

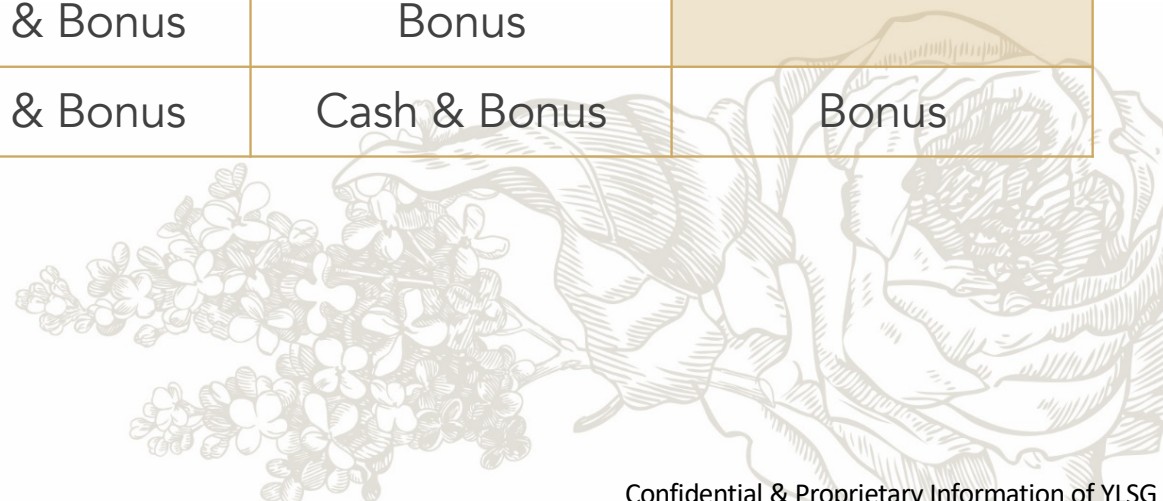
Diamond Express



FAQs (First Achieved Highest Rank Silver-Diamond FROM Oct 2019 to March 2020)

RESET TO HIGHEST ACHIEVED RANK AS OF APR 1, 2020

REWARDS ELIGIBLE FOR	SILVER	GOLD	PLATINUM	DIAMOND
Gold in 6	Cash & Bonus	Bonus		
Platinum in 6	Cash & Bonus	Cash & Bonus	Bonus	
Diamond in 8	Cash & Bonus	Cash & Bonus	Cash & Bonus	Bonus

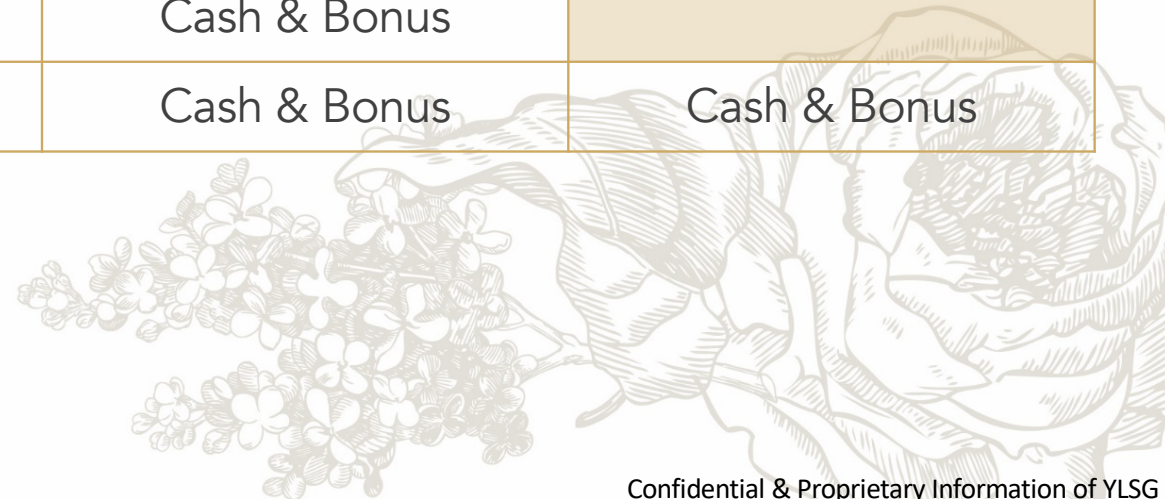


Diamond Express



FAQs (First Achieved Highest Rank Silver-Platinum BEFORE Oct 2019)

