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GENTARI GO YEAR-END MEMBERSHIP PROMOTION 2026

TERMS AND CONDITIONS BY GENTARI GREEN MOBILITY SDN BHD

The following Terms and Conditions ("Terms") govern the Gentari Go Year-End Membership Promotion 2026 ("Promotion") offered by Gentari Green Mobility Sdn. Bhd. ("Gentari"). By participating in the Promotion, Customers agree to be bound by these Terms.

TERMS:

ITEM	DEFINITION / DESCRIPTION
Gentari	Gentari Green Mobility Sdn. Bhd. ("Gentari"), a company incorporated in Malaysia.
Customer	An individual aged eighteen (18) years and above who is currently residing in Malaysia and has registered an account on the Gentari Go mobile application ("Gentari Go").
Gentari Go App	The Gentari Go mobile application through which Customers can register an account, purchase and activate the membership for: 1. GO Starter Plan; or 2. GO Plus Plan, and access the applicable membership benefits.
Promotion	The Gentari Go Year-End Membership Promotion 2026, which offers an additional two (2) months of membership at no extra cost to eligible Customers who successfully purchase a GO Starter Plan or GO Plus Plan during the Campaign Period, subject to these Terms.
Campaign Period	The Promotion is valid from 20 November 2026 to 31 December 2026, both dates inclusive ("Campaign Period"), unless otherwise determined by Gentari.
Eligible Membership Plans	The Promotion is applicable to the following memberships purchased through Gentari Go during the Campaign Period: 1. GO Starter Plan. 2. GO Plus Plan.
Eligibility Criteria	1. Customers must be at least eighteen (18) years old and currently residing in Malaysia. 2. Customers must have a registered Gentari Go account. 3. Customers must successfully purchase either a GO Starter Plan or GO Plus Plan through Gentari Go during the Campaign Period. 4. Customers must be among the first thirty (30) successful eligible purchases for each respective membership tier.
Promotional Benefit	1. Eligible Customers will receive an additional two (2) months of membership duration at no extra cost. 2. The additional membership duration will be added to the standard one (1)-year membership validity period, extending the total membership duration to fourteen (14) months. 3. The additional two (2) months of membership duration will be manually credited by Gentari upon successful payment. Eligible Customers are advised to allow two (2) to three (3) working days from the date of successful payment for the extended membership duration to be reflected on their membership subscription page in the

	Gentari Go App. 4. The Promotional Benefit applies only to eligible purchases made during the Campaign Period and is subject to the Terms.
Promotional Allocation	1. The Promotion is limited to the first thirty (30) successful eligible purchases for each membership subscription, as follows: • GO Starter Plan: First thirty (30) eligible purchases. • GO Plus Plan: First thirty (30) eligible purchases. 2. The maximum allocation under this Promotion is sixty (60) memberships. 3. The allocation will be tracked separately for each membership tier on a first-come, first-served basis, based on successful purchases recorded in Gentari Go. 4. Once the allocation for the respective membership tiers has been fully utilised, subsequent purchases of that membership tier will not qualify for the Promotional Benefit.
Membership Benefits and Discount Entitlements	1. The existing membership benefits and discount rates for the respective membership subscriptions will remain unchanged during the extended membership duration. 2. The additional two (2) months of membership duration will not increase the existing utilisation cap or total discount entitlement for either membership tier.
Validity and Membership Renewal	1. The additional two (2) months will extend the standard one (1)-year membership validity period. 2. All other membership validity and renewal conditions under the respective GO Starter Plan and GO Plus Plan terms and conditions shall continue to apply, subject to the extended membership expiry date.
Restrictions on Promotional Benefit	1. The Promotional Benefit is non-transferable, non-exchangeable, non-refundable and cannot be redeemed for cash or any other benefits. 2. The Promotional Benefit cannot be combined, stacked or used in conjunction with other promotions, discounts, offers or special programmes unless expressly authorised by Gentari. 3. The Promotion is applicable only to successful membership purchases made during the Campaign Period. Purchases made before or after the Campaign Period will not qualify. 4. Unsuccessful, cancelled or refunded membership purchases will not qualify for the Promotional Benefit.
Existing Membership Terms and Conditions	All other terms and conditions governing the GO Starter Plan and GO Plus Plan shall remain applicable and continue to be read together with these Terms. In the event of any inconsistency between these Terms and the existing membership plan terms and conditions, these Terms shall prevail solely in relation to the Promotion.
Misuse, Fraudulent Activities and Disqualification	Gentari reserves the right to reject or revoke the Promotional Benefit if a Customer is found to have engaged in fraudulent activities, misuse or unauthorised conduct in connection with the Promotion or Gentari Go. Such activities may include, but are not limited to, unauthorised

