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1. Terms and Conditions – Customer mobile application + Jio-bp 4ever (Motorists Loyalty) Program

Welcome to Reliance BP Mobility Limited (“Company”, “we”, “our”, “us”)!

These Terms of Service (“Terms”, “Terms of Service”) govern your use of our Mobile App MyJio-bp and “Jio-bp 4ever Program” (Motorists Loyalty) operated by Reliance BP Mobility Limited (together or individually “Service”).

Our Privacy Policy (as displayed in MyJio-bp app) also governs your use of our Service and explains how we collect, safeguard and disclose information that results from your use of our Mobile App and the loyalty program.

Your agreement with us includes these Terms and our Privacy Policy (“Agreements”). You acknowledge that you have read and understood Agreements and agree to be bound by them.

By using MyJio-bp Mobile App and services offered by the loyalty program, the user agrees to comply with the terms and conditions of this Agreement.

If you do not agree with (or cannot comply with) Agreements, you may not use the Service but please let us know by emailing at CustomerCare.Petroleum@jiobp.in so that we can try to find a solution. These Terms apply to all visitors, users and others who wish to access or use our Service.

Definitions:

- a) “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 RSIL.
- b) “RSIL” means RBML Solutions India Limited.
- c) “Jio-bp 4ever” means a loyalty program owned and operated by RBML for individuals enrolled as Members & buying products/ services at any of the Jio-bp Mobility stations except for fuel purchases by commercial vehicles.
- d) “MyJio-bp” application means app developed by RBML Team to provide one stop solution for all mobility related requirements and enriched experience. (User/Usability)
- e) “Registered Mobile Number (RMN)” is the mobile number which is submitted by the customer during the enrolment for the Program.
- f) “Member” means an individual who has enrolled into the Program by quoting the Mobile Number.
- g) “Profile” means a unique digital account comprising of customer details pertaining to that customer’s RMN.
- h) ‘Smile(s)’ means the points earned or accumulated by the Member from purchases at participating RBML/ RSIL mobility stations, affiliates and dealers. Purchases from RBML/ RSIL would mean the purchase of products and services/ facilities available at these stations as decided by RBML/ RSIL from time to time.
- i) “Participating Establishments” mean all participating RBML/ RSIL Mobility Stations, affiliates and dealers with whom RBML/ RSIL may have alliance from time to time and from where Smile(s) are awarded to a member on purchasing goods/services as specified at 2 h) above.

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j) Loyalty system means the backend infra to support the Loyalty Program.

k) "Redemption" means the process through which a member can avail of the benefit and service by exchanging his or her Smile(s).

l) "Web Site" means the Jio-bp Web Site www.jiobp.com

Communications

By using our Service, you agree to subscribe to newsletters, marketing or promotional materials and other information we may send. However, you may opt out of receiving communications from us or deregistering from the Program by emailing at CustomerCare.Petroleum@jiobp.in/rbml.jiobp4ever@zmail.jiobp.com or contacting our customer care toll free number at 1800-891-9023 from your registered Mobile Number. Reliance BP Mobility Limited may send information and offers of products and services to the user from time to time using various communication channels.

Contact Us

Please send your feedback, comments, and requests for technical support by email: CustomerCare.Petroleum@jiobp.in. We can also be contacted on our customer care toll free number at 1800-891-9023.

1. Customer mobile application

Purchases

If you wish to purchase any product or service made available through Service ("Purchase"), you may be asked to supply certain information relevant to your Purchase including but not limited to, your credit or debit card number, the expiration date of your card, your billing address, and your shipping information.

You represent and warrant that: (i) you have the legal right to use any card(s) or other payment method(s) in connection with any Purchase; and that (ii) the information you supply to us is true, correct and complete.

We may employ the use of third-party services for the purpose of facilitating payment and the completion of Purchases. By submitting your information, you grant us the right to provide the information to these third parties subject to our Privacy Policy.

We reserve the right to refuse or cancel your order at any time for reasons including but not limited to: product or service availability, errors in the description or price of the product or service, error in your order or other reasons.

We reserve the right to refuse or cancel your order if fraud or an unauthorized or illegal transaction is suspected.

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Contests, Sweepstakes and Promotions

Any contests, sweepstakes or other promotions (collectively, "Promotions") made available through Service may be governed by rules that are separate from these Terms of Service. If you participate in any Promotions, please review the applicable rules as well as our Privacy Policy. If the rules for a Promotion conflict with these Terms of Service, Promotion rules will apply.