RESET TO HIGHEST ACHIEVED RANK AS OF APR 1, 2020			
REWARDS ELIGIBLE FOR	SILVER	GOLD	PLATINUM
Gold in 6	Cash & Bonus		
Platinum in 6	Cash & Bonus	Cash & Bonus	
Diamond in 8	Cash & Bonus	Cash & Bonus	Cash & Bonus



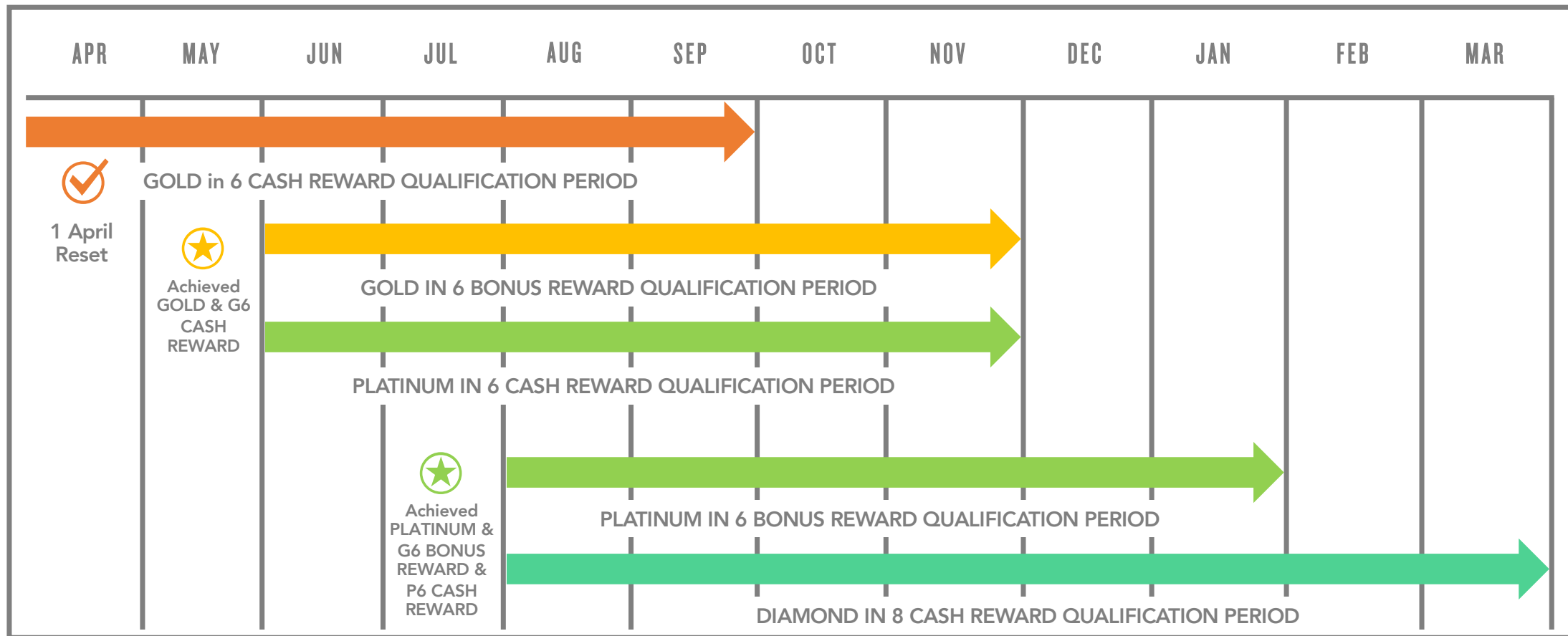
Diamond Express

FAQs (First Achieved Highest Rank Silver-Diamond FROM Oct 2019 to March 2020)

