



dmcGO Loyalty Rewards Programme - Terms and Conditions

The dmcGO Loyalty Rewards Programme (“**Programme**”) is a point based reward programme available for participation to all eligible dmcGO account holders (“**Account Holders**”) in accordance with the terms and conditions herein (“**Terms and Conditions**”).

(A) PROGRAMME ENROLMENT

1. An Account Holder who had successfully signed up for a dmcGO account is automatically enrolled for the Programme.

(B) EARNING POINTS

1. The Account Holder can start earning points by making investments (except for investments using the Free Credits (hereinafter defined) as per Condition (B)3 in Pan Malaysian Pools Sdn Bhd (“**PMP**”)’s Da Ma Cai games (“**Investment**”) through the dmcGO mobile app (or other investment channels as determined by PMP at its absolute discretion) (“**Points**”).

2. The amount of Points earned for each successful Investment is determined by the Account Holder’s status tier under the Programme as prescribed under Condition (E) below (“**Customer Tier**”).

3. Investments made using free investment credits (“**Free Credits**”) given by PMP through:-

- (a) any other promotion organised by PMP from time to time;
- (b) the Account Holder’s redemption of Points; and/or
- (c) any form of rebates, credit adjustment and/or similar forms of credit or rebates as determined by PMP in its absolute discretion,

are not eligible for any Points.

4. Points earned are not transferable, cannot be withdrawn and/or are not redeemable or exchangeable for cash.

5. The Account Holder will be notified via dmcGO mobile app in-app notification or such other mode of communication as PMP deems fit in its absolute discretion ("**Notification**") of the crediting of Points earned by the Account Holder. Notwithstanding so, PMP disclaims all liability, from any failure and/or delay of the Notification, howsoever caused or arising.

(C) POINTS REVERSAL

1. In the event of any rejection of Investments due to any circumstances including but not limited to the cancellation of Da Ma Cai draws by PMP for any reason whatsoever, no Points will be earned and all Points associated with such rejected Investments credited to the Account Holder will be cancelled.

(D) POINTS REDEMPTION

1. Points can be redeemed with a minimum value of RM1 or in multiples thereof. Redemptions in fractions of RM1 is not allowed.

2. The redemption of Points for any particular reward or benefit is based on the prescribed conversion rate of Points for that particular reward or benefit as determined by PMP at its absolute discretion, which varies according to the Customer Tier.

3. Once a redemption is made by the Account Holder, the redemption cannot be cancelled and/or withdrawn by the Account Holder and there will be no refund of Points utilised for the redemption.

4. If Points are redeemed for Free Credits, Condition (H) below shall apply.

5. PMP has the sole and absolute discretion and without prior notice, to:-

(a) reject any redemption request/submission, if PMP reasonably believes the redemption is fraudulent and/or manipulated through suspicious or fraudulent means;

(b) revise the conversion rate of Points for the rewards and/or benefits under the Programme, at any time and from time to time.

(E) CUSTOMER TIERS

1. There are four (4) customer tiers under this Programme, which comprises Bronze, Silver, Gold and Platinum ("**Customer Tiers**") and is achievable by the Account Holder based on the cumulative spending threshold (excluding spending from Investments made through Free Credits) ("**Cumulative Spending**") of the Account Holder. The rewards, benefits and privileges varies depending on the Account Holder's Customer Tier status.
2. Upon enrolment into the Programme, the Account Holder is automatically granted the Bronze Customer Tier status.
3. In order to advance to a higher Customer Tier, the Account Holder's Cumulative Spending shall correspond with the prescribed minimum Cumulative Spending for each Customer Tier (which shall be subject to change at PMP's absolute discretion, at any time and from time to time).
4. At the end of every calendar year, in order for the Account Holder to maintain the current Customer Tier status for the immediate next calendar year, the Account Holder's Cumulative Spending for that year must have met the Cumulative Spending threshold prescribed for that Customer Tier, failing which, the Account Holder's Customer Tier status will be reset to the Customer Tier corresponding to the respective Cumulative Spending threshold set out in Condition (E)3 above.

