

PROPCARE PTE. LTD.

PROPCARE MEMBERSHIP AGREEMENT

AND TERMS & CONDITIONS

PROPCARE PTE. LTD. (UEN 202641371D) is a Singapore-based property management company providing residential property maintenance management, coordination, scheduling, administration and bundled home-care services.

IMPORTANT - FIXED TERM, NOT A ROLLING SUBSCRIPTION

The 6-Month Care Plan and 12-Month Care Plan are fixed-term plans. The recurring card-payment authority exists only to collect the agreed scheduled payments during the applicable term. Neither Care Plan automatically renews after the agreed term, and the Customer does not need to cancel merely to prevent renewal.

1. Product Overview

Product	Price / Payments	Validity / Term	Included Benefits
PropCare One Time Home Care Package	S\$449 one-time payment	12 months from commencement	1 x Aircon Servicing (up to 4 indoor wall-mounted split units); 1 x Sofa Cleaning (up to 3-seater / 2.2m); 1 x Home Cleaning (up to 3 hours)
PropCare 6-Month Care Plan	S\$149/month x 6 payments = S\$894 total scheduled payments	Fixed 6-month Membership Term	Dedicated Home Manager; one point of contact; response within 1 Working Day; coordination; member rates for additional services; quarterly aircon servicing (up to 4 indoor wall-mounted split units per service); half-yearly sofa cleaning (up to 3-seater / 2.2m); quarterly home cleaning (up to 3 hours); S\$90 Property Credit
PropCare 12-Month Care Plan	S\$139/month x 12 payments = S\$1,668 total scheduled payments	Fixed 12-month Membership Term	Dedicated Home Manager; one point of contact; response within 1 Working Day; coordination; member rates for additional services; quarterly aircon servicing (up to 4 indoor wall-mounted split units per service); half-yearly sofa cleaning (up to 3-seater / 2.2m); quarterly home cleaning (up to 3 hours); S\$180 Property Credit

The arithmetic is: S\$149 x 6 = S\$894 and S\$139 x 12 = S\$1,668. The S\$449 package is a one-time purchase and does not create monthly membership payments.

2. Definitions and Interpretation

Defined Term	Meaning
Agreement	this Membership Agreement and Terms & Conditions, together with the Customer Membership Schedule and other documents expressly incorporated under clause 3.
Care Plan	the 6-Month Care Plan or 12-Month Care Plan.
Customer	the person identified in the Membership Schedule, whether homeowner, tenant, landlord, family member, authorised property agent or other authorised person.
Included Service	a service expressly included in the selected product and shown in the applicable Membership Schedule.
Membership Commencement Date	the date on which the first required payment is successfully made and the membership is activated, unless the Membership Schedule expressly states another date.
Membership Term	the fixed period stated in the Membership Schedule for a Care Plan. The term is six calendar months for the 6-Month Care Plan and twelve calendar months for the 12-Month Care Plan.
Membership Expiry Date	the expiry date stated in the Membership Schedule, calculated on the basis of the agreed fixed Membership Term.
Property	the one designated residential property to which the membership applies.
Property Credit	the service credit included with the applicable Care Plan, being S\$90 for the 6-Month Care Plan or S\$180 for the 12-Month Care Plan.

Defined Term	Meaning
Service Period	the applicable membership-anniversary-based period in which a recurring Included Service entitlement may ordinarily be used.
Service Provider	an independent vendor, contractor or subcontractor engaged or appointed to perform a physical service.
Working Day	Monday to Friday, excluding Singapore public holidays.
Early Cancellation Amount	the amount, if any, determined under clause 19 when a Care Plan is cancelled before the end of its fixed Membership Term.

References to the singular include the plural where the context permits. Headings are for convenience and do not affect interpretation. A reference to a month means a calendar month unless the Membership Schedule states otherwise.

3. Contract Documents and Order of Precedence

The Agreement consists of the following documents, to the extent expressly incorporated and provided to the Customer:

1. any signed or otherwise expressly accepted written variation or special term applying to the Customer;
2. the Customer Membership Schedule and membership confirmation, for customer-specific commercial details;
3. an accepted quotation, but only for the additional service, materials or work covered by that quotation;
4. a service scope or service schedule applicable to the relevant Included Service;
5. this Membership Agreement and Terms & Conditions;
6. any other PropCare policy expressly incorporated into the Agreement, including a Privacy Policy where provided to the Customer; and
7. other administrative materials expressly identified as part of the Agreement.

An accepted quotation does not silently amend the Care Plan as a whole. A vendor's informal statement, recommendation or separate vendor term does not override the Customer's express rights under this Agreement unless PropCare expressly agrees to a written change. A Privacy Policy governs personal-data handling to the extent stated in that policy and applicable law.

4. Nature of PropCare's Role

PropCare is the Customer's property management and maintenance coordination company. The membership provides a property-management relationship, one point of contact, service administration, scheduling and coordination, and the Included Services expressly stated in the selected product.

PropCare is not merely a referral platform or lead-generation service. PropCare may identify a suitable Service Provider, arrange appointments, communicate with the provider, obtain quotations, record approvals, maintain service records and coordinate follow-up.

Physical work may be performed by independent Service Providers. The relevant Service Provider is ordinarily responsible for its own physical work, workmanship, personnel and negligence, subject to its own obligations and applicable Singapore law. This allocation does not exclude or limit any legal responsibility that PropCare itself has under the Agreement or applicable law.

