draws have ended but the member still has the code that has not been drawn, it will not be used for the next program.
- The prize value is an estimate. The actual value may change according to the market price at the time of the lucky draw.
- VAT or taxes and fees (if any) are not inclusive. The winning members must pay the tax/fee of the prize ticket (if the prize is an air ticket), while the costs of shipping and handing over the prize are waived.
- The term and conditions of using the Discount Code will also be notified to the members in the Roll History.
- Prizes cannot be exchanged for cash.
- The gift miles are valid for 36 months from the time they are credited to the member's account.
- Members need to send a photo of their ID card or passport in several cases required to receive gifts.
- The Lotusmiles Program reserves the right to refuse to hand out the gifts in case a fake account, or an account showing signs of fraud or violating Lotusmiles’ terms and conditions is detected.
- The Lotusmiles Program will contact the member to verify the information and deliver the gift within 14 working days from the prize winning date. The members who win air tickets need to send request to issue the ticket at least 7 days before the intended flight date to complete related procedures.
- Members contact hotline 1900 1800 or email Lotusmiles for support
  - Platinum and Gold members: vip.lotusmiles@vietnamairlines.com
  - Titanium, Silver or Registered members: lotusmiles@vietnamairlines.com

<table>
<thead>
<tr>
<th>Prizes</th>
<th>Conditions of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Titanium membership card</td>
<td>The card is reserved for Lotusmiles member or relative, valid until January 31, 2025. Member needs to submit the card upgrade request until January 31, 2024.</td>
</tr>
<tr>
<td>Air ticket</td>
<td>Economy class domestic round-trip air ticket is reserved for members or relatives to be issued until January 31, 2024 and valid for flying until July 31, 2024.</td>
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<tr>
<td>Item</td>
<td>Description</td>
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<tr>
<td>The member is responsible for paying taxes/fees for the prize ticket and can only change the flight date within the ticket's validity if seats are available.</td>
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<tr>
<td>“Fire-Boltt Ninja” smart watch</td>
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<tr>
<td>“Travel gadgets” gift set comprising Vietnam Airlines power bank, Lotusmiles brand leather hand bag, drawstring backpack.</td>
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<tr>
<td>Lotusmiles membership card with lucky number worth VND 2.2 million</td>
<td>The lucky number is applicable for members or relatives. A request to use the lucky number should be sent to the Lotusmiles within 14 days from the date of winning.</td>
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<tr>
<td>JBL T115BT Bluetooth headphone</td>
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<tr>
<td>Urbox eGift worth VND 200,000</td>
<td>eGift codes will be sent to members via email. Members use the code to shop on the eGift page <a href="https://card.urbox.vn/">https://card.urbox.vn/</a></td>
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<tr>
<td>“Green Travel” gift set comprising travel universal power socket, eco-friendly folding bag, stuffed toy in Vietnam Airlines plane shape</td>
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<tr>
<td>1,500 bonus miles</td>
<td>Credited bonus miles are valid within 36 months</td>
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<tr>
<td>eGift worth 20,000 VND for purchases at Circle K - Convenience store established in 1951 in Texas, USA. Circle K now has become one of the prestigious and famous brands worldwide.</td>
<td>▪ eGift is used at Circle K store system. ▪ Maximum 20 eGifts can be used on the same invoice. ▪ Applicable with other promotions. ▪ Does not apply to: Alcohol, drugs, service payments (including but not limited to phone recharge cards, game recharge cards, bill payments, goods delivery, etc.) ▪ Please present eGift directly at the counter before payment.</td>
</tr>
<tr>
<td>10% discount for orders from 800,000 VND when purchased directly at the store, fanpage or website IDIGO - a brand of handbags and fashion accessories for young people. In February 2020, IDIGO was granted exclusive trademark protection rights in the US by the United States Patent and Trademark Office (USPTO).</td>
<td>▪ Applicable when purchasing directly at the store, fanpage or IDIGO website: <a href="https://idigo.vn/">https://idigo.vn/</a> ▪ 01 eGift applies to 01 invoice ▪ Applicable concurrently with other incentive programs and membership points programs ▪ Applicable to products with discounts below 50%</td>
</tr>
</tbody>
</table>
### 10% discount on all products of Family Health - a business specializing in distributing genuine organic foods such as red apples, goji berries, apple cider vinegar, flour,... with full national organic certification (USDA Organic, EU Organic).
- Applicable until March 31, 2024
- Applicable when purchasing directly at website https://suckhoegiadinh.asia/
- 01 eGift applies to 01 invoice
- Applicable with other incentive programs
- Does not apply to membership point accumulation program

### 10% discount on total purchase bill at Ben & TOD - Men's fashion brand with the desire to build Vietnamese style - by Vietnamese people!
- Applicable when making purchases at 25 offline branches and 2 facebook/instagram channels
- Not applicable on website channels or other e-commerce platforms
- Applied in conjunction with the Diamond and Gold membership points program
- Not applicable with other incentive programs
- Does not apply to discounted products

### Free 7-day VIP offer + 12 months basic package worth 385,000 VND of VTVcab ON - online TV service and on-demand video on 4 platforms: Smart TV, Smartphone, Android box and website.
- Applicable to new customers who have not yet registered for the VTVcab ON service package
- Activation period is until May 31, 2024
- Not applicable with other incentive programs

### Other general conditions:
- eGift is not applicable with other incentives
- Issued eGift will not be returned in any way.
- eGift is valid for one-time use only. The eGift after its expiry date or with “Used” status is not accepted.
- One eGift can be used for one invoice; eGift will not be refunded for change and is not convertible into cash. Customers may be asked to pay more if they use more than the value of the eGift.
- Customers are responsible for keeping eGift information confidential after placing an order. UrBox will not be responsible for returning eGifts that are lost or in “Used” status after the time the eGift is spent for any reason.
- UrBox is not responsible for the quality of the products or services provided, nor for any subsequent disputes between the customer and the supplier.
- UrBox reserves the right to amend or change the terms and conditions without prior notice.
- Customers who need to issue invoices, please contact hotline 1900 299 232 | Customer@urbox.vn for support. Note:
  - Time to receive information for processing: 24 hours from the date of the purchase
  - Time to return VAT invoice: 15 working days from the date UrBox receives the information.

Please contact UrBox Hotline: 1900 299 232 (from 8:00 a.m. to 10:00 p.m. daily, including the Lunar New Year festival and national holidays) for support.