

CCN Rewards Terms and Conditions

CCN Loyalty Program (the “**Programme**”) is a loyalty programme implemented and managed by Cargo Community Network (“**CCN**”) under which users of the Programme may earn CCN Loyalty Points (“**CCN Points**”) and redeem rewards at CCN Loyalty Mobile App (“**Rewards**”). The Programme is only available to persons who have downloaded the CCN Loyalty mobile application (the “**App**”) and have created an account (each a “**User**” and collectively, “**Users**”).

By participating in the Programme, Users agree to be bound by these Terms and Conditions, including such amendments as CCN may make in its sole discretion from time to time.

By signing up for an account on www.ccnhub.com, Users agree to be bound by CCN’s Terms of Use and consent to the collection, processing, use and disclosure of their personal data pursuant to the CCN Loyalty Mobile App and Web Terms of Use, Privacy Policy and this CCN Rewards Terms & Conditions (“**Terms and Conditions**”).

1. ELIGIBILITY

- All applicants must be at least eighteen (18) years of age at the time of application for the Programme.
- The Programme is open to users working in forwarding, airline and cargo related companies as well as [General Sales Agent] (GSA) companies in countries that are specified in the Programme.
- In order to be eligible for this Programme, applicants must verify their email address by means of confirmation through a link sent to their registered email address.
- The applicant may sign-up via CCNhub website (www.ccnhub.com)
- Each User will be issued with an account which is unique and non-transferrable.
- Each User is only entitled to one (1) account.
- At the point of registration, the applicant must provide the following mandatory information: i) name, ii) email address, iii) mobile number and iv) city of residence. Additional information may be required, from time to time, at CCN’s sole and absolute discretion.
- CCN reserves the right to set the Programme period or expiry period at any time. CCN reserves the right to cancel or amend the Programme or any account, if it detects any misuse or as it sees fit.
- CCN reserves the right to reject any applicant and/or to decline any User’s application for an account under the Programme at CCN’s sole and absolute discretion without assigning any reasons whatsoever, and CCN’s decision shall be final and conclusive.
- Users should always ensure that their most updated and current personal particulars and information which relates to correspondence, i.e. email address, mobile number and other required details are in order to ensure that their records with CCN are kept up to date, complete and accurate. If any information changes during the course of the Programme, Users shall promptly update their account accordingly. Failure to do so may result in information requested by Users via email, regarding the Programme, being sent to the wrong person or wrong address. Any notice given by CCN shall be deemed given to the User if sent by email to the last known email address as shown in CCN’s records.
- CCN may, in the future, introduce a “new user” referral programme which will be subject to additional terms and conditions.

2. CCN POINTS

- Users may earn CCN Points by using CCN applications as specified in the Programme’s promotion details, from time to time.
- CCN Points will be credited for those who qualify based on the eligible criteria and conditions as required in the Programme.

- No CCN Points will be credited in respect of non-qualifying criteria and conditions.
- CCN Points will be credited to the User's account within seven (7) working days from the date of the qualified actions.
- All CCN Points earned are non-transferable and cannot be refunded or exchanged for cash or credit.
- CCN Points earned do not have any cash or monetary value, and can only be used for the redemption of Rewards under this Programme.
- **CCN Points earned will expire 6 months after points are credited to User's account. Users will have to utilise the said points to redeem Rewards before the points expire.**
- At the end of the validity period, any unutilised CCN Points will automatically expire or be forfeited, regardless of whether the User has received any prior notice from CCN. Any request for extension will not be entertained.
- CCN may from time to time, amend the validity period of CCN Points earned, at its sole and absolute discretion.
- Users may check their CCN Points balance through the App or the CCNhub website at www.ccnhub.com (the "Website").
- In earning and accumulating CCN Points, Users understand that they may not rely on the continued availability of any of the Rewards or other benefit on the Programme. CCN will not be responsible for any delay in the posting of the transactions and/or the accrual of the CCN Points.
- Any disputes arising over the credited CCN Points must be notified in writing to CCN within one (1) month from the date of the relevant statement. Users must provide CCN with supporting documents wherever applicable to assist CCN in settling any disputes. If CCN does not receive any notification from the User within the stipulated time frame of any disputes or inaccuracies in the CCN Points statement, the statement will be taken to be correct, final and binding on the User. CCN's decision on any such disputes are final and conclusive.
- CCN Points may be cancelled, deleted or deducted at any time at CCN's sole discretion.
- Suspected or actual fraud and/or suspected or actual abuse relating to the accumulation of CCN Points under the Programme may result in the forfeiture of accumulated CCN Points, cancellation of the User's account as well as cancellation of the User's participation in the Programme.

