

Urban HealthPassport – Terms & Conditions

The Urban HealthPassport programme is proudly managed by Urban Healthcare Group Sdn Bhd (UHG) to bring you a premium selection of health and wellness benefits and privileges from our trusted family of Urban Healthcare Group participating providers.

1. Eligibility

1.1 Membership is open to individuals aged eighteen (18) years old and above.

1.2 Applicants may be Malaysian or non-Malaysian citizens and must provide a valid NRIC, Passport, or other identification document as required by Urban Healthcare Group (“UHG”).

1.3 UHG reserves the right to approve, reject, suspend, or terminate any membership application or membership at its sole discretion should any information provided be found to be false, inaccurate, incomplete, or misleading.

2. Membership Benefits & Discount Entitlement

2.1 Members are entitled to:

- Ten percent (10%) discount on normal-priced consultations, check-ups, treatments, medicines, and services at participating brands and outlets; and
- A maximum discount cap of Ringgit Malaysia Three Hundred (RM300) per eligible Sales Order, bill, or transaction, whichever applicable, unless otherwise stated.

2.2 Membership discounts are not applicable to:

- Promotional items;
- Discounted packages;
- Third-party products;
- Insurance or corporate panel billing;
- Redemption items;
- Medical certificates, reports, or administrative charges; or
- Any other products/services determined by UHG to be not eligible for membership discounts from time to time.

2.3 Sharing of Membership Discount Privileges

2.3.1 The standard membership discount entitlement under Clause 2 may be extended to non-members at the discretion of the registered member by request of the member for the benefit of the non-member, or by the non-member presenting the member’s card. Our participating merchants or UHG reserves the right to request for personal

details of the non-members who will benefit from the discount privileges which shall be provided before the discount privilege will be applied.

2.3.2 The sharing of membership discount privileges shall only apply to standard membership discounts and shall not apply to:

- Birthday privileges;
- Complimentary sign-up benefits;
- Renewal rewards;
- Any other benefits specifically designated by UHG as non-transferable.

2.3.3 UHG reserves the right to verify the validity of the membership before applying any shared membership privilege.

2.3.4 UHG reserves the right to reject, suspend, or revoke any shared discount privilege in cases of suspected misuse, abuse, commercial usage, or activities deemed inconsistent with the intended purpose of the membership programme.

2.4 Membership discounts cannot be used in conjunction with any other ongoing promotion, voucher, campaign, privilege, discount, or offer unless otherwise stated by UHG.

2.5 All discounts and privileges are subject to verification and system records maintained by UHG.

3. Brand-Specific Discount Application

3.1 Traditional Chinese Medicine (TCM) Centres

Discounts (under paragraph 2.1) shall be applied to each transaction.

3.2 Dental Clinics

3.2.1 Discounts (under paragraph 2.1) shall be applied to each Sales Order.

3.2.2 For treatments involving instalment or progressive payment plans, the discount entitlement and maximum cap shall be calculated based on the total approved treatment plan value under the Sales Order and not on individual instalment payments.

Example:

- Invisalign Treatment Fee: RM10,000
- Eligible Membership Discount: RM300 (maximum cap)
- Net Treatment Value: RM9,700

3.2.3 Subsequent instalment payments shall follow the revised net treatment amount after discount adjustment.

3.3 Veterinary Medical Centres & Clinics

3.3.1 For outpatient cases, discounts (under paragraph 2.1) shall be applied to the final value of a Sales Order.

3.3.2 For inpatient, hospitalisation, or warded cases, discounts (under paragraph 2.1) shall be applied to the final value of the Sales Order only upon discharge.

3.3.3 Deposits, admission fees, or progressive payments made during inpatient, hospitalisation or warded cases where the final value of the Sales Order is not yet ascertained shall not be treated as separate eligible transactions for additional discount entitlement. The discount (under paragraph 2.1) will only be applied onto the Sales Order with the final value that is ascertained when the patient is discharged.

4. Sign-Up Benefits / Complimentary Vouchers

4.1 Upon successful registration, members are entitled to select one (1) complimentary sign-up benefit from the below selections only:

- Traditional Chinese Medicine (TCM): FREE Consultation and 20-Minute Neck & Shoulder Tension Relief Therapy
- Dental: FREE Dental Check-Up and 3D Oral Scanning
- Veterinary: FREE General Check-Up and Deworming

4.2 Complimentary sign-up benefits are:

- Strictly non-transferable;
- Not redeemable for cash;
- Valid for one-time redemption only.

4.3 Redemption Terms:

- Advance appointment booking of at least two (2) days is required;
- Complimentary vouchers are valid for ninety (90) days from the membership activation date;

5. Member Exclusive Promotions

5.1 Members may enjoy exclusive promotions, campaigns, rewards, privileges, and special offers introduced by UHG from time to time. Such benefits are non-transferable, unless stated otherwise.

5.2 Promotional information may be communicated through:

- WhatsApp;
- Email;
- SMS;
- Telephone calls; or
- Other official communication channels.

5.3 Each promotion or campaign may carry separate terms and conditions, which shall apply accordingly.

6. Birthday Month Privileges

6.1 During the member's birthday month, members may receive:

- Twenty percent (20%) OFF selected normal-priced treatments and medicines at participating brands and outlets;
- Maximum discount capped at Ringgit Malaysia Five Hundred (RM500) per bill/order.

