TIME CHARGE N GO SDN BHD (201801041774(1303806-P))

Charge More, Earn More – September Power-Up

Terms & Conditions

Promotion	Charge More, Earn More – September Power-Up (bonus kWh promotion).
Campaign Period	15 September 2026 (12:00 a.m.) to 30 September 2026 (11:59 p.m.), Malaysia time (UTC+8). Only charging during this period counts towards this promotion.
Eligibility	Lucky Winners are selected by the Time Charge N Go system. Only users who receive a notification from Time Charge N Go, by email and/or in-app notification, are eligible for this promotion.
Qualifying Charging	Charging sessions started and completed through the Time Charge N Go app only, at any charging rate and on any membership plan. Charging through any other app (including PROTON e.MAS) or by QR code (Guest Charging) does not qualify.
Tier Rewards	Cumulative 30 kWh → 3 bonus kWh; 60 kWh → a further 5 bonus kWh; 100 kWh → a further 10 bonus kWh. Maximum 18 bonus kWh per registered account.
Excluded Sites	Charging at sites designated by Time Charge N Go as staff, internal, test or private sites does not earn bonus kWh. Bonus kWh may still be used at those sites.
kWh Measurement	Based solely on the kWh recorded in the Time Charge N Go app and system, as determined by Time Charge N Go at its discretion.
Reward Fulfilment	Bonus kWh credited to the qualifying user's Time Charge N Go account within fourteen (14) business days after 30 September 2026. One (1) bonus kWh entitles the user to one (1) kWh of charging at no charge.
Bonus kWh Validity	Once credited, bonus kWh has no expiry date.
Transferability	Bonus kWh is non-transferable, non-exchangeable and not redeemable for cash.

These Terms & Conditions apply to the Time Charge N Go "Charge More, Earn More – September Power-Up" promotion. The promotion is limited to users selected by Time Charge N Go under the eligibility criteria set out in Clause 2, and rewards those users with bonus kWh when their cumulative charging through the Time Charge N Go app during the Campaign Period reaches the published tier thresholds. By participating in this promotion, or by accepting or using any bonus kWh, users agree to these Terms & Conditions.

Definitions used in these Terms & Conditions

- "Campaign Period" means 15 September 2026 (12:00 a.m.) to 30 September 2026 (11:59 p.m.), Malaysia time (UTC+8).
- "Qualifying charging" means a charging session that meets every condition in Clause 3, recorded on the user's own registered Time Charge N Go account.
- "Qualifying kWh" means the kWh of a qualifying charging session, as recorded in the Time Charge N Go app and system.
- "Bonus kWh" means charging energy awarded under this promotion, where one (1) bonus kWh entitles the user to one (1) kWh of charging at a Time Charge N Go charging point at no charge.

1. Campaign Period

- **Campaign Period.** The promotion runs from 15 September 2026 at 12:00 a.m. to 30 September 2026 at 11:59 p.m. (Malaysia time, UTC+8), unless amended, extended, shortened, suspended or terminated by Time Charge N Go.
- **Only charging during the Campaign Period counts.** Only charging carried out during the Campaign Period counts towards this promotion. Charging carried out before 15 September 2026 or after 30 September 2026 will not be counted towards any tier, for any reason.
- A charging session must be started and completed within the Campaign Period for its kWh to be counted. A session that is still in progress at 11:59 p.m. on 30 September 2026 will not be counted.
- Cumulative kWh is counted from zero at the start of the Campaign Period. Charging volume from any earlier month, earlier promotion or previous campaign does not carry over.

2. Eligibility

This promotion is limited to selected users ("Lucky Winners"). You are eligible only if you hold a valid, registered Time Charge N Go account and you receive a notification from Time Charge N Go confirming that you have been selected.

How Lucky Winners are selected

- **Selection is system-generated.** Lucky Winners are selected automatically by the Time Charge N Go system, based on internal campaign criteria and the records held by Time Charge N Go. These criteria may include past charging activity, charging frequency, account standing and other requirements determined by Time Charge N Go.
- **You must receive a notification.** Selected users will be informed by email and/or in-app notification. Only users who receive such a notification from Time Charge N Go are eligible for this promotion.
- **No notification, no eligibility.** If you do not receive a notification, you are not eligible for this promotion, regardless of how much you charge during the Campaign Period.

