INTERNAL MEMO

ALLU

ALL/VN/IMM/OMK/010/V/2026
Aug, 05, 2026

✓ **Program Name :**
ALLU VIETNAM PERSONAL SERVICE

✓ **Periode :**
From 5 Aug 2026 (this program may be extended using the same internal memo until further changes or announcements are made)

✓ **Target :**
All customers

✓ **Background :**

To meet customers' growing demand for greater flexibility and convenience, ALLU is introducing the ALLU Personal Service Program, a personalized service that enables the ALLU team to meet customers at various locations that comply with ALLU's operational guidelines. This program is expected to enhance customer convenience, expand ALLU's service coverage, and create more transaction opportunities by accommodating customers' preferred meeting locations.

ALLU Personal Service Promo Value:

VND	
Min. Total Purchase Deals	**Cash Bonus**
45,000,000	1,350,000
70,000,000	2,100,000
145,000,000 and above	4,350,000

✓ **Consent & Service Agreement for ALLU Personal Service:**

1. This program is applicable only for services conducted outside ALLU stores
2. Meeting locations are not limited to the customer's residence and may take place at mutually agreed locations such as cafés, hotel lobbies, commercial areas, offices, or other public venues
3. The service cannot be provided in enclosed or non-public areas such as hotel rooms, alleys, isolated locations, or any location deemed not to meet ALLU's operational safety standards
4. The maximum waiting time for either party in case of lateness is 15 minutes
5. Customers, assisted by the ACR team, must understand that meetings conducted in public locations may offer a different level of privacy compared to transactions at an ALLU store or the customer's home
6. The ALLU team will inform customers that conversations and transaction-related activities may be visible or overheard by people in the surrounding area

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7. ALLU reserves the right to decline, cancel, or change the meeting location if it is considered unsafe, does not comply with operational procedures, or poses potential risks to either the customer or the ALLU team.

✓ **Terms & Conditions :**

1. The ALLU Personal Service Program is valid starting Aug 5, 2026, and may be extended or discontinued until further notice
2. The promotion has no minimum or maximum items.
3. The program is available for ALLU PKK and ALLU HNC and is applicable to all luxury brands accepted by ALLU
4. The promotion code for this program is #PERSONAL-SERVICE.

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