

## Terms & Conditions

From 25 December 2025, OneU officially launches a lucky spin promotion program, offering customers a chance to win Vietnam–Thailand round- trip air tickets, domestic flight tickets, and thousands of attractive Golden Lotus miles.

**1. Promotion program name:** “Redeem U-Points for a Chance to Win 0 VND Flights to Thailand”

**2. Promotion period:** From 00:00 on 25 December 2025 to 23:59 on 28 February 2026.

**3. Promoted goods/services:** Customer loyalty care services and e- commerce services of One Mount Consumer Joint Stock Company.

**4. Promotional gifts/prizes:** Vietnam Airlines round- trip air tickets; Golden Lotus (BSV) miles.

**5. Promotion area (scope):** Nationwide.

**6. Promotion method:** A chance- based (lucky draw) promotional program.

**7. Eligible customers (promotion beneficiaries):** All customers who meet the following conditions:

(i) Have an account successfully activated on the OneU application under the terms and conditions of the loyalty customer care program (hereinafter the “Account”), and log in to the OneU e- commerce mobile application (hereinafter the “OneU App”);

(ii) Are members of the Golden Lotus Program (the “BSV Program”) and have a BSV Program account successfully activated on the Vietnam Airlines application under the published terms and conditions of the BSV Program;

(iii) Satisfy the specific conditions under these Promotion Rules.

(Customers meeting the above conditions are collectively referred to as “Customers”.)

### 8. Prize structure:

Upon completing the Program tasks, Customers have a chance to receive the following gifts/prizes:

Golden Lotus miles and Vietnam Airlines round- trip air tickets:

Prize tier	Prize description	Prize value (VND)	No. of prizes	Total (VND) (excl. ticket)
------------	-------------------	-------------------	---------------	----------------------------

				taxes/fees)
First Prize	Economy-class round-trip ticket on the Vietnam–Thailand route	7,000,000	1	7,000,000
Second Prize	Economy-class round-trip ticket on a short-haul domestic route	5,000,000	2	10,000,000
Third Prize	5,000 Golden Lotus (BSV) miles per prize	2,750,000	3	8,250,000
Consolation Prize 01	100 Golden Lotus (BSV) miles per prize	55,000	300	16,500,000
Consolation Prize 02	10 Golden Lotus (BSV) miles per prize	5,500	2,000	11,000,000

*Total prize value: 52,750,000 VND (In words: Fifty - two million seven hundred and fifty thousand Vietnamese dong).*

The estimated total value of promotional prizes accounts for approximately 60% of the total estimated value of goods/services expected to be consumed during the promotion period.

(\* ) Ticket taxes/fees (if any) shall be borne by the prize-winning Customer.

## **9. Detailed Promotion Rules:**

### **9.1. Conditions, method, and procedures that Customers must follow to participate**

During the promotion period from 00:00 on 25 December 2025 to 23:59 on 28 February 2026, Customers who complete the relevant tasks will receive at least 01 Lucky Spin to participate in the program “Redeem U- Points for Golden Lotus Miles – Easily win round- trip air tickets” under the “Redeem Vietnam Airlines Miles” section on the OneU App when they successfully complete one of the corresponding tasks below.

Specifically, Customers will receive 01 Lucky Spin for each successful redemption of 148,500 U- Points into BSV miles on the OneU App (equivalent to 500 BSV miles). There is no limit on the number of spins a Customer may receive.

#### **Task steps:**

**Case 1: Customers who have already “Added an account” (linked) the Golden Lotus account to the OneU App shall follow these steps:**

Step 1: Open the OneU App. In the “All about U- Point” section, tap “REDEEM VIETNAM AIRLINES MILES”.

Step 2: Tap LotusMiles, then select the BSV account you want to receive miles in under “Saved accounts”.

Step 3: Enter the number of U- Points to redeem into Golden Lotus miles (minimum redemption: 148,500 U- Points = 500 BSV miles to receive 1 spin), or choose a quick- redeem suggestion, then tap “Next”.

Step 4: Tap “Confirm” on the redemption confirmation screen.