	access, submission of false information, manipulation of the application or unauthorised sharing of account credentials.
Amendments to the Terms	Gentari reserves the right to amend, modify, vary, delete or add to these Terms from time to time, subject to applicable laws and regulations. Any amendments will be communicated through Gentari Go, Gentari's website or other applicable communication channels.
Liability	Gentari, together with its subsidiaries, affiliates and associated companies, shall not be liable for any loss, expense or damage suffered or sustained by Customers in connection with the Promotion, except to the extent that such liability cannot be excluded under applicable laws.
Contact Details	For any enquiries or feedback, Customers may contact Gentari via email at greenmobility@gentari.com or WhatsApp at +6012 818 1121.

GENERAL:

1. The Customer agrees that any information exchanged in connection with the purchase and use of the GO Starter Plan or GO Plus Plan shall be treated as confidential. This includes, but is not limited to, membership details, pricing, account information and usage information. The Customer shall refrain from disclosing such information to third parties without Gentari's prior written consent, except where disclosure is required by law.

2. By participating in this Promotion and purchasing an eligible membership plan, the Customer agrees to be bound by these Terms and Conditions, as well as Gentari's Privacy Statement, which can be found at the following link: < Gentari Go | Privacy Statement >.

3. Gentari reserves the sole right to amend, modify, vary, delete or add to any of these Terms (wholly or in part) from time to time ("**Amendments to the Terms**"). For the avoidance of doubt, Amendments to the Terms by Gentari shall not entitle the Customer to any claim or compensation against Gentari for any and/or all losses or damages suffered or incurred as a direct or indirect result of the Amendments to the Terms.

4. Any attempt by any person to deliberately undermine the legitimate operation of the Campaign may be a violation of criminal and civil law, and should such an attempt be made, Gentari reserves the right to seek damages from any such person to the fullest extent permitted by law.

5. Gentari along with its subsidiaries, affiliates, and associated companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury or death which is suffered or sustained (whether or not arising from any person's negligence) by the Customer in connection with the purchase, distribution and utilisation of any Gentari Charging Credits and/or Reload Pin.
6. The Terms contained herein shall prevail over any inconsistent terms, conditions, provisions or representation contained in any other promotional or advertising materials for the Gentari Charging Credits.

7. The Customer agrees not to use the Gentari Charging Credits or Reload Pin for any fraudulent, illegal, or unauthorised activities, this includes, but is not limited to, unauthorised transactions, or any deceptive practices. If Gentari reasonably believes that any Gentari Charging Credits or Reload Pin is being used or procured unlawfully or illegally, Gentari may reject or cancel any redemption of such Reload Pin and Gentari reserves the right to take any further action it deems appropriate in such instances which includes immediate termination of the Customer's access to Gentari Charging Credits.

8. The Terms contained herein shall be governed and construed in accordance with the laws of Malaysia. The courts of Malaysia shall have exclusive jurisdiction to hear and determine any dispute, controversy or claim arising out of or in connection with this Campaign, including any question regarding its existence, validity or termination, and the Participants irrevocably submit to the exclusive jurisdiction of such courts.

9. The Customer shall comply with all relevant laws and regulations related to anti-bribery and corruption, data privacy, competition, sanctions, and export control.

10. For any inquiries or feedback, please feel free to reach out to Gentari via email at greenmobility@gentari.com or via WhatsApp at + 6012 8181121.

11. By participating in this Campaign, Participants hereby agree to adhere to and be bound by these Terms.