(F) POINTS EXPIRY

1. The validity of Points is twelve (12) months from the date the Points are earned and shall expire at the end of the corresponding calendar month of the following year. Notwithstanding so, PMP disclaims all liability, from any failure and/or delay of the Account Holder in redeeming the Points within its validity period, howsoever caused or arising and further that all expired Points will be forfeited and withdrawn absolutely.
2. There shall be no extension of the validity period for Points.
3. The validity period of Points is subject to change at PMP's absolute discretion at any time and from time to time.

(G) dmcGO ACCOUNT SUSPENSION / TERMINATION

1. If (a) the Account Holder terminates; or (b) PMP terminates the dmcGO account, for any reason whatsoever including but not limited to termination arising from Condition (G)2 below, all Points previously earned by the Account Holder will be forfeited and withdrawn absolutely by PMP, without further reference and compensation to the Account Holder. All rewards and/or benefits in connection with the Programme will also be correspondingly forfeited and withdrawn from the Account Holder.

2. Notwithstanding anything contained herein and without prejudice to PMP's other rights, if the Account Holder manipulates and/or uses any illegal, fraudulent and/or wrongful means to obtain any reward and/or benefit through the Programme, as determined by PMP at its absolute discretion (the decision which shall be final and conclusive), PMP reserves its right (without limitation) to:-

- (a) forfeit and withdraw absolutely (in whole or in part), the Points (including the right to adjust the Account Holder's Points), rewards and/or benefits given to the Account Holder. If the Points, rewards and/or benefits have been utilised by the Account Holder or could not be recovered by PMP for any reason whatsoever, PMP shall have the right to recover the same by, inter alia, deducting a sum equivalent to the value of Points, rewards and/or benefits (as determined by PMP in its absolute discretion) from the Account Holder's dmcGO account balance; and/or
- (b) suspend or terminate the Account Holder's dmcGO account and/or any other dmcGO account deemed connected to the Account Holder, as PMP deems fit in its absolute discretion.

(H) SPECIAL CONDITION: FREE CREDITS

1. The conversion rate of Points to Free Credits shall be at the rate prescribed by PMP and is subject to revision in accordance with Condition (D)2 above.

2. All Free Credits redeemed through Points shall:-

- (a) be valid for thirty (30) days from the redemption date or such other validity period that may be determined by PMP at its absolute discretion; and
- (b) only be used by the Account Holder for the Investments through the dmcGO mobile app or such other investment channels as PMP may prescribe in its absolute discretion; and
- (c) not be transferable, withdrawn and/or redeemable or exchangeable for cash.

3. Upon the expiry of the validity period of the Free Credits, all unutilised Free Credits will be forfeited and withdrawn by PMP absolutely.

(I) PROGRAMME MODIFICATION / SUSPENSION / TERMINATION

1. PMP reserves all rights to amend, vary and/or modify these Terms and Conditions and/or suspend or terminate this Programme at its absolute discretion at any time and from time to time, without notice to the Account Holder.
2. Where circumstances permit, in the event of termination of the Programme, the Account Holder will be given prescribed timeframe, as determined by PMP at its absolute discretion, to redeem the Points. Upon the expiry of the prescribed timeframe, all unredeemed Points shall be forfeited and withdrawn absolutely by PMP.

(J) MISCELLANEOUS PROVISIONS

1. All actions and/or decisions of PMP shall be conclusive and binding on the Account Holder and no appeals shall be entertained by PMP.
2. By participating in this Programme, using the dmcGO services and/or making investments through dmcGO services, the Account Holder acknowledges and accepts the Racing (Totalisator Board) Act 1961 including all subsidiary legislations enacted thereunder, the “Rules for Investment by Telephone/Mobile”, these Terms and Conditions and all other terms and conditions, rules and/or regulations as prescribed by PMP (“**Governing Laws**”) at any time and from time to time and agrees to be bound thereby; and
3. PMP shall not be liable for:-
 - (a) any damages and/or losses (including loss of opportunity) that the Account Holder may suffer or incur, howsoever arising under this Programme or the Account Holder’s use of the dmcGO services; and
 - (b) any connectivity issues and/or interruption experienced by the Account Holder howsoever arising.
4. The Account Holder unconditionally and irrevocably waive and release PMP and/or its subsidiary, directors, officers, employees, agents and/or servants (collectively “**Indemnified Persons**”) from all damages, losses (including but not limited to the loss of opportunity), demands, claims and/or liabilities howsoever arising from the Account Holder’s use of the dmcGO services and/or participation in the Programme and shall further indemnify PMP and/or the Indemnified Persons from all loss and damages and keep PMP harmless from any demands, claims, proceedings, actions, fines, penalties, sanctions, fees and/or expenses that PMP may suffer or incur as a result thereof.