Step 5: A “Transaction successful” message appears. Tap “Complete” to finish.

**Case 2: Customers who have not yet “Added an account” (linked) the Golden Lotus account to the OneU App shall follow these steps:**

Step 1: Open the OneU App. In the “All about U- Point” section, tap “REDEEM VIETNAM AIRLINES MILES”.

Step 2: Tap LotusMiles.

Step 3: Enter Golden Lotus membership information.

Step 4: Tick “Save account”, then tap “Confirm” to link the Golden Lotus account with the OneU App.

Step 5: The Golden Lotus account is successfully added (linked) to the OneU App.

Step 6: Enter the number of U- Points to redeem into Golden Lotus miles (minimum redemption: 148,500 U- Points = 500 BSV miles to receive 1 spin), or choose a quick- redeem suggestion, then tap “Next”.

Step 7: Tap “Confirm” on the redemption confirmation screen.

Step 8: A “Transaction successful” message appears. Tap “Complete” to finish.

**9.2. Time and method of issuing proof of eligibility and validity period for Lucky Spins**

Customers will receive an in- app notification on the OneU App that they have received Lucky Spins within 120 seconds and up to 3 hours from the time they complete the relevant tasks under Section 9.1 above.

The Company will send the notification and Lucky Spins to Customers within the time limit specified above via the OneU App. Customers can check their available Lucky Spins directly on the program screen in the OneU App.

Customers can also view the number of Lucky Spins they have received under “History” in the “Received gifts” section on the OneU App.

### **9.3. Regulations on proof of winning**

The number of valid Lucky Spins that a Customer has is effective from the time the Customer receives the Lucky Spins until the end of the promotion program, or until the Customer uses the Lucky Spins during the promotion period.

### **9.4. Time and method of determining prize winners**

a) Customers complete tasks on the OneU App from 00:00 on 25 December 2025 to 20:59 on 28 February 2026 and are entitled to spin on the OneU App from 00:00 on 25 December 2025 to 23:59 on 28 February 2026 to determine prizes. Non-winning outcomes may be “Good luck wishes/messages” from One Mount Consumer Joint Stock Company. A Customer’s valid spins remain effective from receipt until the end of the promotion program or until used.

b) The OneU App system will randomly determine the prize a Customer wins from among the remaining prizes of the promotion program. Each Customer may win multiple times during the promotion period.

c) The spin screen will display a wheel/box corresponding to the gifts/prizes that Customers may receive, including:

- Economy-class round-trip ticket on the Vietnam–Thailand route

- Economy-class round-trip ticket on a short-haul domestic route

- 5,000 Golden Lotus miles

- 100 Golden Lotus miles

- 10 Golden Lotus miles

- Good luck wishes from One Mount Consumer Joint Stock Company

One Mount Consumer Joint Stock Company is responsible for regularly updating the remaining quantity and structure of prizes and publicly announcing such information on the OneU App before Customers participate.

### **9.5. Time, place, and method of announcing winners**

a) Customers perform tasks on the OneU App to determine prizes, including non-winning “good luck wishes/messages” from One Mount Consumer Joint Stock Company. Task completion time: from 00:00 on 25 December 2025 to 20:59 on 28 February 2026.

b) Winning Customers will receive a winning notification from One Mount Consumer Joint Stock Company on the OneU App and/or via the Customer’s registered phone number and email after the Customer reveals a prize. Details:

- For First Prize and Second Prize: Within 5 working days from the date the Customer successfully spins and reveals the prize on the OneU App, the Company will send a winning notification on the OneU App and notify the Customer via the registered phone number/email. First Prize winners will receive a winning certificate for “Reward – Economy-class round-trip air ticket for the Vietnam–Thailand route”, and Second Prize winners will receive a winning certificate for “Reward – Economy-class round-trip air ticket for a short-haul domestic route”.