EXAMPLE #1A – Highest Achieved SILVER

First Time Achieved Silver: **December 2019**

From 1 April 2020: 6 months to achieve GOLD for the first time, for CASH reward



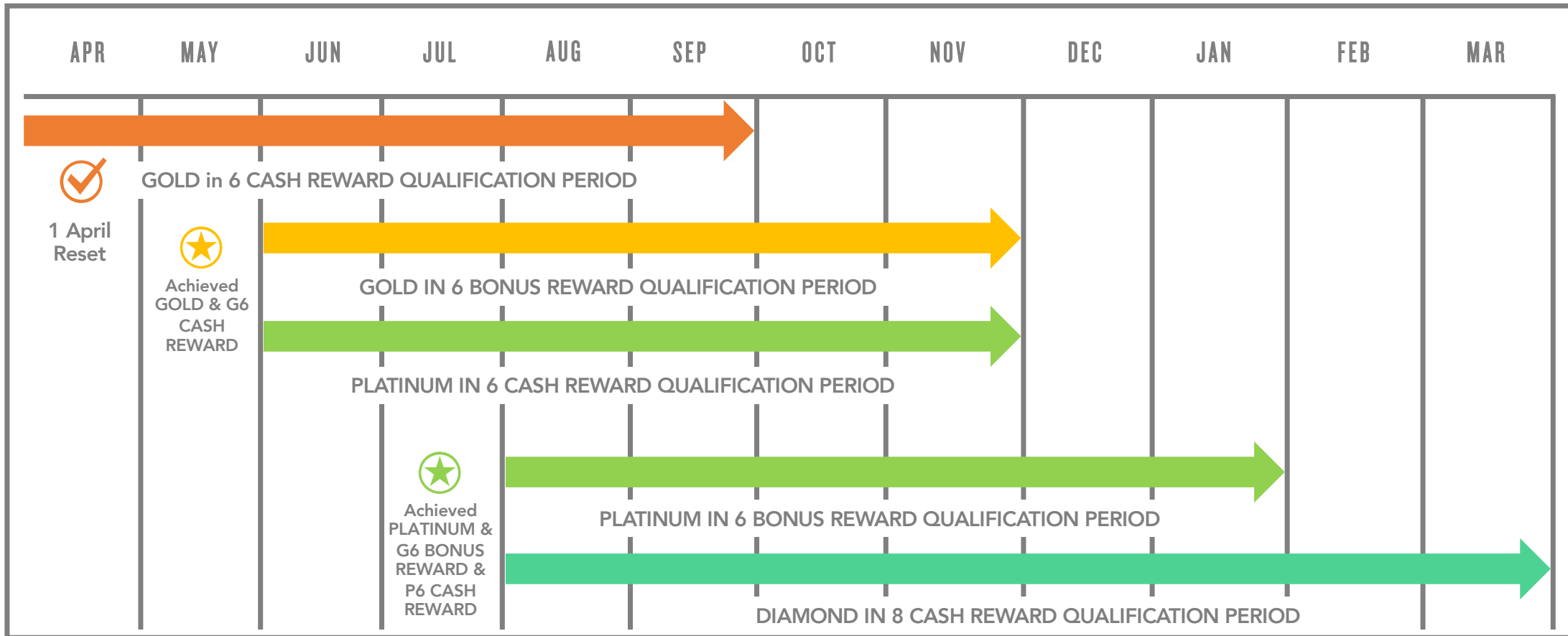
Diamond Express

FAQs (First Achieved Highest Rank Silver-Platinum BEFORE Oct 2019)

