

SME Partner Program Campaign Promotion Terms and Conditions

(Last updated on March 15, 2024)

1. This subscription promotion ("**Promotion**") is administered by SPH Media Limited ("**SPH**", "**we**", "**us**", or "**our**").
2. Participation in this Promotion is subject to:
 - (a) the terms herein, and
 - (b) the Corporate Subscription Terms and Conditions in Schedule A (the "**Standard T&Cs**")(collectively, the "**T&Cs**").

In the event of any conflict or inconsistency among the T&Cs, the terms herein will take precedence over the Standard T&Cs.

3. Under this Promotion:
 - (a) Sign-up for a new subscription to any of the subscription package bundles (the "**Package Bundle(s)**") listed in the table below and enjoy a gift premium (the "**Premium**"), subject to the qualification criteria in the T&Cs.
 - (b) For further details of the available Package Bundles and the relevant fees, please refer to the table below. Fees reflected are after discount, and do not include the fees for delivery of print newspapers which will be separately charged.
 - (c) Please note that subscriptions under this Promotion will be subject to a minimum subscription period of 24 months ("**Minimum Subscription Period**").

Package Bundle	Publication	Monthly Subscription Fees^	Gift Premium	Minimum Subscription Period	Payment Options
Bundle A: All-Digital + Print	1 x The Straits Times	\$89.70	1 x Nescafe Dolce Gusto (NDG Genio S Touch Silver)	24 Months	Monthly or Full Payment
	1 x The Business Times				
	1 x Lianhe Zaobao				
Bundle B: All-Digital + Print	1 x The Straits Times	\$83.70			
	1 x Lianhe Zaobao				
	1 x Shin Min Daily News** <i>** Print + e-paper only</i>				
Bundle C: All-Digital	1 x The Straits Times	\$92.70			
	1 x The Business Times				
	1 x Zaobao Digital (Lianhe Zaobao + Shin Min Daily News)				

[^]Not inclusive of monthly delivery charges at \$3/4/5, depending on location type, and will be charged by per subscriber account per delivery address.

4. This Promotion is valid during the period commencing from 22 March 2024 until 31 August 2024 (the “**Promotion Period**”).
5. To qualify for this Promotion:
 - (a) you must subscribe to a package bundle as set out in table above.
 - (b) you must meet the eligibility criteria set out in the T&Cs (in particular, Clause 6 below),

- (c) we must receive your duly completed application form and payment on or before 31 August 2024 (requests for extensions will not be entertained); and
- (d) you agree to and shall maintain your subscriptions to each of the Package Bundles without any change for the whole of the applicable Minimum Subscription Period.

6. Eligibility:

- (a) This Promotion is open to registered businesses in Singapore with a valid place of business in Singapore.
- (b) Subject to sub-clause (c) below, you are eligible for this Promotion if you fall within one of the following groups of subscribers:
 - (i) **“New Subscribers”**: Subscribers who do not currently have a subscription to the Package Bundle.
 - (ii) **“Vendor Subscribers”**: Current subscribers of the Publication(s) who are paying their subscription fees to a newspaper vendor (your subscription with your vendor will be terminated and you will become a direct subscriber of the Package Bundle with us).
 - (iii) **“Additional Package Subscribers”**: Current business subscribers who are buying new SPH subscription plans in addition to existing subscription plans. No changes or renewal to existing subscription plans are allowed.
- (c) Notwithstanding the above, you will not be eligible for this Promotion if your business had terminated such a subscription within the 90 days prior to the date of your application under this Promotion.

7. You may not participate in this Promotion in conjunction with other promotions and deals that we may be offering at the same time.

8. Notwithstanding any term herein, we have the right to determine your eligibility or decline acceptance of your application for this Promotion at our sole and absolute discretion and our decision thereon shall be final and binding. If we determine that any of the information you provided in your subscription under this Promotion is not true and does not meet the requirements under the T&Cs or that you have otherwise breached any of the T&Cs, we may terminate your subscription and recover from you the

value of the Premium given to you under this Promotion, without prejudice to our other rights and remedies against you under the T&Cs.