5. Fixed-Term Care Plans and No Automatic Renewal

The 6-Month Care Plan is a fixed-term membership corresponding to six scheduled monthly payments. The 12-Month Care Plan is a fixed-term membership corresponding to twelve scheduled monthly payments. The Customer is not purchasing a series of unrelated month-to-month service packages.

The Care Plans do not automatically renew. Once the agreed six or twelve scheduled payments have been successfully collected, no additional ordinary membership payment is due. The Membership Term ends on the Membership Expiry Date stated in the Membership Schedule. The final scheduled payment therefore completes the agreed payment schedule; it does not create a further payment cycle.

A payment retry or collection attempt relating to a scheduled instalment that was already due and failed before the payment schedule was completed is not a renewal or a new instalment. If such a retry occurs after the Membership Expiry Date, it is treated only as recovery of the already-due instalment. No seventh payment may be charged for the 6-Month Care Plan and no thirteenth payment may be charged for the 12-Month Care Plan.

NO MANUAL CANCELLATION IS REQUIRED TO STOP RENEWAL

The Customer does not need to cancel an expired Care Plan merely to prevent another ordinary membership payment. The recurring payment mechanism is only for the fixed number of scheduled payments.

6. Recurring Card Payments

The first payment is made at purchase. Each subsequent scheduled payment is automatically charged to the nominated card or payment method on the same numerical calendar date as the initial successful payment. If that date does not exist in a particular month, the payment may be processed on the last calendar day of that month.

The recurring payment authorisation is solely a payment mechanism for the agreed fixed-term membership obligation. It does not itself create an indefinite subscription or a right to continue charging after the agreed number of scheduled payments.

Where a third-party payment processor is used, PropCare may receive transaction status, tokenised payment references or other information needed to administer the payment. PropCare does not represent that it stores full payment-card details unless the Customer is expressly told otherwise.

7. Accidental, Erroneous or Unintended Post-Term Charges

If a charge is accidentally, erroneously or unintentionally processed after the Customer's fixed Membership Term has ended, and the charge is not a previously due scheduled instalment, the charge does not create or evidence a renewal. It does not extend the Membership Term, revive an expired membership or create a new membership.

Once the erroneous charge is identified, PropCare will take reasonable steps to correct the account, including reversing the charge or refunding the amount where appropriate and confirming the correction to the Customer. This clause does not exclude any remedy that cannot lawfully be excluded.

8. Failed Monthly Payments and Payment Default

If a scheduled card payment fails, PropCare or its payment processor may retry the payment. PropCare will communicate with the Customer about the failed payment and may request that the Customer update the payment method or arrange another payment method.

If the payment remains unpaid, the account may be treated as being in payment default. While overdue amounts remain unpaid, PropCare may suspend further non-essential membership arrangements, including approval of new Property Credit redemptions. PropCare will not treat a temporary payment failure as

automatically cancelling or confiscating previously earned unused Property Credit unless and until the membership is lawfully terminated under this Agreement.

If the failed scheduled payment remains unresolved for 14 calendar days from the failed scheduled payment date, PropCare may terminate the Care Plan for non-payment, subject to applicable law. PropCare may take the Customer's lack of response into account when assessing the practical administration of the account, but silence does not by itself waive any statutory right or create any new liability.

On termination for non-payment, PropCare may calculate the outstanding account using the Early Cancellation / final settlement methodology in clause 19 and may issue a Letter of Demand or take other lawful recovery steps. PropCare may seek reasonable actual recovery costs only to the extent legally permissible.

9. Membership Commencement, Term and Expiry

Membership starts when the first required payment is successfully made and the membership is activated, unless another date is expressly stated in the Membership Schedule. The Membership Schedule must state the selected product, Membership Commencement Date, Membership Term and Membership Expiry Date.

For recurring service cycles, the Service Periods are based on membership anniversaries rather than calendar quarters. For example, a membership commencing on 20 September has quarterly periods running 20 September-19 December, 20 December-19 March, 20 March-19 June and 20 June-19 September. Half-yearly periods run 20 September-19 March and 20 March-19 September. PropCare may record the exact dates in the service record.

10. Dedicated Home Manager and One Point of Contact

A designated PropCare representative is assigned to manage the Customer's requests during the membership term. PropCare may appoint another representative where necessary due to leave, operational requirements or other circumstances.

The Home Manager is the Customer's designated PropCare contact and may coordinate internal teams and external Service Providers. The Home Manager does not personally perform every physical service and is not required to be available at all times.

One point of contact means the Customer may approach PropCare for property maintenance requests and PropCare will coordinate the appropriate next step. It does not mean unlimited services, unlimited repairs, emergency response, guaranteed vendor attendance, or that PropCare personally performs every service.

11. Response Within One Working Day

PropCare will use reasonable efforts to acknowledge or respond to an ordinary Customer communication within one Working Day. This is a communication service standard only. It is not a promise of service completion, vendor attendance, quotation completion, repair completion or emergency response within one Working Day.

A missed response target does not automatically create a refund, compensation or discount entitlement, subject always to applicable law and any rights arising from a material failure by PropCare to perform the Agreement.

12. PropCare Coordination Scope

Ordinary coordination may include aircon servicing, cleaning, plumbing, electrical work, handyman services, pest control, appliance servicing and other property-maintenance services that PropCare offers from time to time.

Unless separately agreed, PropCare coordination does not include renovation, construction, major building works, interior design, property sales or purchases, tenancy disputes, legal disputes, insurance claims,

moving services, security services, emergency response, property valuation or unrelated regulatory applications.