EXAMPLE #1B – Highest Achieved SILVER

First Time Achieved Silver: **December 2018**

From 1 April 2020: 6 months to achieve GOLD for the first time, for CASH reward



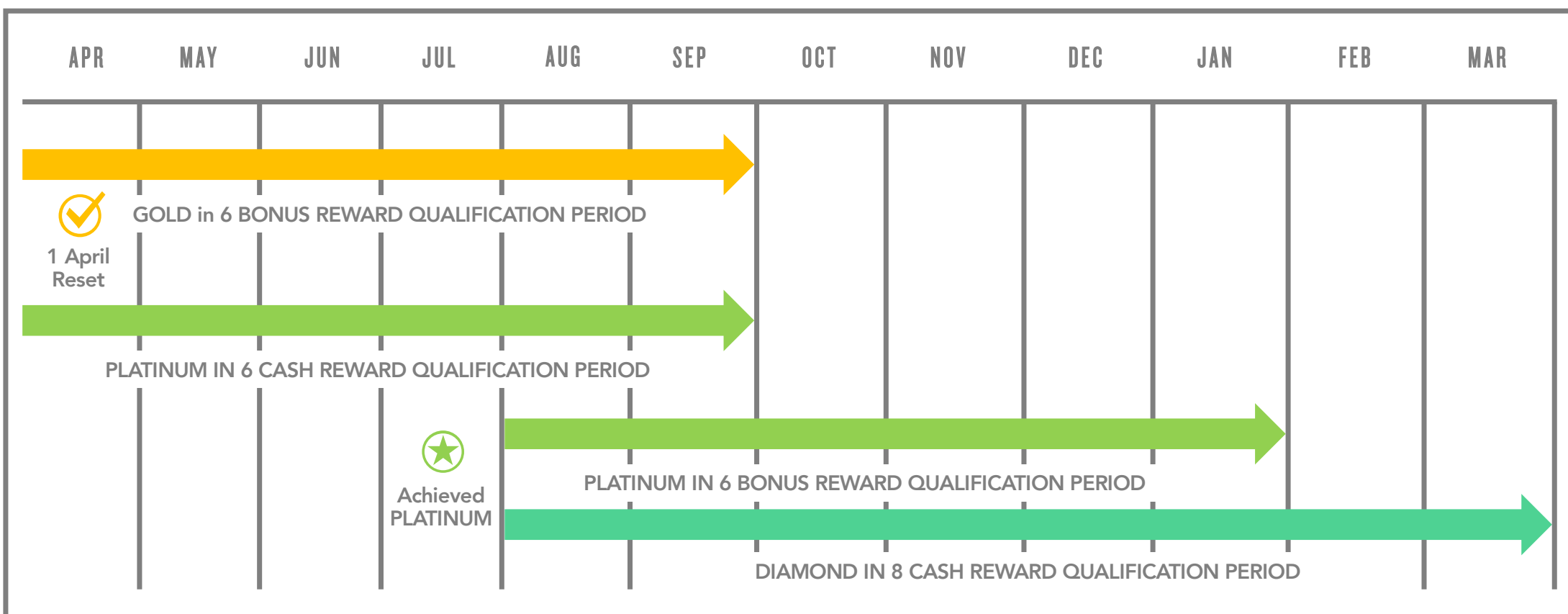
Diamond Express

FAQs (First Achieved Highest Rank Silver-Diamond FROM Oct 2019 to March 2020)