General eligibility conditions

- There is no registration, sign-up, promo code or opt-in. You cannot apply, nominate yourself, or request to be selected, assessed or reassessed.
- Receiving or viewing any campaign poster, message, advertisement or other campaign material does not by itself make you eligible for this promotion, unless you are the intended recipient of the notification.
- Time Charge N Go is not responsible where a notification is not received, not seen or delayed because of incorrect or outdated contact details, disabled in-app notifications, spam or junk mail filters, device settings, network issues, or any other cause outside its control.
- Time Charge N Go's selection of Lucky Winners and determination of eligibility is final, binding and conclusive, and is not subject to appeal.
- The reward is calculated per registered account. Charging across multiple accounts, devices or users cannot be combined, pooled, transferred or merged to reach a tier.
- Internal test accounts, system accounts, duplicate accounts, suspicious accounts, and accounts that are inactive, suspended, invalid or that cannot be verified may be excluded from the promotion.
- Time Charge N Go may require reasonable verification of an account, a user or a charging session before awarding or fulfilling any bonus kWh.

3. Qualifying Charging

- **Time Charge N Go app only.** Only charging sessions started and completed through the Time Charge N Go app, on the user's own registered Time Charge N Go account, qualify for this promotion.
- **Other apps and QR guest charging are not eligible.** Charging through any other application, including PROTON e.MAS, and charging by QR code (Guest Charging), does not qualify and will not be counted towards any tier.

- Charging sessions carried out through third-party platforms, roaming partners, corporate or fleet arrangements, or any channel other than the Time Charge N Go app may be excluded at Time Charge N Go's discretion.
- **All membership plans and charging rates qualify.** Charging at a discounted, subsidised, promotional, negotiated or membership rate qualifies in the same way as charging at the standard rate. Users on the TIME Subscription plan, on a discounted membership plan, or on any other Time Charge N Go membership are eligible for this promotion, and the kWh from those sessions counts in full towards the tier thresholds.
- **Staff and internal sites are excluded.** Charging sessions at any site designated by Time Charge N Go as a staff, internal, test or private site are excluded from this promotion and do not count towards any cumulative kWh total or any reward. Time Charge N Go determines which sites fall within this category at its sole discretion and may update the excluded sites at any time without prior notice.
- **Failed and withheld payments do not count.** A charging session is not counted towards the cumulative kWh total, and earns no bonus kWh, where the payment for that session fails, is declined, is cancelled, is reversed, is charged back, is refunded, is withheld, is written off, or remains pending, unsettled or unpaid for any reason.
- This includes, without limitation, sessions paid by a declined or expired card, sessions with insufficient wallet balance, sessions where a pre-authorisation is not captured or is released, sessions held or withheld pending review or verification, sessions under payment dispute, and sessions on an account with an outstanding or overdue balance.
- A session only counts once payment for it has been successfully completed and settled, as recorded in the Time Charge N Go system.
- Charging sessions that are incomplete, interrupted, faulty, cancelled, or affected by a metering, charger, app, network or system error, and sessions recording zero or negligible energy, may also be excluded from the cumulative kWh count.
- **Awards may be recovered.** Where a session is counted and bonus kWh is awarded, and the payment for that session subsequently fails, is reversed, refunded, charged back or withheld, Time Charge N Go may recalculate the award and reduce, withhold or recover the bonus kWh accordingly.

4. Tier Rewards

- Bonus kWh is awarded based on the cumulative qualifying kWh charged by a single registered account during the Campaign Period, as follows:

Tier	Cumulative kWh in Campaign Period	Bonus kWh awarded	Total bonus kWh
Tier 1	30 kWh	3 kWh	3 kWh
Tier 2	60 kWh	A further 5 kWh	8 kWh
Tier 3	100 kWh	A further 10 kWh	18 kWh

- The tiers are cumulative within the Campaign Period. A user who reaches 100 kWh of qualifying charging receives a total of 18 bonus kWh, being the sum of all three tiers.
- **Maximum 18 bonus kWh per account.** The maximum award under this promotion is eighteen (18) bonus kWh per registered account, regardless of total charging volume.
- Tier thresholds must be fully reached. Partial progress towards a tier does not earn a partial or pro-rated reward.
- Only qualifying kWh counts towards a tier threshold. Cumulative qualifying kWh is rounded down to the nearest whole kWh when a threshold is assessed.
- Bonus kWh is non-transferable, non-exchangeable, and not redeemable for cash, credit, wallet balance, discount, refund or any other benefit.

- Bonus kWh awarded under this promotion does not itself count towards any tier threshold under this or any future promotion.