13. Included Service Scheduling and Availability

PropCare will use reasonable efforts to arrange Included Services within their applicable Service Periods, subject to vendor availability, service coverage, scheduling, technical suitability and reasonable property access. No particular service date or time is guaranteed unless expressly confirmed.

PropCare will normally schedule Included Services approximately one week in advance. PropCare may schedule with less than one week's notice where operationally necessary or appropriate, but this does not guarantee availability at any particular time.

14. Early Service Requests and Service Cycles

A Member may request an Included Service before the normal Service Period. PropCare may approve or decline the request based on vendor availability, appropriate maintenance intervals, property needs, service capacity or to prevent unreasonable front-loading of future benefits.

An approved early service uses an existing entitlement. It does not create a new entitlement, reset the service cycle, extend or shorten the Membership Term, or create additional future entitlements. PropCare will record the Service Period or entitlement to which the early service is applied.

Normally there is one Included Service entitlement per applicable three-month cycle for quarterly services and one entitlement per applicable six-month cycle for the half-yearly sofa service. PropCare may approve exceptions.

A Customer may not deliberately use several future benefits immediately after joining and then cancel while avoiding payment for benefits already received. Completed early-approved services count as consumed benefits for settlement purposes.

After a cancellation request is submitted, PropCare may stop approving new requests to bring future entitlements forward, except where PropCare expressly approves the request or an appointment had already been confirmed before the cancellation request.

15. Included Service Expiry

Included Service entitlements must normally be used during the applicable Service Period. Unused Included Services expire when the Membership Term or the One Time Package validity period ends, as applicable. Unused services are not refundable, not convertible to cash and do not accumulate indefinitely.

If PropCare or its Service Provider caused a valid Included Service not to be completed during the applicable period, PropCare will make reasonable efforts to reschedule it, extend the entitlement for a reasonable period or provide another reasonable remedy. Any extension is limited to what is reasonably necessary to address the service failure and does not create an unlimited entitlement.

16. Customer Appointment Cancellation, Rescheduling and No-Access

The Customer should give at least 72 hours' notice to cancel or reschedule a confirmed appointment.

Where the Customer gives at least 72 hours' notice, the Customer will normally not lose the Included Service entitlement solely because of the rescheduling.

Where the Customer gives less than 72 hours' notice, a reasonable vendor cancellation or booking charge may apply where actually incurred and legally recoverable. Where a Service Provider has materially committed resources and a late cancellation makes reasonable redeployment impossible, PropCare may treat the booked service entitlement as consumed. PropCare will not duplicate a legitimate vendor cancellation charge by also treating the same loss as a separate penalty.

The Customer must provide reasonable access for a confirmed appointment. If the Service Provider has actually arrived at the Property and the Customer does not provide reasonable access within 15 minutes of the Service Provider's actual arrival, the appointment may be treated as a consumed service entitlement. The 15-minute period starts from actual arrival, not from the scheduled appointment time.

The same principle may apply where the Customer refuses access, gives an incorrect address, fails to provide required access or creates a customer-controlled circumstance that makes the agreed service materially impossible.

The no-access or late-cancellation rule does not automatically apply where the unsuccessful appointment was caused by PropCare or the Service Provider, including where the Service Provider arrived materially late and the Customer was reasonably available at the agreed time.

17. Vendor Cancellation or No-Show

If PropCare or a Service Provider cancels a confirmed appointment or fails to attend, the Customer does not automatically lose the Included Service entitlement. PropCare will use reasonable efforts to reschedule the service within the applicable Service Period where reasonably possible.

If PropCare or its Service Provider prevents completion before expiry, PropCare will make reasonable efforts to provide a reasonable remedy consistent with clause 15. This does not create a guarantee of a particular date or unlimited extension.

18. Appointment Status When a Care Plan Is Cancelled

Appointment Status	General Treatment
Requested but unconfirmed	PropCare may stop the request when cancellation is received.
Confirmed appointment	Membership cancellation does not automatically cancel the physical appointment. The Customer must separately request cancellation or rescheduling.
Vendor booked or dispatched	Properly incurred non-recoverable vendor charges may remain payable where contractually and legally justified.
Vendor arrived	The service may be treated as consumed depending on what occurred, including any applicable no-access outcome.
Service started	The service is treated as used.
Service completed	The service is fully consumed.

19. Care Plan Cancellation and Early Cancellation Settlement

A Customer may submit a cancellation request at any time. Early cancellation does not automatically entitle the Customer to a refund of membership fees already paid.

When a cancellation request is received, PropCare will assess the account, including membership payments received, Included Services completed or otherwise consumed, approved Property Credit usage, confirmed appointments, properly incurred vendor charges, approved additional services and other outstanding amounts.

EARLY CANCELLATION FORMULA

Total value of membership benefits consumed minus Membership Fees Paid = Early Cancellation Amount. If the result is zero or negative, the Early Cancellation Amount is S\$0. If the result is positive, the Customer must pay the

Early Cancellation Amount before cancellation is completed. The Early Cancellation Amount will not exceed the unpaid scheduled membership payments remaining under the applicable Care Plan.

Amounts already paid above the value of consumed membership benefits are not refundable solely because the Customer chooses to cancel early. This rule does not exclude any refund, rescission or other remedy required by Singapore law or arising from PropCare's material failure to provide the contracted service.