9. Where a Premium is offered in connection with your subscription, additional terms apply:

(a) You may only redeem one Premium per Package Bundle and per registered business.

(b) We will notify you via email within three (3) months from the date on which we receive your payment of the subscription fees applicable to your subscription ("Redemption Email"). The Redemption Email will confirm your eligibility for the Premium and will contain details of how you may redeem the Premium.

(c) The Premium must be redeemed in accordance with the instructions and terms as stated on the Redemption Email. Any Premium not redeemed within the validity period stated in the Redemption Email for any reason, including expiry or service disruption, will be forfeited. In such event, for the avoidance of doubt, your obligations under the terms herein (including, without limitation, to maintain the subscription for the Minimum Subscription Period) will continue to apply in full.

(d) If the Premium is to be delivered to your registered address, you must be physically present during the delivery. Additional delivery charges will apply if there is no one to receive the delivery and the delivery needs to be rescheduled.

(e) The Premium is provided by a third party (the "**Premium Provider**"), and is to be redeemed or used according to their terms and conditions. By participating in this Promotion and using the Premium, you accept that:

- (i) Any dispute about the quality, condition, or redemption of the Premium (including warranty claims, if any) is to be resolved directly with the Premium Provider and we are not obliged to assist or act on your behalf in communicating with them.
- (ii) You use the Premium at your own risk. We are not responsible for and we do not guarantee: (1) that the Premium Provider's services or platforms will be accessible, secure, reliable, or be without disruption, interruption, errors, virus or other harmful elements, or (2) that the results, information, contents or materials derived from the use of

their services or platforms are accurate, reliable or suitable for its users.

- (iii) The Premium Provider may update, modify, or change the terms and conditions of use of the Premium or its services at any time, and we shall not be liable to you for any such update, modification, or change.
- (iv) Except to the extent that they may not be excluded by law, we make no representations or warranties of any kind in respect of the Premium, whether implied, express or statutory, including without limitation the warranties of non-infringement of third-party rights, title, merchantability, satisfactory quality or fitness for a particular purpose.
- (v) To the fullest extent allowed by applicable laws, we shall not under any circumstances whatsoever be liable for: (1) your use of the Premium, (2) any delay, failure, or default of the Premium (including redemption of the Premium), (3) any service offered by the Premium Provider (including, but not limited to, any failure, interruption, disruption or downtime on the Premium Provider's platform / mobile application), and (4) the acts, omissions and conduct of any third parties (including the Premium Provider) in connection with or related to your use of the Premium. You further indemnify us against any losses or damages that we may suffer arising from your use or redemption of the Premium.

(f) You will not resell the Premium to any other persons whether for profit or otherwise, and you shall not charge other persons for use of the Premium.

(g) The Premium is available whilst stocks last, and we reserve the right and discretion to substitute the Premium with any other product of similar value. No exchange or re-election of the Premium is allowed once your application has been submitted.

(h) The Premium is not transferable or exchangeable for cash, credit, or other items, and is not valid with any other discounts, vouchers, or promotions. Any unutilized amount for the Premium will not be refunded and cannot be used to offset any existing or new subscription or promotion.