EXAMPLE #2A – Highest Achieved GOLD

First Time Achieved Gold: **March 2020**

From 1 April 2020: 6 months to maintain GOLD for BONUS reward



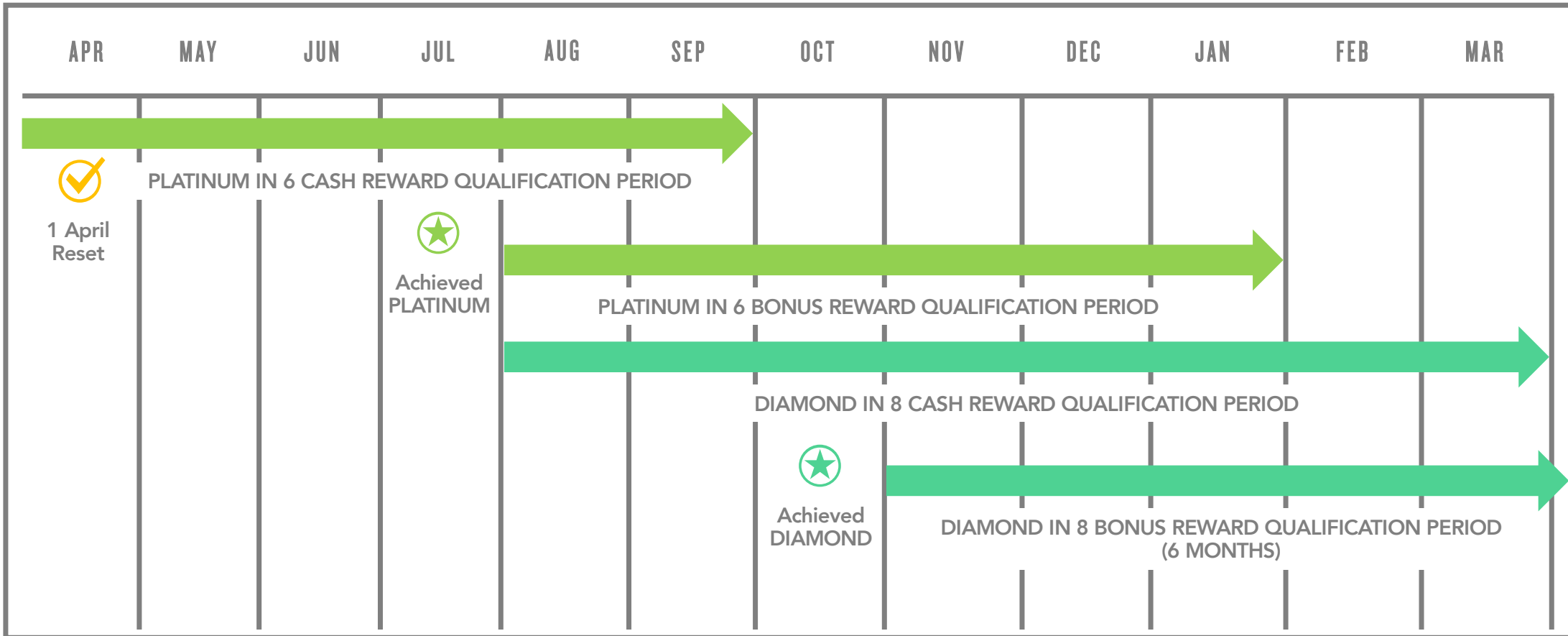
Diamond Express

FAQs (First Achieved Highest Rank Silver-Platinum BEFORE Oct 2019)

EXAMPLE #2B – Highest Achieved GOLD

First Time Achieved Gold: **March 2018**

From 1 April 2020: 6 months to achieve PLATINUM for the first time, for CASH reward



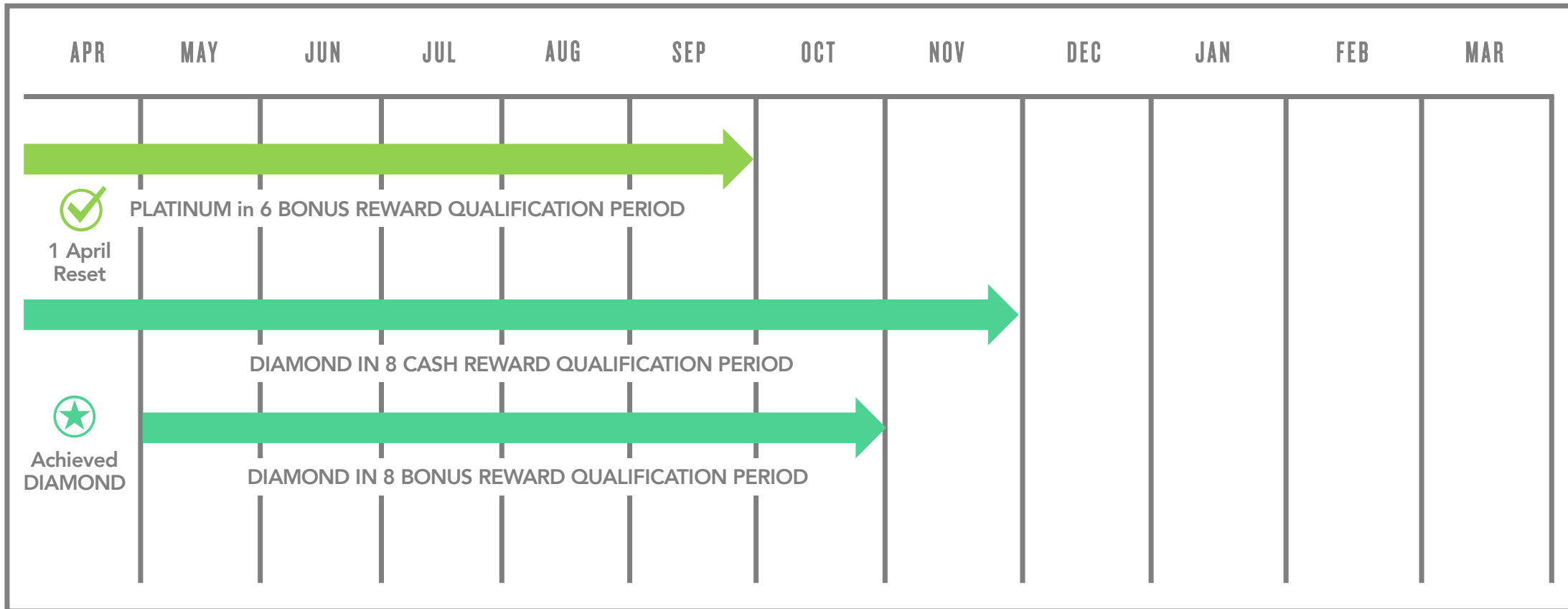
Diamond Express

FAQs (First Achieved Highest Rank Silver-Diamond FROM Oct 2019 to March 2020)