For settlement purposes, the value allocated to Included Services must be taken from the service values shown in the Customer's applicable Membership Schedule, membership confirmation or PropCare service rate schedule in force at the time the Care Plan was purchased. PropCare must not change those valuation inputs after purchase solely to increase an early settlement amount.

Property Credit is counted dollar-for-dollar. A separate Property Credit penalty may not be added where the same amount has already been counted in the consumed-benefit calculation. Similarly, a vendor cancellation charge must not be duplicated in another settlement line for the same loss.

If the Customer has submitted cancellation but an appointment was already confirmed, the service appointment remains subject to the separate appointment rules in clauses 16-18. A service completed after a cancellation request but before cancellation is formally completed may be included in the consumed-benefit calculation where contractually and legally appropriate.

20. What Counts as Consumed Benefits

For early-settlement purposes, consumed benefits may include:

- the applicable recorded value of an aircon servicing entitlement that has been completed or otherwise consumed;
- the applicable recorded value of a sofa cleaning entitlement that has been completed or otherwise consumed;
- the applicable recorded value of a home cleaning entitlement that has been completed or otherwise consumed;
- Property Credit actually used or committed under clause 24;
- another membership benefit only where the Membership Schedule expressly attributes a settlement value to that benefit; and
- properly incurred and contractually payable vendor or booking amounts where they are included in the settlement calculation and are not separately duplicated.

Approved additional services, materials and similar charges may also remain separately payable under their accepted quotation or booking terms. PropCare must avoid double recovery by ensuring that a charge is recorded once under the appropriate category.

21. One Time Home Care Package

The S\$449 One Time Home Care Package is a one-time purchase valid for 12 months from commencement. It includes one aircon servicing entitlement, one sofa cleaning entitlement and one home cleaning entitlement, each subject to the stated scope and availability rules.

The One Time Home Care Package has no monthly membership payments and no automatic renewal. The Care Plan Early Cancellation Amount formula in clause 19 does not apply to the One Time Home Care Package.

The One Time Home Care Package is non-refundable merely because the Customer changes their mind, has not booked a service or has not used the package. This does not exclude any mandatory statutory cancellation, refund, rescission or other remedy that applies to the sale channel or to PropCare's own material failure to provide the contracted package.

Unused entitlements expire at the end of the 12-month validity period, subject to the limited service-delay remedy in clause 15. Vendor booking costs, late cancellations, service commencement and completed services are governed by the appointment and service rules in this Agreement.

22. Property Credit

The 6-Month Care Plan includes S\$90 of Property Credit and the 12-Month Care Plan includes S\$180 of Property Credit. Property Credit is a service credit for eligible PropCare property-related services. It is not cash, a deposit, a bank balance, insurance, compensation or a monetary account.

Property Credit may be used for eligible services offered by PropCare, which may include repair services, handyman services, washing machine deep cleaning, additional aircon servicing and other property-related maintenance services within PropCare's service scope. Use remains subject to technical suitability, vendor availability, quotation where required and Customer approval.

Property Credit cannot be used to pay or reduce a monthly Care Plan instalment, cannot pay the initial membership purchase price, cannot be exchanged for cash and is not refundable merely because it remains unused.

Property Credit is available only for the applicable active membership term and normally expires when the membership expires or is terminated, subject to any remedy that is legally required or expressly agreed because PropCare caused an entitlement not to be usable.

23. Property Credit Balance and Carry-Forward

Property Credit carries forward during the active membership. For example, a S\$180 starting balance reduced by S\$70 leaves S\$110, and a later S\$60 use leaves S\$50. The remaining S\$50 is still a service credit and not cash and expires with the membership.

If the membership is suspended for payment default, new Property Credit redemptions may be suspended until the account is brought up to date. Unused earned credit is not automatically confiscated merely because of a temporary payment failure.

24. Property Credit Booking and Commitment

Property Credit is generally treated as committed when the Customer approves the relevant service or quotation and PropCare commits the credit to the booking. If the booking is later cancelled, PropCare will determine whether the credit should be restored. Where a legitimate, non-recoverable vendor charge has been incurred, PropCare may reduce the restored credit by that amount where contractually and legally applicable. PropCare will not count the same amount twice.

25. Additional Services and Quotations

Additional services are subject to quotation unless the service is expressly included within the selected product or covered by available Property Credit under an agreed scope. A customer is not automatically charged because a Service Provider recommends additional work, because the Customer discusses additional work, or because a provider says that additional work may be useful.

Additional work arranged through PropCare requires Customer approval by an accepted quotation or another agreed electronic approval method, such as email, WhatsApp, customer portal or other authenticated mechanism. PropCare will retain the approval record where reasonably practicable.

Where a Service Provider proposes additional work while on site, the provider should direct the Customer to PropCare for quotation and approval where the work is to be arranged through PropCare. A provider's informal on-site recommendation does not itself authorise PropCare to charge the Customer.

26. Customer Directly Engaging a Service Provider

This Agreement does not prohibit the Customer from independently engaging a Service Provider. However, where the Customer separately instructs a vendor to perform work outside the PropCare-arranged scope, that separate arrangement is outside this Agreement unless PropCare expressly accepts it. Property Credit and member pricing do not automatically apply to separate work.

27. Service Provider Selection and Changes

PropCare may select, replace or change Service Providers based on service requirements, availability, location, capability, scheduling and operational considerations. PropCare does not guarantee any particular vendor.