- For the remaining prizes: The Company will send a winning notification on the OneU App within 120 seconds from the time the Customer successfully spins. Third Prize winners will receive a certificate for “Reward – 5,000 BSV miles”. Consolation Prize 01 winners will receive “Reward – 100 BSV miles”. Consolation Prize 02 winners will receive “Reward – 10 BSV miles”. From the time of winning, within 25 working days One Mount Consumer Joint Stock Company is responsible for sending the list of winners to Vietnam Airlines, and Vietnam Airlines will credit BSV miles to the member’s Vietnam Airlines application.

c) Customers can re-check prize information in “History” → “Received gifts” on the program screen “Redeem U- Points for Golden Lotus Miles – Easily win round- trip air tickets” in the OneU App.

(d) If the Company cannot contact a Customer because the Customer changes the phone number registered on the OneU App before the winning notification deadline, the Company shall not be responsible for any claims by the Customer.

(e) The list of Customers winning physical prizes will be announced on the official OneU App fanpage within 07 (seven) working days from the date the Customer wins a physical prize.

## **9.6. Time, place, method, and procedures for prize fulfillment**

**a) For First Prize and Second Prize:**

Within 05 working days from the date the Customer wins, the Company will send a winning notification via the OneU App and contact the Customer via the registered phone number and email.

After receiving the notification, the Company will request the Customer to send personal information to cskh@oneu.vn within 05 days from receipt of the notification, including:

- Phone number registered on the OneU App
- ID card/Citizen ID/other valid identification document
- BSV account number

Within 05 working days from the time the Customer receives the winning notification (in-app and via phone/email), the Customer must reconfirm the required information via cskh@oneu.vn so that the Company can verify accuracy and have a basis for delivering the promotional gift. The information dossier includes:

- Photo of the original ID/Citizen ID (both sides)
- Personal tax code information (if any)
- BSV account number

(hereinafter the “Promotional Gift Information Dossier”)

If the Customer does not provide the complete Promotional Gift Information Dossier as required, the Company has the right to refuse prize fulfillment due to insufficient accurate information.

The winning certificate will be delivered to the Customer’s Voucher Wallet on the OneU App within 120 seconds and up to 3 hours from the time the Customer successfully spins. The Company will deliver the prize to the Customer after 15 working days (counting from the date the Customer provides the complete Promotional Gift Information Dossier); however, in all cases the prize fulfillment time shall not exceed 45 days from the end of the promotion period.

If the Company cannot contact the Customer due to the Customer changing the registered phone number or email, resulting in the Company being unable to fulfill the prize, the Company shall not be responsible for any claims.

After the Customer provides complete personal information and flight information, within 5 working days One Mount Consumer Joint Stock Company is responsible for sending the Customer’s information to Vietnam Airlines (VNA) via email: thanhtt@vietnamairlines.com for VNA to issue tickets, no later than 15 (fifteen) days

prior to the expected departure date. Upon receiving valid complete information, VNA is responsible for issuing tickets within 10 (ten) working days. The Company will also notify the Customer to visit VNA branch offices to issue the ticket and to pay any applicable taxes/fees in accordance with VNA regulations.

If the issued ticket needs to be refunded/cancelled, the Customer must visit a VNA branch office directly to process the refund/cancellation.

Winning tickets must comply with VNA regulations as follows:

- Itinerary: Tickets apply to routes operated directly by VNA (details available on the VNA website).
- Booking: Booking class: promotional ticket class. The Customer may hold a confirmed reservation before the flight. Seat availability for winning tickets depends on seat availability of the flight at the time of booking.
- Ticketing period: From 25 December 2025 until before 31 March 2026.
- Ticket validity: The round-trip itinerary must be completed no later than 30 June 2026.

Conditions of winning tickets:

- Name changes and itinerary changes are not permitted after ticket issuance.
- The winning ticket does not include taxes and fees. The traveler must pay taxes, fees, and charges in accordance with regulations.
- Date change, go-show, and refund: permitted while the ticket is valid; taxes/fees are refundable; ticket issuance fee is non-refundable.
- Tickets are non-transferable to others.
- Tickets cannot be exchanged for cash.
- Tickets do not accrue miles under Golden Lotus Program rules.
- Tickets do not include other taxes and costs.
- Date change: free of charge, subject to seat availability.
- Route change: not permitted.
- Extension of ticket validity: not permitted.
- Go-show at the airport: permitted, free of charge if seats are available.