EXAMPLE #3A – Highest Achieved PLATINUM

First Time Achieved Platinum: **January 2020**

From 1 April 2020: 6 months to maintain PLATINUM for BONUS reward



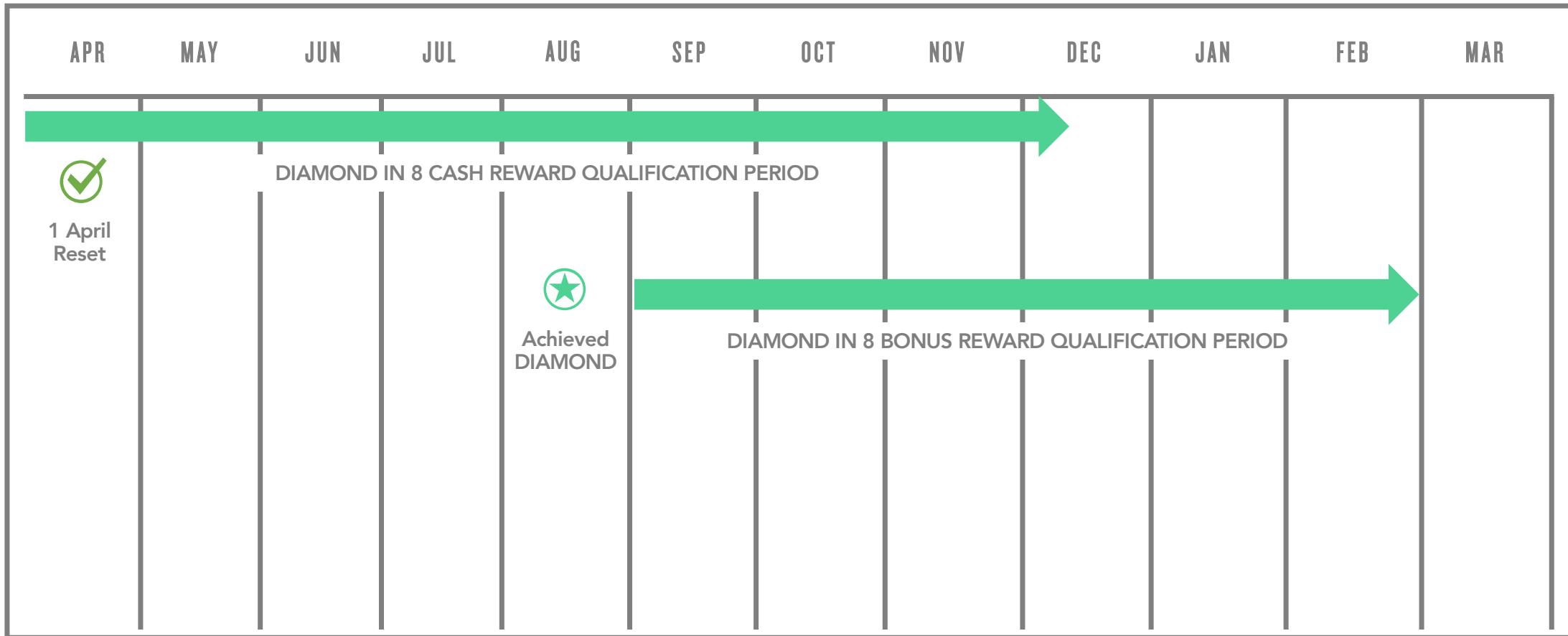
Diamond Express

FAQs (First Achieved Highest Rank Silver-Platinum BEFORE Oct 2019)

EXAMPLE #3B – Highest Achieved PLATINUM

First Time Achieved Platinum: **January 2018**

From 1 April 2020: 8 months to achieve DIAMOND for the first time, for CASH reward



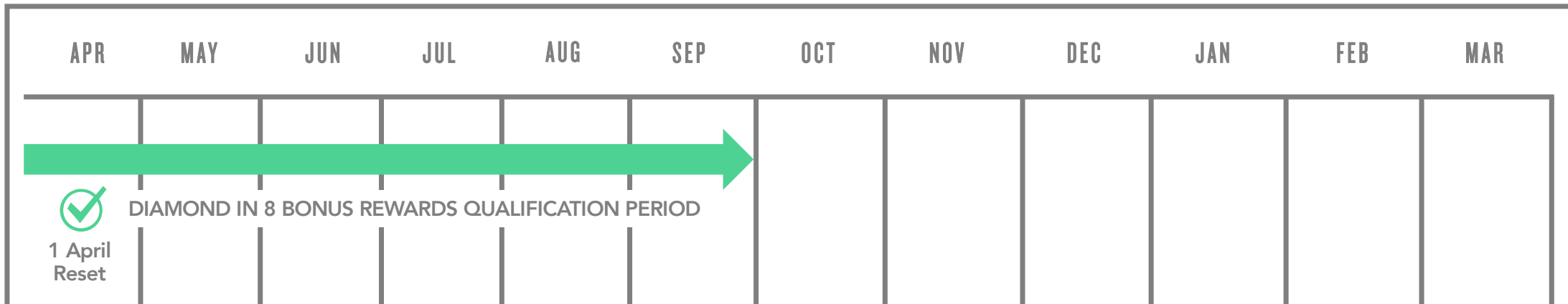
Diamond Express

FAQs (First Achieved Highest Rank Silver-Diamond FROM Oct 2019 to March 2020)