A Customer may request a particular Service Provider, but PropCare does not guarantee that the request can be accommodated.

28. One Membership Covers One Residential Property

Each membership applies to one designated residential Property. The Customer may not automatically use the same membership across multiple properties. A second property requires another membership or specific PropCare approval.

If the Customer is a homeowner, tenant, landlord, family member, property agent or other authorised person, the Customer represents that the Customer has lawful authority to arrange the relevant services for the Property.

29. Change of Property / Moving House

Moving house does not automatically terminate a Care Plan. The Customer should notify PropCare. PropCare may approve a transfer to another eligible residential property subject to service coverage, operational feasibility and property eligibility.

An approved transfer does not reset the Membership Term, restore used services, create new service entitlements, reset Property Credit or create another membership. No transfer fee is intended to apply unless an unusual additional cost arises and is disclosed and approved.

30. Membership Pause

A membership does not automatically pause because the Customer is overseas, travelling, away from the Property or temporarily does not need services. A pause requires express PropCare approval and does not automatically stop scheduled card payments or extend the Membership Term.

31. Plan Change

A change between the 6-Month and 12-Month Care Plans may be considered by PropCare case-by-case. Any approved change must be documented, state the new payment arrangement, account for previously consumed benefits, avoid duplicated entitlements and not reset the Membership Term unless expressly agreed.

32. Fixed Pricing and GST

The agreed monthly Care Plan price is fixed during the applicable initial term: S\$149 per month for the 6-Month Care Plan and S\$139 per month for the 12-Month Care Plan. PropCare will not arbitrarily change the initial-term price or included benefits after purchase.

There is no automatic renewal. If the Customer later purchases a new membership, the then-current price and terms may apply to the new purchase.

GST treatment is subject to PropCare's GST status and Singapore tax law. The customer-specific Membership Schedule or applicable invoice must state the GST treatment that applies to the purchase. PropCare will not represent that GST has been charged unless GST is legally chargeable and the applicable price documentation says so.

33. Aircon Servicing Scope

Included aircon servicing covers up to four indoor wall-mounted split air-conditioning units per service. Outdoor condenser units are not included in the membership aircon service.

The standard service is routine cleaning and basic operational or service checks consistent with the Service Provider's standard servicing scope. Unless separately quoted, the service excludes outdoor condenser servicing, chemical overhaul, major dismantling, repair, replacement parts, major drainage repair, electrical repair, replacement of damaged components, inaccessible units, concealed units, ceiling cassette units and specialist work outside normal servicing.

A Service Provider may recommend additional work. Additional work requires quotation and Customer approval.

Completion of standard servicing does not guarantee future cooling performance, continued operation, elimination of an underlying defect, correction of an installation defect or prevention of future breakdown. This does not excuse negligent servicing, poor workmanship or damage caused by the Service Provider.

34. Sofa Cleaning Scope

Included sofa cleaning covers one generally upholstered or fabric sofa not exceeding approximately 2.2 metres in total sofa length and generally corresponding to a sofa of up to three seats. Unusual configurations, sectional sofas, large chaise sections, oversized sofas or specialist materials may require separate assessment and quotation.

Leather, suede and delicate or specialist materials are not automatically included unless the Service Provider confirms that the material is suitable for the standard included process. Specialist treatment may be quoted separately.

Cleaning results can be affected by stain age, stain type, previous chemical treatment, permanent discolouration, dye transfer, fabric condition, burns, wear and material degradation. Sofa cleaning does not guarantee complete stain removal or restoration to an as-new condition. This does not excuse negligent workmanship.

35. Home Cleaning Scope

Included home cleaning provides up to three clock hours of residential maintenance cleaning per visit. The actual tasks performed depend on the property, reasonable priorities and the Service Provider's standard service scope.

Unless separately quoted, specialist or non-standard work includes post-renovation cleaning, hazardous or biohazard cleaning, mould remediation, severe infestation cleaning, external window cleaning requiring specialist equipment, high-level work requiring specialist equipment, heavy furniture moving, specialist carpet restoration, specialist upholstery treatment, appliance deep cleaning, laundry, ironing, cooking and unrelated domestic-assistance work.

The three-hour limit is not an unlimited cleaning promise and does not guarantee completion of every requested household task.

36. Customer Access, Property Conditions and Preparation

- provide reasonable access for the confirmed service;
- provide accurate information about the Property and relevant equipment;

- disclose relevant hazards or unusual conditions that may affect the service;
- ensure the service area or equipment is reasonably accessible;
- secure pets or other animals where reasonably necessary;
- remove or secure fragile or valuable items where appropriate; and
- obtain any required owner, landlord or building-management permission.

If the Property or service area cannot safely be serviced, PropCare or the Service Provider may refuse or stop work. Any additional work needed to make the property serviceable should be separately quoted where applicable.

37. Keys, Access Cards and Access Credentials

If the Customer provides keys, access cards, door codes or other credentials, they may be used only for the agreed service and should not be retained longer than reasonably necessary. PropCare and Service Providers should apply reasonable custody and return procedures. Nothing in this clause is a blanket exclusion for negligence in handling access credentials.

38. Pets and Animals

The Customer should disclose relevant pets or animals where reasonably necessary. The Customer must secure animals where reasonably necessary for worker safety, vendor safety or animal safety and to prevent escape. Work may be refused or stopped where an animal creates a reasonably unsafe condition.