5. All investments by the Account Holder through this Programme are subject to the Governing Laws.

6. These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia and the parties agree to submit any dispute and/or disagreement arising from this Programme to the exclusive jurisdiction of the Courts of Malaysia.

7. In the event of any discrepancy and/or inconsistency of these Terms and Conditions in English and the Terms and Conditions translated into other languages, this English version of these Terms and Conditions shall prevail.

Dated: 30 September 2025



dmcGO 忠诚奖励计划- 条款与条规

dmcGO 忠诚奖励计划（“本计划”）是一项积分的奖励计划，所有符合资格的 dmcGO 户口用户（“户口用户”）皆可参与，须遵守以下条款与条规（“条款与条规”）。

(A) 加入计划

1. 成功注册 dmcGO 户口的户口用户将自动加入本计划。

(B) 赚取积分

1. 户口用户可通过 dmcGO 手机应用程序，或大马彩私人有限公司（“大马彩”）全权决定的其他投注渠道，投注大马彩游戏（“投注”）以赚取积分（“积分”）。使用免费投注额（定义见条款 (B)3）所进行的投注除外。
2. 每次投注成功所赚取的积分，将依据户口用户的客户等级而定，详见条款 (E)（“客户等级”）。
3. 以下使用大马彩赠予的免费投注额的投注将无法赚取积分：
 - (a) 大马彩不时举办的其他促销活动所提供的免费投注额；
 - (b) 户口用户使用积分兑换的免费投注额；和/或
 - (c) 大马彩 全权决定的任何形式的回扣、免费投注额调整或类似性质的奖励。
4. 所赚取积分不可转让、不可提取和/或，不可兑换为现金。
5. 户口用户将通过 dmcGO 手机应用程序通知或大马彩自行决定的其他合适的通讯方式收到户口用户所赚取的积分计入通知（“通知”）。即便如此，大马彩一概不承担因任何原因导致或产生的任何通知失败和/或延误的责任。

(C) 积分撤销

1. 若因任何情况（包括但不限于大马彩因任何原因取消大马彩开彩）而导致任何投注被拒绝, 则该投注不会赚取积分, 且所有与该被拒绝投注的相关已计入户口用户与的积分也将被取消。

(D) 积分兑换

1. 积分最低兑换金额为 **RM1** 或其倍数。 **RM1** 以下的零碎金额不得兑换。
2. 使用积分兑换任何特定奖励或福利所需的积分规定兑换率均由大马彩全权决定, 该兑换率亦根据客户等级而有所不同。
3. 一旦户口用户完成兑换, 户口用户将无法取消或撤回该兑换, 已用于兑换的积分将不予退还。
4. 若使用积分兑换免费投注额, 则以下条款 **(H)**适用。
5. 大马彩拥有全权酌情决定权, 且无需事先通知:
 - (a) 若大马彩合理地认为兑换存在欺诈和/或通过可疑或欺诈手段操纵, 则可拒绝任何兑换请求/提交;
 - (b) 随时调整本计划下积分的奖励和/或福利兑换率。

(E) 客户等级

1. 本计划设有四**(4)**个客户等级, 分别为: 铜、银、金、白金 (“客户等级”)。户口用户可根据其总投注金额（不包括通过免费投注额的投注） (“总投注额”) 获得相应的等级。奖励、福利和特权将根据户口用户的客户等级而有所不同。
2. 加入本计划后, 户口用户将自动获得铜级客户等级。
3. 要晋升至更高的客户等级, 户口用户的总投注额必须达到相应等级所规定的最低总投注额（大马彩可随时决定更改该金额）。
4. 在每个日历年末, 户口用户若要在次年保持其当前的客户等级状态, 该户口用户在该年的总投注额必须达到该客户等级所规定总投注额门槛, 否则该户口用户的客户等级状态将被重置为与上述条件**(E) 3** 中所规定的相应总投注额门槛相对应的客户等级。