Content

Our Service allows/ may allow you to post, link, store, share and otherwise make available certain information, text, graphics, videos, or other material ("Content"). You are responsible for Content that you post on or through Service, including its legality, reliability, and appropriateness.

By posting Content on or through Service, You represent and warrant that: (i) Content is yours (you own it) and/or you have the right to use it and the right to grant us the rights and license as provided in these Terms, and (ii) that the posting of your Content on or through Service does not violate the privacy rights, publicity rights, copyrights, contract rights or any other rights of any person or entity. We reserve the right to terminate the account of anyone found to be infringing on a copyright.

You retain any and all of your rights to any Content you submit, post or display on or through Service and you are responsible for protecting those rights. We take no responsibility and assume no liability for Content you or any third-party posts on or through Service. However, by posting Content using Service you grant us the right and license to use, modify, publicly perform, publicly display, reproduce, and distribute such Content on and through Service. You agree that this license includes the right for us to make your Content available to other users of Service, who may also use your Content subject to these Terms.

MyJio-bp Mobile App may contain material submitted by users. Reliance BP Mobility Limited accepts no responsibility for the content or accuracy of such material.

Reliance BP Mobility Limited has the right but not the obligation to monitor and edit all Content provided by users.

In addition, Content found on or through this Service are the property of Reliance BP Mobility Limited or used with permission. You may not distribute, modify, transmit, reuse, download, repost, copy, or use said Content, whether in whole or in part, for commercial purposes or for personal gain, without express advance written permission from us.

All rights in respect of MyJio-bp Mobile App are strictly reserved. Unless otherwise stated, copyright or similar rights in all material presented on MyJio-bp Mobile App, including graphical images, are owned by Reliance BP Mobility Limited

Prohibited Uses

You may use Service only for lawful purposes and in accordance with Terms. You agree not to use Service:

- a) In any way that violates any applicable national or international law or regulation.
- b) For the purpose of exploiting, harming, or attempting to exploit or harm minors in any way by exposing them to inappropriate content or otherwise.
- c) To transmit, or procure the sending of, any advertising or promotional material, including any "junk mail", "chain letter," "spam," or any other similar solicitation.

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- d) To impersonate or attempt to impersonate Company, a Company employee, another user, or any other person or entity.
- e) In any way that infringes upon the rights of others, or in any way is illegal, threatening, fraudulent, or harmful, or in connection with any unlawful, illegal, fraudulent, or harmful purpose or activity.
- f) To engage in any other conduct that restricts or inhibits anyone's use or enjoyment of Service, or which, as determined by us, may harm or offend Company or users of Service or expose them to liability.

Additionally, you agree not to:

- a) Use Service in any manner that could disable, overburden, damage, or impair Service or interfere with any other party's use of Service, including their ability to engage in real time activities through Service.
- b) Use any robot, spider, or other automatic device, process, or means to access Service for any purpose, including monitoring or copying any of the material on Service.
- c) Use any manual process to monitor or copy any of the material on Service or for any other unauthorized purpose without our prior written consent.
- d) Use any device, software, or routine that interferes with the proper working of Service.
- e) Introduce any viruses, trojan horses, worms, logic bombs, or other material which is malicious or technologically harmful.
- f) Attempt to gain unauthorized access to, interfere with, damage, or disrupt any parts of Service, the server on which Service is stored, or any server, computer, or database connected to Service.
- g) Attack Service via a denial-of-service attack or a distributed denial-of-service attack.
- h) Take any action that may damage or falsify Company rating.
- i) Otherwise attempt to interfere with the proper working of Service.

Analytics

We may use third-party Service Providers to monitor and analyse the use of our Service.

No Use By Minors

Service is intended only for access and use by individuals at least eighteen (18) years old. By accessing or using Service, you warrant and represent that you are at least eighteen (18) years of age and with the full authority, right, and capacity to enter into this agreement and abide by all of the terms and conditions of Terms. If you are not at least eighteen (18) years old, you are prohibited from both the access and usage of Service.

Accounts

When you create an account with us, you guarantee that you are above the age of 18, and that the information you provide us is accurate, complete, and current at all times. Inaccurate, incomplete, or obsolete information may result in the immediate termination of your account on Service.

You are responsible for maintaining the confidentiality of your account and password, including but not limited to the restriction of access to your computer and/or account. You agree to accept responsibility for any and all activities or actions that occur under your account and/or password,

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whether your password is with our Service or a third-party service. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

You may not use as a username the name of another person or entity or that is not lawfully available for use, a name or trademark that is subject to any rights of another person or entity other than you, without appropriate authorization. You may not use as a username any name that is offensive, vulgar or obscene.