EXAMPLE #4A – Highest Achieved DIAMOND

First Time Achieved Diamond: **January 2020**

From 1 April 2020: 6 months to maintain DIAMOND for BONUS reward



Diamond Express

FAQs (First Achieved Highest Rank Silver-Platinum BEFORE Oct 2019)

EXAMPLE #4B – Highest Achieved DIAMOND

First Time Achieved Diamond: **January 2018**

From 1 April 2020: DOES NOT QUALIFY FOR DIAMOND EXPRESS PROGRAM

APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
 1 April Reset											

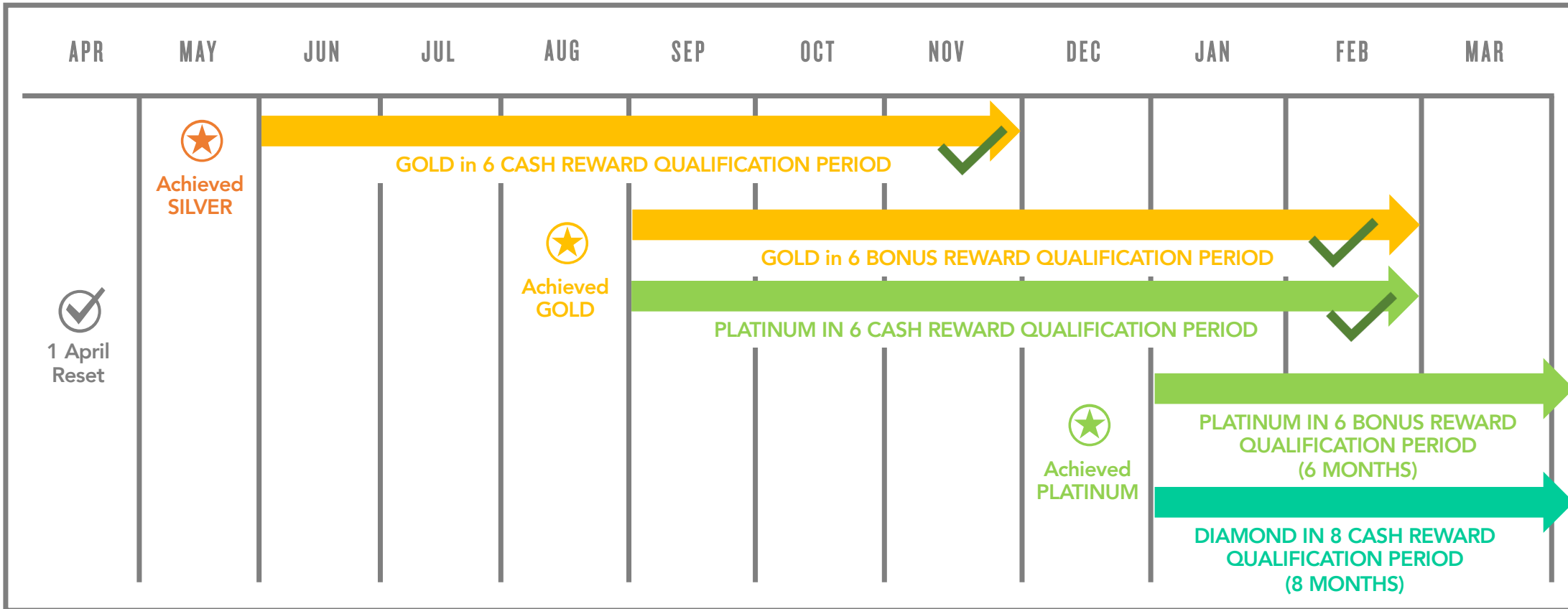
**DOES NOT QUALIFY FOR
DIAMOND EXPRESS**

Diamond Express



FAQs (First Achieved Highest Rank Silver from Apr 2020)

2. I am paid as Silver the 1st time in May 2020, then paid as Gold in Aug 2020 (i.e. 3 months) and continue to be paid as Gold for next 3 months (i.e. Sep – Nov 2020). In Dec 2020 (4 months), I am paid as Platinum. What rewards can I earn?