39. Customer Belongings

Customers should secure jewellery, cash, documents, valuable collectibles, fragile items, sensitive electronics and irreplaceable personal property. This is a reasonable precaution and is not a blanket waiver of liability for loss or damage caused by negligence or other legally actionable conduct.

40. Unsafe Conditions

PropCare or a Service Provider may refuse or stop a service where reasonably unsafe conditions exist, including exposed electrical hazards, structural dangers, dangerous animals, hazardous substances, unsafe working heights, serious contamination or other substantial safety risks.

41. Emergency Response

PropCare is not an emergency-response service. For major flooding, fire, gas leaks, immediate electrical danger, structural collapse or another immediate danger to life or property, the Customer should contact the appropriate emergency service or qualified professional. PropCare may assist with maintenance coordination after the immediate emergency is addressed.

42. Service Provider Damage and Responsibility

Where an independent Service Provider performs the physical work, responsibility for physical damage caused by that provider's own work will ordinarily be pursued against the responsible provider, subject to applicable law. PropCare will assist by receiving the report, recording the incident, identifying the provider, preserving or retrieving relevant service records where appropriate, facilitating communication and assisting the Customer in pursuing the matter.

PropCare does not guarantee that a Service Provider will admit liability, pay compensation, accept a proposed remedy or resolve a claim in the Customer's preferred way. Nothing in this clause states that PropCare has no responsibility whatsoever; PropCare remains responsible for its own contractual and legal obligations and any liability that cannot lawfully be excluded or limited.

43. Damage Claim Process

1. The Customer informs PropCare and provides, where reasonably available, photographs, videos, a description, date, approximate time and relevant service information.
2. PropCare records the incident and identifies the relevant Service Provider.
3. PropCare facilitates communication with the Service Provider.
4. The Service Provider may investigate the cause, timing, pre-existing condition, personnel involved, service records and available evidence.
5. The matter is resolved through the appropriate process, which may include repair, replacement, reimbursement, re-service or rejection where responsibility cannot reasonably be established.

PropCare does not guarantee the outcome of a third-party damage claim. The Customer may be provided with the Service Provider's contact information where appropriate.

44. Damage Reporting and Evidence Preservation

Customers should notify PropCare as soon as reasonably practicable after discovering suspected service-related damage. For visible damage, reporting within 48 hours is recommended where possible. A delay does not automatically forfeit a claim, but delay may make it harder to establish what happened, when it happened, whether the condition was pre-existing and who caused it.

Where immediate action is reasonably necessary to protect people or prevent further damage, the Customer should take reasonable emergency steps rather than wait for PropCare. Where possible, the Customer should preserve relevant evidence before permanent repairs.

45. Service Quality Complaints and Re-Service

Service-quality complaints may include poor cleaning results, incomplete cleaning, a remaining sofa stain, an aircon service concern or a workmanship concern. Customers should report such issues as soon as reasonably practicable.

PropCare may record the complaint, request photographs, review service records, contact the Service Provider, facilitate an assessment and coordinate reasonable correction or re-service where appropriate.

A re-service may not apply where the issue is pre-existing, outside service scope, caused by the Customer or another party, normal wear, permanent staining, an underlying equipment defect or technically incapable of being corrected through the original service. This does not excuse negligent workmanship.

46. Service Provider Insurance

PropCare may require relevant Service Providers to maintain appropriate insurance or other protections where appropriate. PropCare does not guarantee any particular insurer, policy, limit or successful claim outcome.

47. Service Availability and No Guaranteed Outcome

The membership does not guarantee same-day service, guaranteed vendor availability, guaranteed repair, guaranteed stain removal, guaranteed aircon performance, guaranteed emergency attendance or unlimited maintenance.

The membership provides the specific Included Services and coordination stated in the selected product and does not guarantee that appliances, aircon systems, furniture, plumbing, electrical equipment or other property components will not deteriorate, fail or develop faults.

48. Force Majeure

PropCare is not responsible for delay caused by an event genuinely outside its reasonable control, such as severe weather, major infrastructure disruption, government restrictions, widespread utility failure or a major public emergency. Ordinary poor planning, ordinary vendor scheduling problems or avoidable operational failures are not automatically force majeure events.

PropCare will use reasonable efforts to mitigate the effect of such an event and reschedule affected services where reasonably possible.

49. Customer Conduct and Safety

PropCare may suspend or terminate services for serious and objectively reasonable grounds, including violence, credible threats, harassment, serious abuse, fraud, unlawful conduct, dangerous conditions, deliberate misuse or repeated bad-faith manipulation of membership benefits.

Any suspension or termination under this clause will be proportionate to the circumstances and subject to applicable law. PropCare will not use this clause merely because a Customer makes a good-faith complaint or exercises a legal right.

50. Termination by PropCare

PropCare may terminate a Care Plan where permitted by this Agreement and applicable law for non-payment, serious breach, fraud, serious misconduct, unsafe conditions or material misuse. The consequences of termination include stopping further membership benefits and stopping recurring collection of future instalments that are not already due.

On termination, unused benefits and unused Property Credit generally expire, subject to any remedy required because PropCare caused a service entitlement to be lost. Approved additional services and outstanding lawful charges remain payable. A final account may be calculated under clause 19 where appropriate.

Termination for customer breach does not create an automatic entitlement to a refund of fees already paid. Any final settlement must remain consistent with applicable law and any mandatory consumer rights.