Reliance BP Mobility Limited reserves the right in the future to require registration and/or payment as a pre-condition for receiving all or parts of the contents of MyJio-bp Mobile App. Reliance BP Mobility Limited has the right at any time to change or discontinue any aspect or feature of MyJio-bp Mobile App.

We reserve the right to refuse service, terminate accounts, remove or edit content, or cancel orders in our sole discretion.

Intellectual Property

Service and its original content (excluding Content provided by users), features and functionality are and will remain the exclusive property of Reliance BP Mobility Limited and its licensors. Service is protected by copyright, trademark, and other laws of and foreign countries. Our trademarks may not be used in connection with any product or service without the prior written consent of Reliance BP Mobility Limited.

Error Reporting and Feedback

You may provide us either directly at CustomerCare.Petroleum@jiobp.in or via third party Apps and tools with information and feedback concerning errors, suggestions for improvements, ideas, problems, complaints, and other matters related to our Service("Feedback"). You acknowledge and agree that: (i) you shall not retain, acquire or assert any intellectual property right or other right, title or interest in or to the Feedback; (ii) Company may have development ideas similar to the Feedback; (iii) Feedback does not contain confidential information or proprietary information from you or any third-party; and (iv) Company is not under any obligation of confidentiality with respect to the Feedback. In the event the transfer of the ownership to the Feedback is not possible due to applicable mandatory laws, you grant Company and its affiliates an exclusive, transferable, irrevocable, free-of-charge, sub-licensable, unlimited and perpetual right to use (including copy, modify, create derivative works, publish, distribute and commercialize) Feedback in any manner and for any purpose.

Links To Other Mobile App

Our Service may contain links to third party Apps or services that are not owned or controlled by Reliance BP Mobility Limited.

Reliance BP Mobility Limited has no control over, and assumes no responsibility for the content, privacy policies, or practices of any third-party Mobile App or services. We do not warrant the offerings of any of these entities/individuals or their Mobile App.

Reliance BP Mobility Limited will not be liable for any damages (including, without limitation, damages for loss of business projects, or loss of profits) arising in contract, tort or otherwise from the use of or inability to use MyJio-bp Mobile App, or any material contained in it, or from any action or decision taken as a result of using MyJio-bp Mobile App. Reliance BP Mobility Limited will not be liable regardless of the cause or duration for any errors, inaccuracies, omissions or other

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defects in, or untimeliness or unauthenticity of the information contained in MyJio-bp Mobile App, or for any delay or interruption in transmission.

YOU ACKNOWLEDGE AND AGREE THAT COMPANY SHALL NOT BE RESPONSIBLE OR LIABLE, DIRECTLY OR INDIRECTLY, FOR ANY DAMAGE OR LOSS CAUSED OR ALLEGED TO BE CAUSED BY OR IN CONNECTION WITH USE OF OR RELIANCE ON ANY SUCH CONTENT, GOODS OR SERVICES AVAILABLE ON OR THROUGH ANY SUCH THIRD-PARTY MOBILE APP OR SERVICES.

WE STRONGLY ADVISE YOU TO READ THE TERMS OF SERVICE AND PRIVACY POLICIES OF ANY THIRD-PARTY MOBILE APP OR SERVICES THAT YOU VISIT.

Disclaimer Of Warranty

THESE SERVICES ARE PROVIDED BY COMPANY ON AN “AS IS” AND “AS AVAILABLE” BASIS. COMPANY MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF THEIR SERVICES, OR THE INFORMATION, CONTENT OR MATERIALS INCLUDED THEREIN. YOU EXPRESSLY AGREE THAT YOUR USE OF THESE SERVICES, THEIR CONTENT, AND ANY SERVICES OR ITEMS OBTAINED FROM US IS AT YOUR SOLE RISK.