(F) 积分有效期

1. 积分自获得之日起有效期为十二（**12**）个月, 并将于次年相应月份底到期。大马彩一概不承担对于户口用户未能及/或延迟在有效期内兑换积分而导致的任何责任, 无论其原因如何, 且所有已过期的积分将会作废并清零。
2. 积分的有效期不得延长。
3. 大马彩有权随时更改积分的有效期限。

(G) dmcGO 户口暂停 / 终止

1. 若(a)户口用户终止户口，或（b）大马彩终止的 dmcGO 户口，无论因任何原因，包括但不限于下述 (G) 2 条款所述而导致的终止，所有户口用户已赚取的积分将会作废并清零，无需特此告知户口用户亦不作任何赔偿。户口用户与本计划相关的所有奖励和/或福利也将相应作废并清零。
2. 尽管本条款与条规有任何规定，且在不损害大马彩的其他权利的前提下，若户口用户操纵和/或使用任何非法、欺诈和/或不正当手段通过本计划获取任何奖励和/或福利，大马彩拥有绝对酌情权（该决定为最终决定）保留以下权利（但不限于）：
 - (a) 作废并清零（全部或部分）给予户口用户的积分（包括调整户口用户积分的权利）、奖励和/或福利。如果该积分、奖励和/或福利已被户口用户使用，或大马彩因任何原因无法取回，大马彩有权利通过其他方法取回，包括从户口用户的 dmcGO 户口余额中扣除积分、奖励和/或福利等值的金额（由大马彩全权决定）；和/或
 - (b) 大马彩可全权决定暂停或终止户口用户的 dmcGO 户口和/或任何其他被视为与户口用户相关的 dmcGO 户口。

(H) 特殊条款：免费投注额

1. 积分兑换免费投注额的兑换率由大马彩规定，并可根据上述条款 (D)2 进行调整。
2. 所有已兑换的免费投注额将：
 - (a) 自兑换日起三十（30）天内有效，或由大马彩全权规定的其他有效期为准；
 - (b) 仅限户口用户通过 dmcGO 手机应用程序或大马彩全权指定的其他渠道进行投注时使用；
 - (c) 不可转让、提取和/或不可兑换为现金。
3. 免费投注额有效期过后，所有未使用的免费投注额将被大马彩作废并清零。

(I) 计划修改 / 暂停 / 终止

1. 大马彩保留随时修改、变更和/或修订本条款与条规以及/或暂停或终止本计划的所有权利，恕不另行通知户口用户。
2. 在情况允许的情况下，若本计划终止，户口用户将可获得由大马彩全权决定的兑换积分的指定期限。所有逾期未兑换的积分将被大马彩作废并清零。

(J) 其他条款

1. 大马彩所作出的所有行动和/或决定均为最终决定，并对户口用户具有约束力，任何申述恕不受理。
2. 一旦参与本计划、使用 dmcGO 服务和/或通过 dmcGO 服务进行投注，户口用户既表示承认并接受遵守《1961 年赛马（赛马赌金计算委员会）法》及其附属法则、《电话/手机投注规则》本条款与条规以及大马彩不时和随时制定的其他条款与条规。
3. 大马彩对以下情况一概不负责： -
 - (a) 户口用户因本计划或户口用户使用 dmcGO 服务而遭受或招致的任何损害和/或损失（包括机会损失），无论该损害和/或损失如何产生；以及
 - (b) 户口用户面对任何通讯衔接问题和/或中断，无论其原因如何。
4. 户口用户无条件且不可撤销地放弃并免除向大马彩和/或属下集团公司、其董事、高级职员、员工代理和/或受雇人员（统称“免责方”）因户口用户使用 dmcGO 服务和/或参与本计划而产生所有的损害、损失（包括但不限于机会损失）、要求、索赔和/或责任，并应进一步赔偿大马彩和/或免责方的所有损失和损害，并使大马彩免受因此而遭受或招致的任何要求、索赔、诉讼、行动、罚款、处罚、制裁、费用和/或开支。
5. 户口用户通过本计划进行的所有投资均受适用法律的约束。
6. 本条款与条规应受马来西亚法律管辖并根据马来西亚法律诠释，双方同意将因本计划引起的任何争议和/或分歧提交马来西亚法院的专属审理。
7. 若本条款与条规的英文版本与翻译成其他语言的条款与条规之间出现任何差异和/或不一致，则以本条款与条规的英文版本为准。版本之间存在歧义，以英文版本为准。

日期：2025 年 9 月 30 日