51. Membership Expiry

At the end of the fixed Membership Term, the Care Plan expires and ordinary membership payments stop after the agreed number of scheduled payments. There is no automatic renewal. Any unused Included Services or unused Property Credit expires, subject to the limited service-delay exception in clause 15 and any mandatory legal rights.

A future membership is a new purchase subject to PropCare's then-current pricing and terms. Membership expiry does not erase outstanding approved additional-service charges or a previously due unpaid instalment.

52. Physical Appointments After Cancellation or Expiry

Membership cancellation or expiry does not automatically cancel a physical appointment that has already been confirmed. The Customer must separately contact PropCare to cancel or reschedule the appointment. Properly incurred vendor booking or cancellation charges may remain payable where applicable. A completed service remains consumed.

53. Liability - General Principles

PropCare is responsible for its own contractual obligations and its own acts or omissions to the extent required by law. The Customer remains responsible for loss arising from the Customer's own acts,

omissions, unlawful conduct, misuse, inaccurate information or failure to provide necessary access, to the extent the law permits responsibility to be allocated in that way.

Physical work performed by an independent Service Provider is ordinarily the provider's responsibility where the provider is legally responsible for that work. The Customer retains any rights the Customer may have against the Service Provider or PropCare under applicable law.

54. Liability Cap - S\$3,000

LIMITATION OF LIABILITY

Subject to applicable law, PropCare's total aggregate liability arising out of or in connection with the relevant membership, whether in contract, tort (including negligence), misrepresentation, restitution or otherwise, is intended to be limited to S\$3,000 for liabilities that may lawfully be limited.

The S\$3,000 cap does not apply to liabilities that Singapore law does not permit PropCare to exclude or restrict, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation to the extent non-excludable, mandatory consumer rights and any other non-excludable liability.

The Customer acknowledges that a specified monetary cap is intended to be a proportionate allocation of risk, not an automatic exclusion of liability. The enforceability of the cap may depend on the Unfair Contract Terms Act 1977 and the circumstances in which the contract is made. The parties intend the cap to apply only to the maximum extent permitted by Singapore law.

55. Indirect or Consequential Loss

Subject to applicable law, PropCare does not accept liability for loss that is indirect, remote or consequential, or for loss of profit, revenue, business opportunity or goodwill, to the extent such liability may lawfully be excluded. This clause does not exclude liability for direct loss or any remedy that cannot lawfully be excluded.

56. Customer Indemnity

To the extent permitted by law, the Customer will indemnify PropCare against a third-party claim, loss or reasonable cost arising directly from the Customer's fraud, deliberate misconduct, unlawful conduct, knowingly unsafe instruction or material breach of this Agreement, but only to the extent caused by the Customer. The indemnity does not cover loss caused by PropCare's own negligence or breach or a Service Provider's negligence.

57. Misrepresentation and Marketing Accuracy

PropCare intends all descriptions of its services, pricing, availability and benefits to be accurate and not misleading. Nothing in this Agreement excludes or restricts any liability or remedy arising from a misrepresentation to the extent the restriction is not permitted by law.

58. Third-Party Rights

Unless applicable law requires otherwise, a person who is not a party to this Agreement has no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any term of this Agreement. This clause is not intended to affect any independent right or remedy a Customer may have directly against a Service Provider under another contract or applicable law.

59. Electronic Contracting and Acceptance

The parties may enter into the Agreement using electronic records and electronic acceptance methods permitted by law, including electronic signature, online acceptance, a checkbox combined with an acceptance record, email or an authenticated WhatsApp or customer-portal confirmation where appropriate.

PropCare will seek to retain a record identifying the Customer, selected plan, price, Membership Term, payment arrangement, applicable terms and acceptance date. The parties do not assume that every form of electronic communication automatically satisfies every statutory formality; where a particular law requires a specific form, that requirement prevails.

60. Communications and Notices

Ordinary service communications may be made by email, WhatsApp, customer portal or another agreed electronic channel. Phone calls may be used for ordinary service administration. Cancellation requests may be submitted through an agreed PropCare channel and may be reasonably authenticated.

Formal legal notices should be sent using the notice contact stated in the Membership Schedule or otherwise notified by PropCare for that purpose. A service message should not automatically be treated as a formal legal notice unless the context clearly indicates that it is intended to be one.

61. Personal Data and PDPA

PropCare may collect, use and disclose personal data such as the Customer's name, contact details, Property address, service history, service photographs, access information, service reports, complaint records and payment/account information to the extent handled by PropCare.

PropCare may use and disclose such information for purposes including providing and administering services, arranging Service Providers, managing membership, processing payments, maintaining service records, handling complaints, enforcing contractual rights, accounting, legal or compliance purposes and other purposes permitted by the Personal Data Protection Act 2012 (PDPA). Relevant information may be shared with Service Providers, payment processors and other necessary service partners where permitted by law.

Where PropCare transfers personal data outside Singapore, it will do so in accordance with the PDPA requirements governing overseas transfers. PropCare will maintain reasonable protection and retention practices and will handle access and correction requests in accordance with applicable law. Personal data will not be retained longer than reasonably necessary for business or legal purposes, subject to applicable retention requirements.

Where a separate PropCare Privacy Policy is provided and expressly incorporated, it provides additional information on personal-data handling. If there is any inconsistency, the PDPA and other applicable law prevail.

62. Marketing Communications

Service-related communications needed to provide and administer the membership are distinct from marketing communications. Marketing communications will be handled separately and, where consent or another legal basis is required, PropCare will use the appropriate legal mechanism and applicable Do Not Call or other marketing requirements.