10. Upon expiry of the applicable Minimum Subscription Period, your subscription to the Package Bundle will automatically continue on a monthly basis, without prior notice from us, on prevailing terms until and unless you provide us with notice in writing that you wish to terminate your subscription in accordance with the T&Cs.
11. If, before the expiry of the applicable Minimum Subscription Period, you terminate your subscription to any of the Package Bundles that you have subscribed to under this Promotion for any reason whatsoever, or you fail to pay to us any sums as and when due during your subscription, we may terminate your subscription and you shall be liable for the following termination fees and charges:

Termination Fees for each Package Bundle with Gift Premium
Administrative fees of S\$20 and termination fees of S\$200

12. By subscribing for the Package Bundle(s) under this Promotion, you agree and consent:
- (a) to the terms of our privacy policy as amended from time to time, available at https://corporate.sph.com.sg/legal/sph_privacy.html ("**Privacy Policy**"), and the terms of the Privacy Policy are incorporated into the T&Cs by reference; and
 - (b) that we may collect, use, process and/or disclose your personal data or business contact information to communicate with you for purposes relating to this Promotion, marketing information on products and services we offer, and such other purposes we may reasonably deem appropriate, or for such purposes that you may have otherwise given your consent for. For the avoidance of doubt, business contact information does not constitute personal data.
13. We shall in no way be responsible or liable for any loss (including, without limitation, any indirect or consequential loss and damages for loss of profits, business interruption or loss of information), liability, expenses, claims and costs arising out of or in connection with this Promotion or the Premium, save for any liability that cannot be excluded by applicable laws (in which case that liability is limited to the extent allowed by applicable laws).

14. Any waiver given by us for a breach of any of the T&Cs by you shall not operate or be construed as a waiver of any other or subsequent breach on your part.
15. We may, at our sole and absolute discretion, vary, amend or revise the T&Cs and/or terminate or withdraw this Promotion at any time without prior notice.
16. The T&Cs shall be governed by and construed in accordance with the laws of Singapore, and all persons who participate in this Promotion shall be deemed to submit to the exclusive jurisdiction of the Singapore courts.

Corporate Subscription Terms and

Conditions (Last updated on February 16, 2024)

1. These Corporate Subscription Terms and Conditions ("Standard Terms") govern your subscription(s) to newspapers published by SPH Media Limited and its successors-in-title ("SPH Media"), irrespective of the delivery platform or means of access. SPH Media has the right to amend these Standard Terms from time to time by posting any amendments on its website, and you agree to be bound by these amendments.
2. You must be subscribing on behalf of a registered business in Singapore with a place of business in Singapore. References to "you" or "your" in these Standard Terms refer to the business on whose behalf you are subscribing to our services. You hereby represent and warrant that you have the necessary legal capacity, right, power and authority to agree to these Standard Terms on behalf of your business.
3. You also agree to be bound by any specific terms governing payment, subscription fees, minimum subscription periods, entitlements to any gift or premium under any promotion, termination fees and delivery fees which are applicable to your subscription as set out in our application forms for the relevant subscription packages and payment terms you have selected.
4. SPH Media has the right to vary subscription fees payable or any other term relating to your subscription from time to time upon giving you at least 1 month's prior notice.
5. Please take note that if you have opted to take delivery of the print edition of your subscribed newspapers, the applicable Delivery Fee, once charged, is non-refundable. Delivery Fees will vary based on location and the nature of the premises of your delivery address (e.g. office, HDB, private estate), and will be charged per subscriber account per delivery address. Delivery Fees are charged separately from your subscription fees.

6. You should receive a letter or email acknowledging your subscription within 30 days of confirming your subscription ("Confirmation"). Your subscription will start as soon as we send you the Confirmation, and you will not be entitled to a refund of any subscription fees already paid if you change your mind at this point. You may however terminate your subscription in accordance with clause 9 below. For the avoidance of doubt, subscription fees shall remain payable even if you do not access your account during the effective period of your subscription.
7. All subscription fees are due in advance. Please ensure that payment is made and cleared by your bank before each monthly/annual recurring payment is due. For payments by credit card, your credit card account must be in good standing and remain valid for the monthly/annual charge(s) to be debited successfully. If your credit card has expired, or if you wish to use a different credit card, you must notify us promptly by contacting our Customer Experience Team at least 14 days before your next subscription fee payment is due. If you fail to provide us such notice in a timely manner, you shall be liable for any prevailing administrative, termination or other fees which SPH Media may impose in accordance with clause 10 below.
8. Your subscription will continue and be renewed automatically on a monthly or yearly basis (depending on the payment plan you select) until you expressly instruct us that you wish to cancel your subscription.
9. Subject to clause 9A, you may cancel your subscription at any time by providing us with at least 30 days' prior notice in one of the following ways:
 - (a) in writing and sent by post to "Customer Experience Team, Consumer Division, SPH Media Ltd, 1000 Toa Payoh North Annexe Level 6, News Centre, Singapore 318994";
 - (b) by calling our Customer Experience Team at 6388 3838; or
 - (c) by emailing us at circs@sph.com.sg.