3. LOYALTY PROGRAM APP

- Users may access the CCN Loyalty Program App to redeem available rewards with CCN Points. Only CCN Points which have been duly processed and credited into a User's account by CCN can be used by a User to redeem Rewards.
- All Rewards redeemed are non-transferable and cannot be refunded or exchanged for cash or credit.
- The list of Rewards and the number of CCN Points required for the redemption of each of the Rewards shall be determined by CCN.
- Where a User redeems their CCN Points, the CCN Points earned will be deducted by chronological and date order so that the earliest expiring CCN Points will be redeemed first.
- Upon redeeming any of the Rewards, the User releases CCN from any and all liabilities to the User in respect of the redemption or use of such Rewards redeemed under the Programme.
- CCN assumes no responsibility and shall not be held liable for any claims, losses, costs, expenses or damages of whatsoever nature resulting from the redemption of any of the Rewards by Users.
- Redemption or issuance of reward e-voucher(s) (if applicable) does not constitute a reservation with the relevant issuing partner. The User is still responsible for making all reservations and notifying the relevant issuing partner of the proposed redemption. Such reward e-vouchers/letters of redemption are valid for use until the date stipulated in the rewards e-vouchers/letters of

redemption. If unused after the specified date, the reward e-vouchers/letters of redemption will lapse and no longer be valid and will not be replaced.

- Usage of the redeemed Rewards shall be subject to such terms and conditions as stipulated by the relevant issuing partners.
- CCN gives no warranty with respect to the quality of the products and/or services offered for redemption as Rewards by the relevant issuing partner, or their suitability or fitness for any purpose.
- CCN may from time to time amend the number of CCN Points required for the redemption of Rewards without prior notice to Users.
- Any conversion of CCN Points into Rewards is final and cannot be reversed.

4. EXCLUSION OF LIABILITY

- CCN shall not be liable for any error, omission, delay or loss of CCN Points as a result of technical malfunction, inaccuracy, unreliability, unsuitability or any error attributed to the App and/or Website by any of the CCN's staff, employees, agents or service providers.
- CCN shall not be liable for non-performance, error, interruption or delay in the performance of its obligations under the Programme and these Terms and Conditions due in whole or in part, directly or indirectly to an event or failure beyond CCN's reasonable control.
- Users shall hold CCN harmless and indemnify CCN against any liability for loss, damage, costs and expenses (legal or otherwise including all costs on a solicitor and client basis) which CCN may incur by reason of the provisions herein or in the enforcement of CCN's rights hereunder.
- In addition to these Terms and Conditions, the use of the App and/or Website and Programme may be subject to additional terms and conditions, which will apply in full force and effect.

5. PERSONAL DATA

- By registering for the Programme, Users warrant and represent that their personal information is true, correct and complete.
- Users agree that in the course of CCN providing the Programme and the Users' use of the App and Website, CCN and its agents, contractors and/or service providers shall have the right to collect, use and/or disclose Users' data regarding: (i) information relating to the transactions in respect of which CCN Points are sought (for example, booking confirmation; and (ii) Users' use of or access to the App and Website, for the purposes of: (a) providing, operating, maintaining, improving, marketing or promoting the App and Website; and (b) conducting statistical, trade or other form of analysis. Where any of the abovementioned includes personal data, Users consent to the same by their use of the App and/or Website or by participating in the Programme.

6. DISCRETION OF CCN

- CCN shall have the sole discretion at any time to add to, amend or cancel the Programme without giving any reason. CCN's decision on all matters regarding the Programme shall be final, conclusive and binding on Users.
- CCN may from time to time at its sole discretion add, remove or modify Rewards which Users may exchange CCN Points for, including the terms of such Rewards. CCN's decision on all matters regarding Rewards shall be final, conclusive and binding on Users whether or not Users are notified.
- CCN may at any time vary, revise, amend, withdraw, substitute, add or remove any of the Terms and Conditions. The revised or new terms will apply, including, without limitation, to all future transactions under the Programme. The revised terms and conditions will take effect upon the same being posted on the Website. The retention or use of a User's account or redemption of CCN Points after the effective date of any variation, revision or change of terms and conditions

shall be deemed to constitute acceptance of such variation, revision or change without reservation by the User.

- If a User does not accept the proposed variation, revision or change, such User is entitled to terminate his/her account under the Programme by contacting CCN in writing.
- Users are advised to check the Terms and Conditions regularly whenever they visit the Website to ensure that they are aware of CCN's latest Terms and Conditions.

7. GENERAL TERMS

- Any person or entity who is not a party to the Programme or these Terms and Conditions shall have no right under the Contracts (Rights of Third Parties) Act, Chapter 53B of Singapore to enforce any term of these Terms and Conditions, regardless of whether such person or entity has been identified by name, as a member of a class or as answering a particular description.
- The invalidity or unenforceability of any of the provisions of these Terms and Conditions shall not adversely affect or impair the validity or enforceability of the remaining provisions herein.
- CCN's acceptance of any terms or any waiver by CCN of its rights or any indulgence granted to Users shall not operate to prevent CCN from enforcing any of its rights hereunder nor shall such acceptance operate as consent to the modification of any of the terms herein, in any respect. CCN may, at its discretion from time to time without notice, waive its rights in certain circumstances, and CCN can waive its rights without affecting its other rights. If CCN waives any right, it is not deemed that it shall waive the same rights in other circumstances.
- CCN shall be entitled at any time without Users' consent to assign the whole or any part of its rights or obligations under the Programme with or without notice to Users.
- CCN will not be held responsible for any typographical errors or misprint under these Terms and Conditions.
- The Programme and these Terms and Conditions shall be governed by and construed in accordance with the laws of Singapore and all parties hereto submit to the exclusive jurisdiction of the Courts of Singapore.