RewardMeter -- Terms & Conditions

Welcome to Reliance BP Mobility Limited ("Company", "we", "our", "us")

The Program is being conducted by the Company exclusively for Members and to reward and recognize their efforts.

1. Definitions

a. **"RewardMeter program"** means a loyalty program owned and operated by RBML for individuals enrolled as Members who are buying HSD/ALPG/CBG from Jio-bp Mobility Stations.
b. **"Loyalty Points"** means the points earned or accumulated by the Member from HSD/ALPG/CBG purchases at participating RBML/ RPML/RSIL mobility stations, affiliates and dealers.
c. **"Member"** means an individual (drivers who run commercial vehicles) who has enrolled into the Program by updating the mandatory details in his profile.
d. **"Member Account / Loyalty Account"** means where the transaction history of Enrolment, Accrual and redemption is captured of every individual member.
e. **"Profile"** means a unique digital account comprising of customer details pertaining to that customer's RMN.
f. **"RBML application"** means Web based Portal developed by RBML Team to manage Jio- bp RewardMeter, including enrolment of members, loyalty accrual and redemption. (User/Usability)
g. **"RBML"** means Reliance bp Mobility Limited having its Registered Office at 3rd FLOOR, MAKER CHAMBERS IV 222, Nariman Point, Mumbai - 400021 and also includes its group companies and subsidiaries like RPML/ RSIL.
h. **"RPML"** means Reliance Petro Marketing Limited and "RSIL" means RBML Solutions India Limited.
i. **"Registered Mobile Number (RMN)"** is the mobile number which is submitted by the customer during the enrolment for the Program.
j. **"Redemption"** means the process through which a member can avail of the benefit and service by exchanging his or her Loyalty points.
k. **"Redemption option"** means the options available in program against which members can redeem their points.

2. Eligibility

a. Membership of this Program is open to all commercial vehicle Drivers across India.

b. Membership to the Program is by invitation and the Company reserves the right to withhold or cancel program membership to any person or party, entirely at its sole discretion.

c. By accepting the Membership, the Members agree to the T&C of the Program as outlined hereunder.

3. Duration

a. This program will commence from 20th Oct'23 till further notice from the Company
("Contest Period").

b. The Company will endeavor to provide 3 months advance notice of termination but reserves the right to suspend or terminate or extend the Program at any time during the Contest Period at its sole discretion.

4. Program Benefits

a. Loyalty Points will be credited for all HSD/ALPG/CBG fuel purchases in commercial vehicles Driver's Loyalty Account as per Slabs
b. For HSD customer will get 15 points per Liter
c. For ALPG please refer below accrual slab: -

Monthly fuel purchase per customer (Liter)	**Points Per Liter**
1-100	100
100.01- 200	150
200.01- 300	200

d. For CBG please refer below accrual slab

Monthly Fuel Purchase per	Points per Liter/Kg
customer (Liter/Kg)	(By: All MOP)
60.00 – 200.00	150
200.01 – 400.00	100
400.01 – 500.00	75

e. One point is equal to 1 paisa
f. Important conditions for points accrual are as below: -

FOR HSD: -

- Accrual starts only when cumulative fuel purchase in a month exceeds 100 L
- Maximum 2 transactions are allowed per day
- Only 1 transaction is allowed within a window of 2 hours
- Maximum Fuel volume purchased per day per card for accrual is 800 L and in a month is 2000 L

FOR ALPG: -

- Maximum fuel volume purchase per day per customer for accrual is 180L and 300L per month
- Only one transaction is allowed in a 2 hr window
- Max 3 transaction are allowed per day

FOR CBG: -

- Max fuel volume purchased per day per customer for accrual is 60 KG
- Max fuel volume purchased per month per customer for accrual 500 KG per month
- Only 1 transaction is allowed in 2 hr window
- Max fuel volume purchased per transaction in a day is 100 KG
- Max 2 transaction allowed per day per customer
- Validity of points will be 2 years from date of transaction
- Accrual starts when fueling exceeds 60 KG per month

g. Jio-bp reserves the right to change the terms and conditions at any time without prior notice

h. Available points can be redeemed against available redemption options offered (Mobile recharge, DTH recharge, Product Catalogue & E-Gift Vouchers) under said program. RBML may change mentioned redemption options at its sole discretion without any prior notice to program member.

i. Points redemptions can be done only within the duration of the program as specified by the Company.

j. Points will get accrued in an account nominated to an individual Member.

k. Points earned by one Member cannot be transferred to another Member, person or entity.

5. Jio-bp Reward Meter Program – Member Accounts

a. Members can check their Loyalty Account details by calling our dedicated toll-free helpdesk lines at **1800-891-9023** or email us at **jiobp.rewardmeter@zmail.jiobp.com**. Alternatively, program members can also visit Sales Room at RO and get to know their point balance.

b. Any unredeemed points in Driver's loyalty Account at the cessation of Membership will be forfeited.

c. Validity of Driver Loyalty Points would be 2 years from the date of issue. All non-redeemed points will expire post said period.