NEITHER COMPANY NOR ANY PERSON ASSOCIATED WITH COMPANY MAKES ANY WARRANTY OR REPRESENTATION WITH RESPECT TO THE COMPLETENESS, SECURITY, RELIABILITY, QUALITY, ACCURACY, OR AVAILABILITY OF THE SERVICES. WITHOUT LIMITING THE FOREGOING, NEITHER COMPANY NOR ANYONE ASSOCIATED WITH COMPANY REPRESENTS OR WARRANTS THAT THE SERVICES, THEIR CONTENT, OR ANY SERVICES OR ITEMS OBTAINED THROUGH THE SERVICES WILL BE ACCURATE, RELIABLE, ERROR-FREE, OR UNINTERRUPTED, THAT DEFECTS WILL BE CORRECTED, THAT THE SERVICES OR THE SERVER THAT MAKES IT AVAILABLE ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS OR THAT THE SERVICES OR ANY SERVICES OR ITEMS OBTAINED THROUGH THE SERVICES WILL OTHERWISE MEET YOUR NEEDS OR EXPECTATIONS.

COMPANY HEREBY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR PARTICULAR PURPOSE.

THE FOREGOING DOES NOT AFFECT ANY WARRANTIES WHICH CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE LAW.

Limitation Of Liability

EXCEPT AS PROHIBITED BY LAW, YOU WILL HOLD US AND OUR OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS HARMLESS FOR ANY INDIRECT, PUNITIVE, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGE, HOWEVER IT ARISES (INCLUDING ATTORNEYS' FEES AND ALLRELATED COSTS AND EXPENSES OF LITIGATION AND ARBITRATION, OR AT TRIAL OR ON APPEAL, IF ANY, WHETHER OR NOT LITIGATION OR ARBITRATION IS INSTITUTED), WHETHER IN AN ACTION OF CONTRACT, NEGLIGENCE, OR OTHER TORTIOUS ACTION, OR ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, INCLUDING WITHOUT LIMITATION ANY CLAIM FOR PERSONAL INJURY OR PROPERTY DAMAGE, ARISING FROM THIS AGREEMENT AND ANY VIOLATION BY YOU OF ANY FEDERAL, STATE, OR LOCAL LAWS, STATUTES, RULES, OR REGULATIONS, EVEN IF COMPANY HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. EXCEPT AS PROHIBITED BY LAW, IF THERE IS LIABILITY FOUND ON THE PART OF COMPANY, IT WILL BE LIMITED TO THE AMOUNT PAID FOR THE PRODUCTS AND/OR SERVICES, AND UNDER NO CIRCUMSTANCES WILL THERE BE CONSEQUENTIAL OR PUNITIVE DAMAGES. SOME STATES DO NOT ALLOW THE

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EXCLUSION OR LIMITATION OF PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE PRIOR LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Termination

Reliance BP Mobility Limited may terminate User's access at any time for any reason, without prior notice or liability, under our sole discretion, for any reason whatsoever and without limitation, including but not limited to a breach of Terms. The provisions regarding to disclaimer of warranty, accuracy of information and indemnification shall survive such termination Reliance BP Mobility Limited may monitor access to the Mobile App.

If you wish to terminate your account, you may simply discontinue using Service.

All provisions of Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

Governing Law

These Terms shall be governed and construed in accordance with the laws of India, which governing law applies to agreement without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service and supersede and replace any prior agreements we might have had between us regarding Service.

Changes To Service

We reserve the right to withdraw or amend our Service, and any service or material we provide via Service, in our sole discretion without notice. We will not be liable if for any reason all or any part of Service is unavailable at any time or for any period. From time to time, we may restrict access to some parts of Service, or the entire Service, to users, including registered users.

Reliance BP Mobility Limited reserves the right to add to or change the terms of this Agreement.

Amendments To Terms

We may amend Terms at any time by posting the amended terms on this App. It is your responsibility to review these Terms periodically.

Your continued use of the Platform following the posting of revised Terms means that you accept and agree to the changes. You are expected to check this page frequently so you are aware of any changes, as they are binding on you.

By continuing to access or use our Service after any revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, you are no longer authorized to use Service.

Waiver And Severability

No waiver by Company of any term or condition set forth in Terms shall be deemed a further or continuing waiver of such term or condition or a waiver of any other term or condition, and any

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failure of Company to assert a right or provision under Terms shall not constitute a waiver of such right or provision.

If any provision of Terms is held by a court or other tribunal of competent jurisdiction to be invalid, illegal or unenforceable for any reason, such provision shall be eliminated or limited to the minimum extent such that the remaining provisions of Terms will continue in full force and effect.

Acknowledgement

BY USING SERVICE OR OTHER SERVICES PROVIDED BY US, YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS OF SERVICE AND AGREE TO BE BOUND BY THEM.