Cancellation of your subscription will be effective 30 days from the date of our receipt of your cancellation notice, regardless of any unused portion of your subscription. You will receive a pro-rated refund of subscription fees if full payment of subscription fees were already paid to us subject to payment of any applicable early termination fee.

- 9A. If your subscription is subject to a minimum subscription period:
 - (a) You will be liable to pay the applicable administrative, termination or

other fees if you terminate your subscription before the expiry of the applicable minimum subscription period. Early termination fees, if chargeable, will be pro-rated against the portion of the minimum subscription period that has already elapsed and for which subscription fees have been paid.

- (b) Your subscription will automatically continue on the prevailing subscription terms and subscription fees upon the date of expiry of the minimum subscription period applicable to your subscription, unless you expressly instruct us to terminate your subscription within thirty (30) days before such date of expiry.
- 10. If timely payment of your subscription fees or other payments due from you is not made for any reason, or if you breach any other terms and conditions that are applicable to your subscription, SPH Media may, without prejudice to its rights and remedies at law to recover any sums due from you, suspend or terminate your subscription without further notice or obligation to you and you may be subject to the prevailing administrative, termination or other fees.
- 11. If you experience any issues pertaining to delivery of newspapers (including but not limited to non-delivery of print editions of newspapers), please alert us promptly by contacting our Customer Experience Team no later than two (2) days after the date of the newspaper(s) in question.
- 12. In the event of any discrepancies or inaccuracies in your invoice/statement/records relating to the payment for your subscription, you must notify us promptly by contacting our Customer Experience Team no later than fourteen (14) days from the date of the invoice/statement/records for us to investigate into the matter, otherwise our records shall be conclusive of the amounts due from you and we will not entertain any disputes in relation to the same.
- 13. You confirm that the information provided in your subscription application form is true and correct at the point of application, and undertake to promptly inform SPH Media if there are any changes to the information provided from time to time.
- 14. By submitting your subscription application form, you hereby agree and consent to:

- (a) the terms of our Privacy Policy which can be found at https://www.sph.com.sg/legal/sph_privacy.html as amended from time to time, and the terms of the Privacy Policy are incorporated into these Standard Terms by reference;
 - (b) SPH Media, using and disclosing your personal data or business contact information for the purposes of processing your subscription application and to provide you with the products and services you have requested. These purposes are set out in the SPH Media Privacy Policy which can be found at https://www.sph.com.sg/legal/sph_privacy.html and which may be amended from time to time; and
 - (c) the terms of our SPH Media Member Terms and Conditions which can be found at https://www.sph.com.sg/legal/member_conditions.html as amended from time to time, and the terms of the SPH Media Member Terms and Conditions are incorporated into these Standard Terms by reference. You further agree that SPH Media's decision on all matters or disputes relating to or in connection with your subscription and any matters ancillary thereto (including without limitation payment, delivery, promotions or eligibility requirements) are final and conclusive on you. In the event of conflict between these Standard Terms and the SPH Media Member Terms and Conditions, these Standard Terms shall prevail.
15. SPH Media has the right to vary or amend any terms and conditions which may apply to your subscription upon notice in writing by posting to SPH Media's website.
16. For more details on subscription matters, please refer to <https://subscribe.sph.com.sg/reseller>.