



## TERMS AND CONDITIONS GOVERNING CIMB PREFERRED COMPLIMENTARY AIRPORT LOUNGE ACCESS

1. Each CIMB Singapore Preferred customer (“**Customer**”) is entitled to four (4) complimentary lounge access per annum to the Plaza Premium Lounge in Singapore & Malaysia.
2. Each complimentary visit is valid for a one-time access, 3-hour stay at a participating Plaza Premium Lounge and access to Flight Club GnG @ KLIA2, TGM (Singapore Changi Airport Terminal 2) and Root98 & TGM (Singapore Changi Airport Terminal 1) includes a choice of one (1) set menu.
3. The Customer must present his/her CIMB Preferred ATM card at the lounge for access. For customers who do not hold the CIMB Preferred ATM card, he/she can make advance reservation for the lounge facilities via their Relationship Manager or Assistant Relationship Manager.
4. CIMB Bank Berhad, Singapore Branch (“CIMB” or “CIMB Bank”) reserves the right to charge the Customer the lounge fees and shall not be liable or responsible for reimbursement of any lounge usage in the event that the lounge usage exceeds the number of valid complimentary visits the Customer is entitled to or if the CIMB Preferred ATM card is found to be no longer valid. The Customer shall bear such fees and additional charges.
5. The complimentary lounge access must be taken as provided and is non-exchangeable for other goods and services. The access of the lounge is for use by the Customer only and cannot be transferred or used by another individual. For the avoidance of doubt, the complimentary lounge access does not extend to the Customers’ guests and separate charges and terms and conditions shall apply for the guests.
6. Lounge access and usage are subject to the terms and conditions of the participating lounges.
7. CIMB Bank shall not be liable for any loss, injury, liabilities, expenses or damages whatsoever or howsoever incurred or sustained by the Customer and/or any other person by reason of, arising from or in connection with the redemption of the lounge access and/or the lounge usage and/or the use or consumption of any services, products or facilities of any lounge provider, merchant or retailer or for any other reason.
8. The Customer shall fully indemnify and compensate CIMB, its employees, sub-contractors and agents in respect of all actions, suits, claims, demands, costs, charges or expenses arising (whether asserted by the Customer or third party) out of or in connection with the redemption of the lounge access and/or the lounge usage and/or the use or consumption of any services, products or facilities of any lounge provider, merchant or retailer except to the extent a claim results from the gross negligence, wilful misconduct or fraud of the CIMB.
9. CIMB Bank is not an agent of the Plaza Premium Lounge or any merchant or retailer providing the services, products or facilities. CIMB Bank makes no representation or warranty as to the quality, merchantability or fitness for purpose with respect to such services, products or facilities. Any dispute on the product quality or service by the merchant or retailer should be resolved directly with the merchant or retailer.
10. CIMB and/or the Plaza Premium Lounge reserves the right to amend, revoke, vary or add to the terms and conditions of the lounge access or terminate or suspend the lounge access or any of its governing terms in

its absolute discretion at any time without any liability and such changes shall be binding on all Customers with effect from the earliest of the following:

- a) the date CIMB places notice of such changes on its Singapore website;
- b) the day after CIMB sends notice of such changes to the Customer's last known address in the records of CIMB by ordinary post;
- c) the day after CIMB sends notice of such changes to the Customer by Short Messaging System (SMS) or electronic mail; and/or
- d) the date CIMB places such notice at all of its branch(es) in Singapore.

11. Please see Appendix 1 below for the full list of participating lounges (which may be updated from time to time). Additional terms and conditions apply.
12. If the Terms and Conditions are not met:
  - a) a lounge fee of S\$30 / MYR\$72 per visit will be charged to your CIMB Bank account; and/or
  - b) you will not be allowed any complimentary lounge access.
13. By accessing the lounge or making lounge reservation, all Customers agree and consent that CIMB may use, disclose and process personal data provided by the Customer for the purposes of administering and conducting this lounge access programme and for one or more of the purposes stated in the Bank's Terms and Conditions Governing Personal Data Protection Act (PDPA) 2012 (available on [www.cimb.com.sg](http://www.cimb.com.sg)) and all Customers confirm that they have read and agree to be bound by the terms stated therein, as may be amended, supplemented and/or substituted by CIMB from time to time.
14. In case of dispute relating to complimentary lounge access and other matters herein, the decision of CIMB shall be final, conclusive and binding. No further correspondence and/or claims will be entertained.
15. These terms and conditions shall be governed by the laws of Singapore and all Customers irrevocably submit to the non-exclusive jurisdiction of the courts of Singapore.
16. A person who is not a party to any agreement governed by these terms and conditions shall not have any right under the Contracts (Rights of Third Parties) Act 2001 to enforce any of these terms and conditions.
17. In the event of any inconsistency between these terms and conditions and any other material relating to the complimentary lounge access, these terms and conditions shall prevail to the extent of matters relating to the complimentary lounge access herein.

**CIMB Bank Berhad (13491-P)**

**Appendix 1**

**Full List of Plaza Premium Lounge & Designated Dining Outlets**

(eligible for complimentary access with selected CIMB Singapore Issued cards)

**(a) List of Designated Dining Outlets (each time with a complimentary meal set entitlement, including an appetizer or soup, main course and free flow of soft drink or juice)**

Country	Airport	Dining Outlet Name	Location
Malaysia	Kuala Lumpur International Airport	Flight Club Grab 'n' Go	Level 2M (next to Aerotel Kuala Lumpur), gateway@klia2
Singapore	Singapore Changi Airport	TGM <i>Temporarily Closed</i>	Departure Transit Lounge Level 3, Terminal 2 – next to DFS' Whiskey House
		Root98 & TGM	Landside - Changi Airport Terminal 1, Viewing Mall Central, #03-21, Level 3 (Landside)

**(b) List of Plaza Premium Lounges (each time with complimentary 3-hour lounge use entitlement)**

Country	Airport	Lounge Name	Location
Malaysia	Kuala Lumpur International Airport	Plaza Premium Lounge	Mezzanine Floor, Level 2, Satellite Terminal (near Gates C11 - C17)
		Plaza Premium Lounge CP21	Lot No. CP21, Contact Pier (International)
		Plaza Premium Lounge	Level 2M, gateway@klia2, Terminal klia2 (next to Aerotel Kuala Lumpur)
	Penang International Airport	Plaza Premium Lounge	Mezzanine Floor, International Departure (near Gate A3)
		Plaza Premium Lounge	Level 2, Domestic Departure (near Gate A1A)
	Langkawi International Airport	Plaza Premium Lounge	Level 1, Departure Hall (outside airport secured area, directly opposite the Domestic/International Departure Gate)
Singapore	Singapore Changi Airport	Plaza Premium Lounge	Level 3, Departure/Transit Lounge West, T1
		BLOSSOM - SATS & Plaza Premium Lounge	International Departures, Terminal 4

**Important Note:**

1. You are required to present your entitled CIMB card and a boarding pass showing a confirmed reservation for same-day or the following day travel at the reception counter of the Plaza Premium Lounges or airport dining outlets for eligibility verification purpose.
2. Kindly reconfirm the status of the lounge at official webpage of [www.plazapremiumlounge.com](http://www.plazapremiumlounge.com)