

Investor Loyalty Programme Terms and Conditions

The Convenience Shop (Holding) p.l.c. (the “Company”) is pleased to introduce its Investor Loyalty Programme (the “Programme”). The Programme extends special benefits to bondholders and shareholders of the Company on purchases made at outlets operating under ‘The Convenience Shop’ brand. The applicable discount rates are being illustrated in the table below:

Participant Type	Discount Percentage
Shareholder	5%
Bondholder	3%

By participating in the Programme, eligible participants agree to be bound by the following terms and conditions (the “Terms”):

1. **Eligibility:** The Programme is exclusively available to natural persons holding bonds and/or shares of the Company directly or through an authorised financial intermediary (hereinafter “Eligible Investors”). Legal entities holding bonds and/or shares of the Company may not participate in the Programme. The Company reserves the right, at its discretion, to decline entry or withdraw participation in the Programme to any person.
2. **Issuance of Loyalty Cards:** Eligible Investors holding bonds and/or shares of the Company directly in their own name wishing to participate in the Programme may email the Company at tcsshareholders@theconvenienceshop.com. Upon verification by the Company of their eligibility, they shall receive their personalised loyalty card (the “Loyalty Card”) at their registered address.

Eligible Investors holding bonds and/or shares of the Company through an authorised financial intermediary should contact their intermediary for participation in the Programme. Upon verification of their eligibility by the authorised financial intermediary, they will also receive the Loyalty Card at their address.

3. **Usage of Loyalty Card:** The Loyalty Card must be presented at the time of purchase of any products from ‘The Convenience Shop’ outlets and is valid for use only by the cardholder whose name is showing on the card. Eligible Investors may be asked to provide identification when utilizing the Loyalty Card to access the discount benefits in our stores. The Loyalty Card is not available for purchases made online.
4. **Excluded Products:** The following items are expressly excluded from the Programme and do not qualify for any discount or benefit provided by the Programme:
 - Cigarette & Tobacco Products;
 - Mobile top-up cards;
 - Transportation Cards;
 - Sale of lottery tickets and other games on behalf of licensed gaming operators.

The Company reserves the right to amend the list of excluded products at its discretion from time to time.

5. **Validity and Renewal:** The Loyalty Card will remain valid until the 30th April 2025, after which it will be automatically renewed on the 30th April of each subsequent year for those bondholders and/or shareholders that continue to be eligible to the Programme. A new Loyalty Card will be issued for each renewal cycle. Eligible Investors holding bonds and/or shares of the Company directly in their own name will automatically receive their new Loyalty Card along with the Annual Report mailing. It is the responsibility of each Eligible Investor to promptly inform the Company of any changes to their contact details.

The Loyalty Card may no longer be used if the Eligible Investor ceases to hold bonds and/or shares of the Company. For Eligible Investors holding their bonds or shares through an authorised financial intermediary, the Company reserves the right to contact their financial intermediary to confirm the investor's status as a shareholder and/or bondholder of the Company.

6. Data Privacy: Personal information on Eligible Investors shall be used in accordance with the Company's [Privacy Policy](#). By participating in the Programme, you acknowledge that you have read, understood and accepted our Privacy Policy.
7. Single Card Policy: Where an Eligible Investor holds both bonds and shares of the Company, the Eligible Investor may only use one (1) Loyalty Card for each purchase. Simultaneous use of multiple Loyalty Cards for a single purchase is not allowed.
8. Personal Use and Non-Transferability: The Programme is intended for personal use only, and commercial use is prohibited. The discount provided under the Programme is not transferable or exchangeable for cash.
9. Lost or Damages Card: The Company is not responsible for lost, stolen or damaged Loyalty Cards. Eligible Investors are responsible for the safekeeping of their Loyalty Card and for any transactions made using their Loyalty Card. In the event that any Loyalty Card is lost, stolen or damages, the Company shall issue a new Loyalty Card upon request.
10. Liability: The Company is not liable for any losses, damages, or claims arising from the use or inability to use the Loyalty Card, the Programme, or any associated benefits, except where such liability cannot be excluded or limited by law.
11. Disqualification: The Company reserves the right to disqualify any Eligible Investor who violates these Terms, engages in fraudulent activities, or abuses the Programme in any way.
12. Modification or Termination: The Company reserves the right to modify, suspend, or terminate the Programme at any time, with or without notice, for any reason.
13. Governing Law: These Terms are governed by and construed in accordance with the laws of Malta. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of Malta.
14. Severability: If any provision of these Terms is found to be invalid, illegal or unenforceable, the remaining provisions shall remain in full force and effect.
15. Contact Information: For any queries related to the Programme, please contact: tcsshareholders@theconvenienceshop.com.

By participating in the Programme, Eligible Investors confirm their understanding and acceptance of these Terms and Conditions.