6.2 Birthday privileges:

- May allow advance purchase of eligible treatments;
- Shall remain valid for three hundred sixty-five (365) days from the purchase date unless otherwise stated.

6.3 Birthday privileges are strictly non-transferable, except to the member's biological or legally adopted children below eighteen (18) years old only, subject to verification and supporting documentation (e.g., Birth Certificate).

6.4 UHG reserves the right to determine participating treatments, medicines, outlets, and eligible redemption categories.

7. Membership Validity

7.1 Membership validity shall be for a period of twelve (12) months.

7.2 Membership commencement shall begin on the first (1st) day of the month following the registration month.

7.3 Membership expiry shall fall on the last day of the twelfth (12th) month.

Example:

- Registration Date: 15 June 2026
- Membership Start Date: 1 July 2026

- Membership Expiry Date: 30 June 2027

8. Active Membership Requirement and Auto Renewal

8.1 To remain eligible for automatic renewal, members must complete at least three (3) paid visits and/or transactions within the membership validity period at any participating brand or outlet.

8.2 Eligible visits may consist of:

- Three (3) visits within the same participating brand; or
- Any combination across participating brands.

8.3 Members fulfilling the eligibility criteria may be automatically renewed for another twelve (12) months subject to UHG's prevailing membership policy.

8.4 UHG reserves the right to revise renewal requirements and eligibility criteria without prior notice.

9. Inactive Membership & Reactivation

9.1 Membership may be deemed inactive if renewal eligibility requirements are not fulfilled.

9.2 To reactivate an inactive membership, members are required to complete at least one (1) full normal-priced transaction at any participating brand or outlet.

9.3 Membership benefits, discounts, and privileges shall only resume from the subsequent eligible transaction after successful reactivation.

9.4 Members whose memberships become inactive are not permitted to register again as new members for the purpose of bypassing membership inactivity or renewal requirements.

9.5 Each individual shall only be entitled to one (1) membership account unless otherwise approved by UHG.

10. Renewal Benefits

10.1 Upon successful membership renewal, members may receive:

- Twenty-five percent (25%) discount vouchers for selected treatments at selected participating outlets.

10.2 Renewal vouchers are subject to:

- Specific validity periods;
- Participating outlet limitations; and
- Additional voucher-specific terms and conditions.

10.3 UHG reserves the right to amend or replace renewal benefits from time to time.

11. Communication Consent & Personal Data

11.1 By registering for the membership programme, members consent to receive:

- Membership updates;
- Promotional materials;
- Marketing communications;
- Campaign announcements; and
- Service-related notifications.

11.2 Communications may be sent via:

- WhatsApp;
- Email;
- SMS;
- Telephone calls; or
- Other official communication platforms.

11.3 By agreeing to be a member, the members hereby consents to the collection and processing of personal information which shall be collected and processed in accordance to the UHG's Privacy Notice and Policy available at <https://urbanhealthcare.my/privacy-policy>

11.4 Members may opt out from marketing communications by notifying UHG through official communication channels. However, service-related notices may still be sent where necessary.

12. Card Care, Usage and Unauthorised Use

12.1 Registered members to whom the membership card is issued to shall be solely responsible for the safe custody, proper care and appropriate use of the membership card. The benefits, discount and privileges associated with the membership card may be assessed by any individual in possession of the card, hence, the registered member acknowledges and agrees that sharing the membership card or its standard privileges with any third party is done entirely at the member's own risk.

12.2 UHG shall not be held liable or responsible for any unauthorised use of membership card, nor for any loss, detriment, or diminution of privileges or benefits suffered by the member if the membership card is used by another person without the member's permission. The member bears full responsibility and liability for all transactions, redemptions or benefits claimed through the use of the membership card by third party until UHG received a formal notification or loss or theft or request to terminate the membership card.

12.3 In the event membership card being lost, misplaced, stolen, hacked or in any way compromised, the member must immediately notify UHG via the following:

WhatsApp: +60 18-978 1668

Email: enquiries@urbanhealthcare.my Notification shall be deemed effective only after UHG has successfully received such notification and has been afforded reasonable processing time to deactivate, suspend or terminate the member's card accordingly.

13. General Terms & Conditions

13.1 UHG reserves the right to:

- Amend, revise, suspend, discontinue, replace, or terminate any membership benefit, privilege, campaign, or programme structure at its sole discretion without prior notice;
- Substitute any privilege, voucher, or promotional item with another item of equivalent value;
- Refuse or cancel any transaction suspected of abuse, fraud, misconduct, or violation of these Terms & Conditions.

13.2 UHG shall not be held liable for:

- Any loss, damage, injury, dissatisfaction, delay, or expense arising from the usage of membership privileges or services;
- Technical interruptions, system failures, or operational disruptions affecting benefit redemption.

13.3 UHG's decision on all matters relating to the membership programme shall be final and binding.

13.4 In the event of inconsistency between marketing materials and these Terms & Conditions, these Terms & Conditions shall prevail.

13.5 These Terms & Conditions shall be governed by and construed in accordance with the laws of Malaysia.