

## Crown Signature Club Card Not Present Policy

Crown requires all Crown Signature Club card members to present and register their membership card for a transaction if they wish to earn Crown Signature Club points. Please refer to Crown Signature Club Rule 6.3.

In the event of a member not registering their card for a transaction, Crown Signature Club points will not be awarded unless there has been a technical malfunction, operator fault or as specified in this policy.

Upon request, Crown outlets and Retail outlets in partnership with Crown Signature Club will issue a manual point adjustment form to individuals on the day of the transaction to cater for any technical malfunction or operator fault or card not present issues.

The manual adjustment form (and the applicable valid receipt issued in the case of card not present issues) must be presented at a Crown Signature club booth within 14 days of the date of the transaction in order for Crown Signature Club points to be awarded to the member.

Appropriate Identification may be required to process the claim.

Policy issued 08/11/2010  
**Crown Signature Club**