



**Frequently Asked Questions
General Terms & Conditions**

Enjoy Rewards With Your Friend



MORE REWARDS. MORE BENEFITS. MORE PRIVILEGES.

WELCOME TO GL FRIENDS

At Gamuda Land, we build more than townships. We build communities. Communities where life's best moments are shared with loved ones and lasting friendships are formed. That's why we are introducing 'GL Friends', our inaugural loyalty programme exclusively for Gamuda Land Purchasers.

As part of this community, you will have access to a world of exclusive privileges, priority services as well as memorable experiences. It is our way of saying thank you for being our friend.

Frequently Asked Questions

1. What is the GL Friends Loyalty Programme?

GL Friends Loyalty Programme is a customer loyalty card membership reward programme designed to reward customers who have purchased selected Gamuda Land properties.

2. Who is eligible to become a GL Friends member?

Individuals, joint-buyers and companies who have directly purchased properties from Gamuda Land. For joint-buyers, each individual will be eligible for a membership.

3. How do I apply to become a member?

You will automatically become a member upon signing of the SPA and payment of the down payment for the property.

4. Would a purchaser who bought a Gamuda Land property through a secondary or sub-sale transaction be eligible to become a GL Friends member?

A secondary or sub-sale purchaser will not be eligible for the membership.

5. How do I determine which tier I am in?

Your GL Friends membership tier is determined by the

total accumulated value of your property purchased from Gamuda Land as at or after January 2000.

GL Friends (Tiers)	Total accumulated value of GL Property purchased
ASPIRE	RM 300,000 - RM 1,499,999
ASCEND	RM 1,500,000 - RM 3,999,999
ARRIVED	RM 4,000,000 and above

6. What are the benefits of becoming a GL Friends member?

- A. Repeat Purchase Reward
You are entitled to a 1.5% - 3% rebate for your future Gamuda Land property purchases.
- B. Referral Reward
You will get a 1% Referral Reward for successful property purchase referrals.
- C. Personalised Service
A dedicated relationship personnel will be on hand to assist you on your property ownership journey.
- D. Unique Experiences
You will receive special invitations to lifestyle events, as well as our pre-launch events with priority to select units before public launches.

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GL Friends (Tiers)	ARRIVED	ASCEND	ASPIRE
Repeat Purchase Reward	3%	2%	1.5%
Referral Reward	1%	1%	1%
Personalised Service	✓	✓	✓
Unique Experiences	✓	✓	✓

7. How do I determine the Repeat Purchase Reward entitlement in the case where two existing Gamuda Land purchasers jointly purchase another Gamuda Land property?

The Repeat Purchase Reward rate will be determined based on the purchaser with the highest accumulated property value.

8. How do I enjoy the Repeat Purchase Reward?

You must firstly be a member in order to enjoy the Repeat Purchase Reward.

9. How do I enjoy the Referral Reward?

You must firstly be a member in order to enjoy the Referral Reward. Purchaser will then be required to successfully fulfill the criteria below:

- The Referral Reward form must be completed and signed by both the Introducer and Purchaser and acknowledged receipt by Developer.
- The new property SPA is executed within 30 days from the date of the offer to purchase.
- The first 10% of the purchase price is fully paid.

10. Is my membership transferable?

The benefits and privileges offered are non-transferable and are only accorded to the Member.

11. Is my membership upgradeable?

Yes, Gamuda Land shall from time to time upgrade the membership (tier) based on the latest aggregate value of property(ies) purchased from Gamuda Land.

Frequently Asked Questions

12. Is the loyalty program Repeat Purchase Reward and Referral Reward applicable to all Gamuda Land projects?

The Repeat Purchase Reward and Referral Reward are applicable to selected participating projects. Please connect with your Relationship Personnel to find out more information on the reward entitlement.

13. How do I find out more about GL Friends?

- You can log into our customer portal website at www.community.gamudaland.com.my
- You can also call our GL Friends Hotline at 018-980 1888.
- Alternatively, you may also contact your Relationship Personnel for any enquiries.

14. What is the Gamuda Land Customer Portal?

The Gamuda Land Customer Portal is a one-stop platform for purchasers to manage their purchased property from Gamuda Land.



Update Address



Update Contact Info



Pay Maintenance Fee



Pay Progressive Billing



View Property Info



Pay With Online Banking & Credit Card

15. How do I sign up for Gamuda Land Customer Portal?

- Step 1: Go to www.community.gamudaland.com.my
- Step 2: Click on the Sign Up Now button. Tick the checkbox after reading the terms of use and privacy policy. Click Next.
- Step 3: Enter your identity card number, mobile number and email address and click Next.

Should you encounter any problems while signing up, follow the step-by-step guide as displayed in the portal and ensure that you have your property information ready (i.e. Whether your property is registered under individual or company).

Card Membership Terms & Conditions

- The GL Friends Membership Card is given free of charge to a purchaser who has executed the Sale and Purchase Agreement and has paid the first 10% of the purchase price for the purchase of selected Gamuda Land properties.
- The benefits associated with the GL Friends Membership Card shall remain with the first owner even after the Gamuda Land property has been sold, transferred, assigned or disposed of to another party.
- There are three tiers under the GL Friends Loyalty Programme namely Aspire, Ascend and Arrived. The tiers of the GL Friends Membership Card is determined by the total accumulated value of the Gamuda Land property(ies) purchased directly from Gamuda Land.
- The GL Friends Membership Card is NOT a point-accumulation card. It is a Loyalty Programme card that allows members to enjoy rewards and privileges as outlined.
- The GL Friends Membership Card is NOT a credit card, debit card or charge card. It cannot be used to obtain cash, exchange for cash or any other services that is not stipulated.
- All GL Friends Membership Cards are not transferable and not assignable. It can only be used by the respective card members of the GL Friends Loyalty Programme.
- Gamuda Land reserves the right to amend, alter or modify the terms of usage of the GL Friends Membership Card, benefits and rewards from time to time.
- Members are to present the GL Friends Membership Card before every transaction to enjoy the benefits or rewards under the GL Friends Loyalty Programme.
- Unless otherwise specified, benefits under the GL Friends Loyalty Programme are not valid for use with other ongoing promotions and discounts of selected Gamuda Land properties.
- Gamuda Land reserves the right to withdraw, substitute, revise, suspend and / or terminate the GL Friends Loyalty Programme or any of the benefits under the GL Friends

Card Membership Terms & Conditions

- Loyalty Programme at any time without prior notice and without assigning any reasons. In this situation, Gamuda Land will not be held liable for any compensations to the card member for any claims, losses, damages and liabilities whatsoever and howsoever.
- Should the GL Friends Membership Card be stolen, lost or damaged, kindly call the GL Friends Hotline to report it and for the purpose of replacing it at a minimum cost.
 - By accepting the GL Friends Membership Card, members are deemed to have read and agreed to the terms and conditions of the GL Friends Loyalty Programme.
 - Members are to notify Gamuda Land to update their data namely, change of address or contact information in order for Gamuda Land to update the records accordingly.
 - In case of any disputes relating to the benefits or rewards under the GL Friends Loyalty Programme, the decision of Gamuda Land shall be final and conclusive and binding on all parties concerned.
- Gamuda Land reserves the right to amend or revise all terms and conditions under the GL Friends Loyalty Programme without prior notice.

*For the complete terms and conditions of GL Friends Loyalty Programme, please visit **www.gamudaland.com.my/gl-friends***

Please email gl.crm@gamudaland.com.my for further enquiries, or get in touch with your Relationship Personnel.

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