

HLBB x CARSOME Campaign

Terms & Conditions

Campaign mechanics for selected HLBB HP customers with loans maturing within the next 6 months. Applicable to Sell Car, Trade-In + Buy, and Buy from CARSOME journeys.

1. Campaign Eligibility

This campaign is open to selected Hong Leong Bank Berhad / Hong Leong Islamic Bank Berhad ("HLBB") Hire Purchase ("HP") customers who receive the campaign invitation through HLBB Connect App or other official HLBB communication channels.

2. Campaign Period

This campaign is valid from 01 October 2026 to 30 November 2026 only. To qualify for the campaign reward, customers must submit their interest by making an appointment or walking in to CARSOME showroom or inspection centre within the campaign period.

For Sell Car transactions, the customer must have visited CARSOME showroom or inspection centre, completed the inspection process, and accepted the CARSOME Buy Out Price within the campaign period. A grace period of three (3) days after the campaign end date will be allowed for completion of the sale transaction, including loan settlement, ownership transfer, and other related processing.

For Trade-In + Buy or Buy from CARSOME transactions, the customer must have initiated the purchase journey within the campaign period, subject to CARSOME internal process. A grace period of seven (7) days after the campaign end date will be allowed for HLBB financing disbursement and transaction completion.

Any transaction that does not meet the above timeline or is completed after the applicable grace period shall not be eligible for the campaign reward, unless otherwise approved by CARSOME and HLBB.

3. Eligible Customer Journey

Customers may participate through one of the applicable campaign journeys: Sell Car, Trade-In + Buy, or Buy from CARSOME, subject to the campaign mechanics and eligibility requirements.

For Trade-In + Buy or Buy from CARSOME transactions, the customer must complete the purchase with a new HP loan successfully approved and disbursed by HLBB in order to qualify for the applicable campaign reward.

4. Campaign Entry Channel

Customers must access the campaign through the HLBB campaign banner, poster, in-app notification, or other approved HLBB official channel, and be redirected to the CARSOME website or approved campaign page.

5. Proof of HLBB HP Customer Status

Customers are required to provide proof of HLBB Hire Purchase customer status when requested by CARSOME retail, sales, or inspection centre team. Accepted proof includes HLBB Connect App screenshot showing HP loan account details, HP account number, or any other proof accepted by CARSOME and HLBB.

6. Verification by CARSOME and HLBB

CARSOME and HLBB reserve the right to verify the customer eligibility for this campaign, including but not limited to the customer HLBB HP customer status, campaign invitation eligibility, submitted proof, transaction details, and completion of the eligible campaign journey. CARSOME may request supporting documents from the customer where required. Any applicable voucher, rebate, cashback, or service credit will only be processed upon successful verification and confirmation that the customer has fulfilled the campaign requirements.

7. Reward Entitlement

Reward entitlement is subject to successful verification of the customer HLBB HP status, completion of the eligible transaction, and approval based on the confirmed campaign reward structure.

For Trade-In + Buy or Buy from CARSOME transactions, reward entitlement is further subject to successful HLBB new HP loan approval and disbursement.

8. One-Time Reward Only

Each eligible customer is entitled to one (1) campaign reward only, unless otherwise approved by CARSOME and HLBB. If the customer qualifies for more than one journey, the final reward will be based on the completed transaction type.

9. New HP Loan Referral to HLBB

For customers who purchase a car from CARSOME, the new HP loan application may be routed back to HLBB, subject to customer consent, financing eligibility, HLBB credit assessment, approval process, and applicable terms and conditions.

10. Loan Approval Disclaimer

Submission of a new HP loan application to HLBB does not guarantee loan approval or disbursement. Final approval is subject to HLBB sole discretion and credit assessment. If the new HP loan is not approved or disbursed by HLBB, the customer shall not be eligible for the applicable Trade-In + Buy or Buy from CARSOME campaign reward, unless otherwise approved by CARSOME and HLBB.

11. Non-Transferability

Campaign rewards are non-transferable, non-exchangeable, and cannot be converted into other forms of reward unless expressly stated in the campaign mechanics.

12. Non-Stackable Promotion

This campaign is not stackable with any other CARSOME campaigns, promotions, rebates, vouchers, discounts, cashback offers, service credits, trade-in incentives, financing campaigns, or any other promotional offers, unless otherwise expressly approved in writing by CARSOME.

Where a customer is eligible for more than one promotion, the customer shall only be entitled to participate in one (1) promotion, unless CARSOME expressly approves the combination of promotions.

13. Invalid or Incomplete Documents

CARSOME reserves the right to reject the reward request if the customer provides incomplete, inaccurate, invalid, expired, or misleading information or documents.

14. Campaign Amendment or Termination

CARSOME and HLBB reserve the right to amend, suspend, extend, or terminate the campaign, including the mechanics, reward structure, eligibility criteria, and campaign period, at any time.

15. Final Decision

CARSOME and HLBB decision on all matters relating to this campaign, including eligibility, verification, transaction qualification, and reward entitlement, shall be final.