

TERMS AND CONDITIONS
RHB Lifestyle Privileges
("these Terms and Conditions")

PROMOTION ORGANISERS

1. RHB Lifestyle Privileges ("**Promotion**") is organised by RHB Bank Berhad [Registration No. 196501000373 (6171-M)] and RHB Islamic Bank Berhad [Registration No. 200501003283 (680329-V)] (collectively, "**RHB**") unless otherwise specified.
2. The vendor or supplier who has participated in the Promotion ("**the Merchant**").
Merchant: CHATTO
Contact: chatto.tea@gmail.com

PROMOTION PERIOD

3. The Promotion runs from 25/7/2025 to 31/12/2025 ("**Promotion Period**"), both dates inclusive.
4. The Promotion is open to all eligible primary and supplementary cardholders RHB Visa Credit Cards/-i or RHB Visa Debit Cards/-i (collectively, "**the Customer**").

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5. By participating in this Promotion the Customer agrees to the following:-

- (a) **Promotion: Complimentary of one (1) drink with purchase of any two (2) drinks**
- (b) The Promotion is valid for dine-in or takeaway from any Chatto outlets as stated below only:-

Outlet & Address	Contact
Chatto Brew @ Sutera Utama 64, Jalan Sutera Tanjung 8/3, Taman Sutera Utama, Skudai, 81300 Johor Bahru	016-705 0756
Chatto Tea & Coffee @ Eco Botanic 36, Jalan Eko Botani 3/6, Taman Eko Botani Iskandar Puteri, 79100 Johor Bahru, Johor Darul Ta'zim	016-278 9690
Chatto Tea & Coffee @ Segamat Pusat Komersial Sri Utama, 6, Jalan Utama 3/3, 85000 Segamat, Johor Darul Ta'zim	07-931 1868
Chatto Tea @ Eco Sanctuary G-16, Ground Floor, Sanctuary Mall, Jalan, 8/3, Persiaran Eco Sanctuary, 42500, Selangor	03-8685 1631
Chatto Tea & Coffee @ Setapak G-13, PV 128, Jalan Genting Kelang, Danau Kota, 53300 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur	03-4141 9088
Chatto Tea & Coffee @ Sungai Besi Lot 4, Jln Sungai Besi, Chan Sow Lin, 57100 Sungai Besi, Wilayah Persekutuan Kuala Lumpur	014-513 5137
Chatto Tea @ Sibu Sublot 8-02, First Floor, Hanns Commercial Centre, Jalan Wong King Huo, Sibu, 96000 Sibu, Sarawak	011-5687 0956
Chatto Tea & Coffee @ Bell Avenue R-1-19 First Floor, Bell Avenue, Jalan Sunsuria, Kota Warisan, 43900 Sepang, Selangor	011-6281 2118
Chatto Coffee @ Labuan Lot 2, Ground Floor, Wisma Lazenda, Jalan Kemajuan, 87000 Labuan, Wilayah Persekutuan Labuan	016-913 9597
Chatto Tea & Coffee @ Sitiawan 27, Jalan Stesen Sentral 2, Taman Bunga Ros, 32000 Sitiawan, Perak	017-589 1029
Chatto Tea & Coffee @ Kampar 17, Jalan Batu Karang, Off, Jalan Batu Sinar, 31900 Kampar, Perak	011-1963 5630
Chatto @ UOA Business Park Unit 11-3A, Level 1, UOA Business Park, Jalan Pengaturcara U1/51, Kawasan Perindustrian Temasya, 40150 Shah Alam, Selangor	011-7267 4827

- (c) The Promotion is applicable to the lowest-priced item and listed to one redemption per transaction only; and
- (d) Additional charge will be applied if request extra topping or upsize for the complimentary drink

6. By participating in the Promotion, the Customer agrees to the followings:-

- (a) The Customer is bound by these Terms and Conditions;
- (b) The Customers who are interested in participating in this Promotion are advised to read and understand these Terms and Conditions before participating in the Promotion;
- (c) Any customer who does not understand any of these Terms and Conditions may contact RHB Customer Contact Centre, whose contact details are set out below;
- (d) Payment must be made using RHB Visa Credit Cards/-i or RHB Visa Debit Cards/-i only (excluding Corporate MyDebit Card/-i) ("RHB Cards");
- (e) The Promotion is not applicable to Shariah non-compliant products and services such as liquor, pork, indecent entertainment, tobacco, conventional insurance etc. (if any) for Islamic cards;
- (f) The Promotion is not exchangeable for cash or other items and cannot be used in conjunction with any other discounts, privileges, promotions, discount schemes, loyalty programmes, discount cards or vouchers;
- (g) The Customer is liable for all taxes and other fees and charges levied against him/her under the applicable laws, if any, for the acceptance of the Promotion;
- (h) The Customer may contact the Merchant whose contact details are set out above or RHB Customer Contact Centre for all matters relating to the Promotion (including any request to change or limit the processing of his/her personal information) to RHB Customer Contact Centre as follows:

RHB Customer Contact Centre

Email : customer.service@rhbgroup.com

Telephone No. : +603-9206 8118

Form : rhbgroup.com/personal/banking-methods/contactus.html;

- (i) RHB gives no representation or warranty with respect to any goods or services provided by the Merchant. In particular, RHB gives no warranty with respect to the quality of goods or services redeemed or their suitability and redeemability for any purpose;
- (j) RHB may add, change, modify or remove the Promotion structure, benefit and other features, including these Terms and Conditions, or to terminate the Promotion at any time with sufficient prior notice.
- (k) If the Customer is not satisfied with the resolution provided by RHB Customer Contact Centre, the Customer may then refer the matter to Financial Market Ombudsman Services (FMOS) approved by Bank Negara Malaysia which the details can be found at <https://www.rhbgroup.com/s/p>; and
- (l) In the event of any inconsistency between these Terms and Conditions and any other materials relating to the Promotion, these Terms and Conditions will prevail for matters dealt with in these Terms and Conditions.