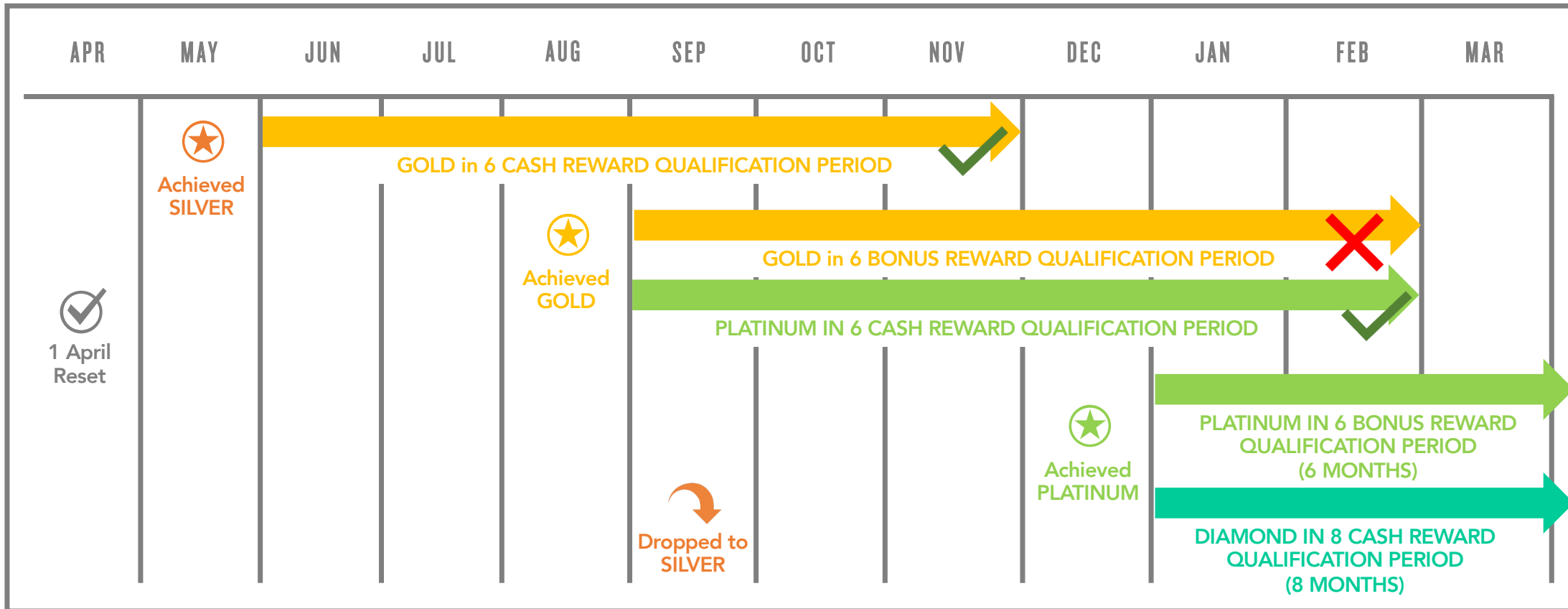


Diamond Express



FAQs (First Achieved Highest Rank Silver from Apr 2020)

3. I am paid as Silver the 1st time in May 2020, then paid as Gold in Aug 2020 (i.e. 3 months) but drop rank and am paid as Silver from Sep – Nov 2020 (3 months). In Dec 2020 (4 months), I am paid as Platinum. What rewards can I earn?



Diamond Express

Frequently Asked Questions



4. If I miss the G6 rewards, am I still eligible for P6 and D8 rewards?
 - Yes, missing any track in Diamond Express does not disqualify you from the subsequent tracks, e.g. Even if you miss the G6 Cash Reward, upon your 1st-time paid as Gold, you have the opportunity to go for G6 Bonus Reward and P6 Cash Reward.

5. What if I cannot maintain my qualification rank upon achieving it?
 - You will not be eligible for the corresponding Bonus Reward if you (**whichever occurs first**) :
 - ✓ Do not maintain your qualification rank for 6 months, or
 - ✓ Do not maintain your qualification rank until you achieve the next qualification rank

6. When is the last qualification period for Cash Reward and Bonus Reward?
 - All qualification for Cash Rewards will cease 31 Dec 2020
 - All qualification for Bonus Rewards will cease 30 Jun 2021