2. Reliance BP Mobility Limited – Jio-bp 4ever (Motorists Loyalty Program)

General:

The “Jio-bp 4ever” is a Program developed to reward individuals shopping from any RBML/ RSIL Mobility Stations and affiliates, dealers and outlets of alliance partners with whom RBML/ RSIL may have alliance from time to time. Participation in the Program is subject to these Terms & Conditions, which may be changed by RBML/ RSIL from time to time without notice and shall be deemed to constitute acceptance by the participant of such Terms and Conditions as amended from time to time.

Eligibility Criteria:

- a) Enrolment is open to all Indian nationals aged 18 years and above having a valid mobile number.
- b) Membership of the Program is offered at the sole discretion of RBML. The program is available across all Participating Establishments. Members may contact our customer support centre at 1800-891-9023 for any specific details.
- c) For Fuel purchases using this program, fuelling needs to be done directly into the fuel tanks of vehicles. Commercial vehicles are excluded from the program.
- d) The Terms & Conditions listed here after are applicable to all members of the Program.

Membership Enrolment:

- a) Currently, intending members can do the enrolment via WhatsApp BOT/ bitly link/ QR Code/ MyJio-bp Mobile application or at WBC/Convenience store
- b) In order to get customized offers from Jio-bp, intending member may update his/ her profile by filling all the mandatory details using the medium provided by RBML at that time.
- c) The member's enrolment details shall flow to RBML's Loyalty system being provided by a third party. Member permits RBML and/or its associated partner/s to verify the details, including the mobile no of the member given during enrolment.

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d) All communications would be sent to the RMN used for enrolment and in case the mobile number of the Member is changed, it is the responsibility of the Member to get it changed by following the mobile no change process as may be in vogue at that relevant time.

e) All communications would be deemed to have been received by the Member once the message is pushed by RBML and/or its associated partner/s into the RMN of the Member and RBML bears no responsibility for communication not received or lost by the Member.

f) In case Member wants to opt out of the SMS/ email communication, he/ she may contact customer centre basis which it would take 30 days for getting reflected in RBML Loyalty system.

g) Any tax, charge or other liability incurred by the Member as a result of his/her Membership to Jio-bp 4ever Program or the use of any Reward or other benefit shall be to the Account of and shall be the sole responsibility of the Member.

h) The Member permits RBML to use the information provided by the Member for marketing activities and for the aforesaid purpose, share the data with its associates/ business partner/s/ third party. However, RBML and its associates/business partner/s would ensure confidentiality of the information provided.

Smiles (Loyalty Points) and its Redemption:

a) Once, the intending member's mobile number is used for enrolling into the Program, the membership would be activated for accrual and redemption of Smile(s).

b) Membership of the Program entitles the Member to earn Smile(s) on any transaction across the participating establishments.

d) To earn or accumulate Smile(s), a Member must provide his RMN each time he/ she purchases products/ services at Participating Establishments & follow procedures for Accrual and Redemption as may be advised by RBML from time to time. In case mobile number is not shared by the member during any transaction, Smile(s) earning/ accrual would not be considered for that transaction & any manual addition of Smile(s) would not be entertained. This also means that transactions done before enrolment would not be considered as a part of the Program and hence would not be eligible for Smile(s) post enrolment.

e) Smile(s) can be earned and redeemed in accordance with the terms and conditions of the Program which can be modified by RBML from time to time, without any prior notice to the Member.

f) Smile accruals shall be as follows subject to the limitations set under Clause g) below:

For Fuel purchases (MS - Petrol/ HSD - Diesel) made by a member at any participating establishment, 1 Smile would be credited on 2 litres of purchase.

For Lubes purchases, 10 Smiles would be credited for every ₹ 100/- spent.

For purchases at Convenience Store (C-Store)/ Wild Bean Café (WBC), 2 Smiles would be credited for every ₹ 50/- spent at the store.

For EV charging, 3 Smiles would be credited for every ₹ 100/- spent.

Smile(s) accruals happen for the completed Base Unit (i.e.) partial Smile would not be provided.

g) Important clauses for Smile(s) accrual:

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Daily/ monthly limits on the number/ amount of transactions for Smiles accruals are set & might undergo revision from time to time, as per business requirement.

Currently, the transaction limit for Smiles accrual is 2 accruals per day per member at Fuel forecourt, 3 accruals per day per member at Convenience Stores & 2 accruals per month per member on Lubes purchases.

Also, for fuel transactions (MS/ HSD), maximum quantity allowed for Smiles accrual is 30 ltr/ transaction & maximum cumulative quantity for Smiles accrual is 30 ltr/ member/ month.