- No-show: fee of VND 500,000 per passenger if the Customer does not contact VNA at least 3 hours before departure to request cancellation of the reservation.

**b) For Third Prize, Consolation Prize 01, and Consolation Prize 02:**

From the time a Customer wins, within 10 working days One Mount Consumer Joint Stock Company is responsible for sending and posting winner information in the format required by Vietnam Airlines (VNA) under the contract and appendices between the parties. Accordingly, within 15 working days, VNA will credit Golden Lotus miles to the winning Customer's Vietnam Airlines application in accordance with regulations. Conditions for using miles are as follows:

- After being credited to the Customer's BSV account, BSV miles are subject to the validity period applicable to each type of miles under the current Golden Lotus Program rules.

- Use of miles after crediting must comply with the current terms, conditions, and guidelines of the Golden Lotus Program.

Guidance on using BSV miles:

BSV miles may be used to:

- Purchase flight tickets (miles + cash);
- Redeem award tickets;
- Redeem excess baggage allowance;
- Redeem gifts at LotusMall;
- Redeem other non-air awards with Vietnam Airlines partners per the current partner list.

Other conditions:

- BSV miles, once credited to the member account, are subject to the corresponding validity period under current Golden Lotus Program rules.

- Mile usage must comply with the terms, conditions, and guidelines of the Golden Lotus Program applicable at the relevant time.

- Offers cannot be exchanged for cash and are not applicable concurrently with other promotions/discounts/vouchers/benefits unless otherwise specified.

**10. Customer support contact for inquiries related to the promotion program**

For any inquiries regarding the promotion program, Customers may contact One Mount Consumer Joint Stock Company Customer Service: 19006959 for guidance and support.

### **11. Information disclosure responsibilities:**

One Mount Consumer Joint Stock Company is responsible for fully informing Customers of these Promotion Rules and the value of each prize on the OneU App and at the promotion locations.

The Company will fully announce the list of winning Customers on the official fanpage of the OneU App at the promotion locations.

### **12. Other provisions:**

a) Each Customer may use only one phone number, and each device may log in to only one Account to participate in the Program.

b) Accounts must be logged in on personal mobile devices and must not use emulators or tampered devices (root/jailbreak/app clone, etc.) that compromise safety. Customers should update the OneU App to the latest version to receive benefits. The Program does not apply to Customers who requested account deletion before the promotion period. Maintaining the Account in normal active status is a condition for participation and for receiving benefits.

c) The Company has the right to refuse and/or revoke any promotional gifts (including special prizes) if it has evidence that a Customer has engaged in fraudulent behavior, impersonation, or abuse of the Promotion Rules for illegitimate benefit. Any act—intentional or unintentional—of providing false information, using third-party software, any emulator, or any other device to interfere with the OneU App system is deemed fraud and lack of transparency.

d) Prizes are not transferable and cannot be converted into cash or other gifts of equivalent value.

e) Any complaints/disputes related to this promotion program shall be resolved directly by the Company. If no agreement is reached, disputes will be handled in accordance with applicable law.

f) With the Customer's consent, the Company may use the Customer's name and image, along with the phone number with the last 02 (two) digits masked, for commercial advertising purposes.

g) Customers represent and warrant that the information they provide for eligibility assessment is accurate and truthful. The Company has the right to refuse prize fulfillment

for any Customer providing invalid, unclear, incomplete information or violating any terms and conditions of these Promotion Rules.

h) After the end of the promotion program, the Company is responsible for reporting the promotion results in accordance with legal requirements regarding reporting deadlines and for retaining records and supporting documents for inspection and audit.

i) For prizes with no winner and prizes not claimed, One Mount Consumer Joint Stock Company is responsible for paying 50% of the publicly announced value of such prizes into the state budget in accordance with Clause 4, Article 96 of the Commercial Law.