6. Data Protection & Personal Data

a. Members of the program shall be solely responsible for the completeness and accuracy of information submitted at the time of registration.

b. By becoming a Member of this Program, you are obliged to ensure that all information supplied to the Company is complete, authentic, up-to-date and accurate.

c. Member must advise the Company immediately of any changes to their address, mobile numbers or personal data or any other information furnished by the Member to the Company as a part of the Program.

d. Member shall be required to provide their Program RMN for any queries at the helpdesk.

7. **The Member is personally responsible for the confidentiality of any Program Membership ID** that is issued to them. The Company shall not be

responsible for fraud or any act resulting from the misuse of these details submitted by the Member.

8. Redemptions

a. Benefits in this program are in the form of rewards given in the form of redemption options mentioned on Driver Loyalty program portal.
b. The Company reserves the right to change or substitute the reward of a similar specification and/or value at their sole discretion.
c. The Company reserves the right to change the program benefits at its sole discretion.
d. Rewards shall be provided by third-party suppliers. Any discrepancy in the delivery must be taken up directly with such third party and the Company shall in no way be responsible for the same
e. Rewards cannot be exchanged/redeemed for cash or transferred.
f. The images shown are indicative of the products being offered, the actual products may vary from the displayed images.
g. The Company shall not be liable for any loss or damage whatsoever that may be suffered, or for any personal injury that may be suffered directly or indirectly, as a result of participating in the program or using any reward.

9. Disclaimer of Warranty: The Company expressly disclaims any liability or responsibility for any damages, loss or injury arising out of the usage or non-usage of any certificates or items issued as part of the Program. The Company makes no warranty in respect of the certificates or items issued as part of the Program and expressly disclaims any guarantees or warranties towards the same. If a Member is dissatisfied with any certificate or item issued by the Company under the Program, the sole remedy available with such Member would be to discontinue using the same. The winning Member agrees and acknowledges that the use of the certify item shall be at the Member's sole risk.

10. Force Majeure: The Company reserves the right to modify or cancel the Program at its sole discretion in the event of any force majeure events including but not limited to natural disasters, terrorism-related risks, civil war, government actions or any reasons, which in the opinion the Company, may adversely affect the Program or if continuity of the Program is not commercially viable to the Company or for any other circumstances beyond the reasonable control of the Company. Any such changes shall be deemed effective with immediate effect and Member shall be deemed to have consented thereto.

11. Limitation of Liability: The Company shall not be liable for any damages whether

special, incidental, consequential, directly or indirectly related to the usage or non-usage of the prize item and any cost arising therefrom.

12. **Governing Law and Dispute Resolution:** These T&C shall be governed by the laws of India and the appropriate courts in Mumbai shall have exclusive jurisdiction to adjudicate or entertain matters arising out of or in connection with these T&C. In case of any dispute, the same shall be resolved by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 including ("ARBITRATION ACT") and the arbitration proceedings shall be conducted in accordance any amendments thereto

    with the rules of procedure designated in the ARBITRATION ACT, the seat of the Arbitration proceeding shall be held in Mumbai, Maharashtra, India and shall be conducted in English language, conducted by the Sole Arbitrator appointed by the Company.

13. **Survival:** These T&C shall continue to prevail even after the expiry of the Program.

14. **Severability:** If any of the clauses of these T&C or any other subsequent rules for the Program declared by the Company are found to be unlawful, void or for any reason unenforceable, then that clause or rule shall be deemed severable from these T&C and shall not affect the validity and enforceability of any remaining provisions of the T&C, unless it is practically not possible to administer the Program.

15. **By becoming a Member of the Program,** the Members agrees to receive advertising, marketing materials and other communications from the Company, except where expressly disallowed as a profile preference by such Member.

16. **Recipient Members of rewards** under the Program are personally responsible for any tax liability they may incur as a result of accepting such reward.

17. **Any questions regarding the program on these Terms and Conditions** may be addressed by our dedicated toll-free helpdesk lines at **1800-891-9023** or email us at **jiobp.rewardmeter@zmail.jiobp.com**

18. **The Company's logo, Jio-bp RewardMeter Program logo** and other logos and taglines that are a part of the Program are the intellectual property of the Company and the Company reserves rights and remedies under the governing law in respect of any infringement of the same.

19. **All entries, details and particulars submitted by the Member to the Company** as a part of the Program must be accurate, true and complete. All and any incomplete, inaccurate or illegible lucky draw forms shall be disqualified. Suspected or actual fraud by any Member in relation to the Program owing to incomplete, ineligible, inaccurate, duplicate, fraudulent or illegible entries, details and particulars to the draw may result in disqualification of the Member's participation in the Program and termination of such Member's Membership, in addition to any other rights or remedies lucky available with the Company in this regard under law and equity.

20. Privacy Policy

The information provided by the Member to the Company shall be used solely by the Company for tracking the Member's marketing activities only and shall not be sold or provided to other organizations except to the agency which executes or conducts the Program. The Member hereby confirms that by agreeing to all terms and conditions while entering the Jio-bp Driver Loyalty Program, he has read, understood and agreed to everything that is expressed or implied in this document.

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