A Customer's agreement to the membership does not, by itself, constitute blanket consent to receive marketing communications by every channel.

63. Service Photographs and Records

PropCare or a Service Provider may take photographs or videos where reasonably necessary for service records, damage documentation, quotations, service verification or maintenance history. Operational photographs are not automatically permission to publish the Customer's Property imagery for marketing.

Marketing use of identifiable Property imagery or other personal information will be handled separately where consent or another lawful basis is required.

64. Customer Service Records

PropCare may maintain booking records, service reports, quotation records, approval records, communications, photographs, payment records, cancellation calculations and complaint records for service management, accounting, dispute handling, compliance, legal purposes and vendor administration.

PropCare's records are evidence of the matters they record but are not automatically conclusive proof of every disputed fact. PropCare will review reasonably available evidence where a material dispute arises.

65. Service Provider Terms

A Service Provider may have separate terms governing its own physical services. Those terms do not silently override the Customer's express PropCare membership rights. Unless expressly stated otherwise, the Customer is not made a party to a separate vendor contract merely because PropCare arranged the service.

66. Contract Changes and Administrative Updates

PropCare will not use a general amendment clause to arbitrarily rewrite the Customer's fixed-term price, Included Services or material rights during the purchased term. Administrative or operational updates that do not materially reduce the purchased benefits may be communicated to the Customer when necessary.

A material change to the initial-term price, material service scope or other material contractual right will apply only with Customer agreement or where Singapore law permits the change without further consent. A new membership purchased after expiry is governed by the then-current terms and pricing.

67. Dispute Resolution

1. The Customer should first raise the issue with PropCare using an agreed service channel.
2. PropCare will record and review the issue and relevant service records.
3. Where appropriate, the matter may be escalated internally to PropCare management.
4. PropCare will communicate the proposed resolution or next available step.
5. The parties may use mediation or another mutually agreed process where appropriate.

Nothing in this Agreement requires the Customer to waive statutory consumer rights or legally available remedies. Where the Small Claims Tribunals have jurisdiction over a dispute, this Agreement does not prevent the Customer or PropCare from using that forum.

68. Governing Law and Jurisdiction

This Agreement is governed by Singapore law, subject to any mandatory law that applies to the transaction. Any jurisdiction provision is subject to the Customer's mandatory legal rights and the jurisdiction and procedure of any tribunal or court that has authority over the dispute.

69. Severability

If any provision is found to be invalid, unlawful or unenforceable, that provision will apply only to the extent legally permitted, and the remaining provisions will continue where legally possible. Severability does not make an unlawful provision lawful or remove mandatory statutory protections.

70. No Waiver

A delay or failure by either party to exercise a contractual right does not by itself waive that right. A waiver must be clear and, where appropriate, recorded in writing or electronically.

71. Entire Agreement

The Agreement comprises the documents identified in clause 3. Unless expressly incorporated, advertising, social-media content, informal messages or promotional statements do not amend the Agreement. Nothing in this clause removes any liability for a pre-contract representation that cannot lawfully be excluded.

72. Customer Authority and Accuracy

The Customer confirms that information supplied to PropCare is accurate and that the Customer has the authority needed to arrange services for the designated Property. The Customer should promptly notify PropCare of any material change affecting access, property status or the accuracy of information supplied.

73. Property-Specific Restrictions

Where a Property, appliance, sofa, air-conditioning system or other item is unsuitable for an Included Service, PropCare or the Service Provider may explain the limitation. Any additional specialist work is subject to quotation and Customer approval unless otherwise expressly included.

74. No Guarantee of Underlying Property Condition

The membership does not guarantee that appliances will continue operating, aircon systems will remain functional, furniture will remain stain-free, plumbing will not fail, electrical equipment will not develop faults or other property conditions will remain unchanged. The membership provides the stated services and coordination rather than insurance against property deterioration or breakdown.

Customer Acceptance

By making payment to PROPCARE PTE. LTD. , the Customer confirms that the Customer has read and understood the following material terms:

- the selected product, price, Membership Term and payment arrangement;
- the fixed-term nature of the Care Plans and the fact that they do not automatically renew;
- the recurring monthly card-payment mechanism for the agreed number of scheduled payments;
- the Property Credit rules, including that it is a service credit and cannot be exchanged for cash or used to pay membership instalments;
- the service scopes and applicable service-cycle rules;
- the 72-hour appointment cancellation/rescheduling rule and the 15-minute no-access rule;
- the rule that additional services require quotation and customer approval;
- the role of independent service providers in performing physical work;
- the cancellation and early-settlement methodology; and
- that nothing in the Agreement is intended to waive any right or remedy that cannot lawfully be waived or excluded.

The Customer further confirms that the information provided to PropCare is accurate and that the Customer has lawful authority to arrange services for the designated property. An electronic acceptance, where used, is intended to record the Customer identity (where reasonably available), selected product, price, terms and acceptance date.

75. Statutory Rights and Compliance Saving

STATUTORY RIGHTS ARE PRESERVED

Nothing in this Agreement is intended to exclude, restrict, contract out of or waive any right, remedy, liability or requirement that Singapore law does not permit PropCare to exclude, restrict, contract out of or waive. Where a statutory cancellation regime applies to the manner in which the contract was entered into, that regime prevails to the extent required.

In particular, the Customer retains any mandatory rights under applicable consumer-protection, unfair-contract-terms, personal-data, electronic-transactions and other Singapore legislation.