5. Measurement of kWh

- **kWh is measured by Time Charge N Go records.** Cumulative kWh is measured solely on the basis of the charging volume recorded in the Time Charge N Go app and system. The total recorded in the Time Charge N Go app is the only figure used to determine whether a tier has been reached.
- **Measurement is at Time Charge N Go's discretion.** Time Charge N Go determines, at its sole discretion, how kWh is recorded, calculated, attributed to an account and totalled for the purposes of this promotion, including any rounding applied.
- Time Charge N Go's records shall be the final, binding and conclusive reference for cumulative kWh, session validity, tier achievement, account eligibility, reward calculation, fulfilment and any other campaign matter.
- Readings, estimates, screenshots or figures from any third-party app, vehicle display, in-car meter, home charger or external source will not be accepted as evidence of charging volume.
- Where there is any discrepancy between a user's own records and the Time Charge N Go system, the Time Charge N Go system prevails.

6. Reward Fulfilment

- Bonus kWh will be credited to the qualifying user's Time Charge N Go account through the Time Charge N Go app or another fulfilment method determined by Time Charge N Go.
- Fulfilment may take up to fourteen (14) business days after 30 September 2026, subject to verification and internal processing.
- Once credited, the bonus kWh has no expiry date and remains available in the user's Time Charge N Go account until it is fully used, subject to the account remaining valid, active and in good standing.
- One (1) bonus kWh entitles the user to one (1) kWh of charging at a Time Charge N Go charging point at no charge. Bonus kWh is applied to eligible charging sessions in the manner determined by Time Charge N Go and may be used in part or in full.
- **Usable at every charger and site.** Bonus kWh may be used at all Time Charge N Go charging points and at any Time Charge N Go site, including sites that are excluded from earning bonus kWh under Clause 3. Bonus kWh must be used through the Time Charge N Go app and does not cover idle fees, parking fees, penalties, card charges or any other fees.
- Bonus kWh has no cash value. It is forfeited if the account is closed, terminated, suspended or found to be invalid, and cannot be refunded, reinstated or transferred to another account.
- Time Charge N Go may adjust, reduce, withhold or recover bonus kWh where a charging session used to calculate an award is later found to be invalid, reversed, refunded, unpaid, disputed or affected by a metering, app, payment or system error.
- Any charging transaction made using bonus kWh remains subject to the applicable charging rates, membership rates, site rules, app terms and payment terms in force at the time of charging.
- This promotion cannot be combined with any other bonus kWh promotion, voucher, rebate or cashback campaign unless expressly permitted by Time Charge N Go. Membership plans and their rates, including the TIME Subscription plan and discounted membership plans, are not affected and remain eligible for this promotion.

7. General Conditions

- Time Charge N Go reserves the right to verify any account, charging session, charging activity, payment activity and related account information before awarding or fulfilling any bonus kWh.
- Time Charge N Go reserves the right to reject, withhold, cancel or recover any bonus kWh where it believes there is fraud, abuse, manipulation, meter tampering, session manipulation, suspicious activity, technical error, system misuse, duplicate account use or breach of these Terms & Conditions.

- Charger availability, charger output, parking availability, site access, power supply, network connectivity, app availability and payment availability are not guaranteed during the Campaign Period, and no compensation or extension will be given where a user is unable to reach a tier for any such reason.
- Time Charge N Go may set and apply a cap on the total bonus kWh awarded to any one account and on the total bonus kWh awarded under this promotion overall, and may close the promotion early once such a cap is reached.
- Personal data used for selection, notification, verification and reward fulfilment is processed in accordance with the Time Charge N Go privacy notice and applicable Malaysian data protection laws.
- Users must comply with all applicable Time Charge N Go app, wallet, charging, payment, membership and site-use terms.

8. Right to Amend, Suspend or Terminate

- Time Charge N Go reserves the right, at its sole discretion, to amend, vary, modify, suspend, extend, shorten, replace or terminate the promotion at any time without prior notice.
- Time Charge N Go may amend these Terms & Conditions at any time. Any amendment takes effect once published, updated or communicated through Time Charge N Go's official communication channels.
- All decisions made by Time Charge N Go in relation to the promotion shall be final, binding and conclusive.

9. Limitation of Liability

- Time Charge N Go shall not be liable for any loss, damage, cost, claim, delay, inconvenience or inability to participate arising from system errors, app errors, charger faults, metering issues, payment issues, network issues, delayed reward fulfilment, account verification issues or any other matter related to the promotion.
- Time Charge N Go shall not be responsible for any indirect, incidental, consequential, special or punitive losses arising from participation in, or inability to participate in, the promotion.

10. Governing Law

- These Terms & Conditions are governed by and construed in accordance with the laws of Malaysia, and the parties submit to the exclusive jurisdiction of the courts of Malaysia.

11. Acceptance of Terms

- By participating in this promotion, or by accepting, receiving, using or attempting to use any bonus kWh, users are deemed to have read, understood and agreed to be bound by these Terms & Conditions and any decisions made by Time Charge N Go in relation to the promotion.

Issued by Time Charge N Go – September 2026