For purchases at Convenience Stores, maximum cumulative amount for Smiles accrual is ₹ 5,000 per member per month

For Lubes purchases, maximum cumulative amount for Smiles accrual is ₹ 2,500 per member per month

h) The Smile(s) earned in a financial year are valid for a period of 36 months from the month of accrual of Smile(s), subject to the membership being valid. Also, bonus Smiles earned by members during campaigns will have specific expiry dates as mentioned explicitly during the campaigns.

i) Once Smile(s) credited on member's account get lapsed, the same would not be reinstated.

j) The Smile(s) accrued to the member during the tenure of the Program shall stand extinguished upon termination of the program.

k) Smile(s) issued have no monetary value and cannot be bartered or sold by Members for cash at any point of time. These Smile(s) may only be used for redemptions or benefits on offers through the Program.

l) The details of the loyalty point balance can be checked on the invoice after a transaction or by sending "Hi" on WhatsApp @8356017100 /logging in to the app/ calling the Customer Contact Centre, as provided by RBML at that time.

m) It is brought to the notice of the members that Jio-bp 4ever is a completely automated program. While every effort would be made by RBML and its channel partners to ensure continuous working of Mobility Station on automation, in the eventuality of automation breakdown, Mobile/ internet failure at RBML's or Member's end, the enrolment process, accrual & redemption of Smile(s) on transactions would not be possible. The member is expected to confirm before initiating transaction that the station is on automation mode and loyalty processes are working and take the decision on continuing with the transaction.

n) Smile(s) earned by any individual Member cannot be combined with or transferred to any other Jio-bp Loyalty Member. Smile(s) cannot be combined with any other Program run by RBML and/or its channel partner/s.

o) For the Member's protection, he/ she should retain all original transaction slips until the Smile(s) are credited in his/ her account.

p) Accrued Smile(s) do not constitute property of the Members except specifically provided herein, no accrued Smile(s) are transferable in the event of death, as part of a domestic relations matter or otherwise by operation of Law.

q) In the event of the unfortunate death of a Member, the balance Smile(s) standing to the credit of the deceased's account will stand forfeited.

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r) RBML may debit the account of a Member for Smile(s) credited incorrectly and inform the Member accordingly.

s) In case Member wants to cancel his/ her membership, he/ she needs to contact our customer support centre at 1800-891-9023 using his/ her RMN.

Miscellaneous:

a) RBML shall not be liable in the event it fails to fulfil any of its obligation under these Terms & Conditions due to flood, earthquake, storm, cyclone or any other acts of God of similar nature, war, strike, lockout or Governmental or Judicial or quasi-judicial policies/intervention/direction/prohibition or change in Law or for any other reasons beyond its control.

b) RBML's failure to enforce a particular Term & Condition does not constitute a waiver of that term or condition by RBML.

c) A waiver of any of the Terms & Conditions by RBML shall not be deemed to be a continuing waiver and shall apply solely to the instances to which the waiver is directed.

d) RBML reserves the right to discontinue Jio-bp 4ever membership to any Member who appears to be using the program in a manner inconsistent with the terms and conditions or intent of the Program and/or local/state laws. Discontinued membership may result in the loss of all accumulated Smile(s) and the cancellation of all rewards/ benefits/ privileges without intimating the member of the same.

e) It is therefore explicitly understood by the Member that RBML reserves the right to refuse the redemption in case of detection of any fraud, and/or unfair means having been resorted to by the Member towards accumulation of Smile(s), and/or the genuineness of the Member and/or his/her transactions not being established to RBML's satisfaction. Pending establishment of genuineness, further redemption requests would not be entertained. It is clearly understood by the Member that accumulation of Smile(s) does not ipso facto establish the genuineness of the Member and/ or his/her transactions.

f) RBML is at liberty to restrict Smile(s) earning based on the number of transactions per day. Same restriction is applicable for redemptions on purchases of products/ services from time to time and refuse redemptions beyond such prescribed threshold. Either of these or both may be changed by RBML from time to time depending on business requirements without any prior notice to the Members.

g) RBML at its sole discretion can change the program features or related terms and conditions without any prior notice to members. In case of any doubt about Program rules, terms and conditions or implementation, the interpretations/clarifications of RBML shall be final and binding on all parties concerned.

h) The Program has no predetermined termination date and may continue until such time as RBML decides to terminate the program, at any time, with or without notice.

i) Terms and conditions of the Program are governed by the laws of the Republic of India and will be restricted to the jurisdiction of the Courts in Mumbai.