

Terms and conditions for Family Banking members from Wealth Plus level and above who hold Home Loan products with LH Bank

1. Individual customers who are Family Banking members and meet the following criteria:
 - 1.1 Are Family Banking from Wealth Plus and above (individual type) with active account status and
 - 1.2 Hold Home Loan products/ Home Loan Refinancing/ Multipurpose Loan related to other types of housing and still having an outstanding balance of 1 million baht or more with the bank.
2. Customers who meet the criteria outlined in item 1 will get 24 hours emergency service from HomePro, valued 2,500 THB. Customers will receive the benefits based on ALUM calculation as below table and the service must be used within the quarter in which the right is granted only; otherwise, the Bank will consider the customer to have forfeited the right

Membership Status	Asset and/or Loan Under Management (ALUM) (Calculation conditions as specified by the bank*)	Number of rights for 24 Hours Emergency Service
Elite Privilege	from 100,000,000 baht and above.	6 times / quarter
Elite Plus	from 30,000,000 baht but less than 100,000,000 baht.	3 times / quarter
Elite	from 10,000,000 baht but less than 30,000,000 baht.	2 times / quarter
Wealth Plus	from 2,000,000 baht but less than 10,000,000 baht.	1 times / quarter

3. The Campaign Period is from 15 July 2025 – 31 December 2025
4. The procedures and details for using the 24 hours emergency service from HomePro are as follows:
 - 4.1 Customers will receive the privilege from LHB You application and customers must redeem the 24 hours Emergency Service code via the "Reward" menu in LHB You application only. Privileges cannot be redeemed through other channels.
 - 4.2 Customers can schedule a technician appointment through the following HomePro contact channels:

Channel	Operation time	Service Duration
Line OA: Homeproservice	Everyday 8AM to 9PM	Service will be provided within 1–3 business days after appointment confirmation.

- 4.3 The 24 hours Emergency Service from HomePro includes 5 types of services. Customers may choose 1 service per use. The 5 available services are as follows:

Service type	Service Details
Emergency Power Outage and Short Circuit Repair Service	1. Fix electrical issues such as electric shocks, power outages, or short circuits by identifying and isolating the problem area and restoring the overall electrical system functionality. 2. In cases where the issue is caused by blown fuse or short wire, the following replacements are provided free of charge: 1 fuse, and electrical wire (2.5 SQmm. or 4 SQmm., up to 1 meter).

Emergency Water Pump Repair Service	<ol style="list-style-type: none"> 1. Fix issues such as a non-functioning water pump, a pump that won't stop running, or weak water flow based on the root cause. 2. In cases where the pump is damaged and awaiting replacement parts, a temporary pump will be provided free of charge for 3 days. 3. In cases of shorted electrical wiring, free replacement of up to 1 meter of 2.5 SQmm. or 4 SQmm. wire is included. 4. If a new pump is purchased from HomePro, installation via jumper connection is provided free of charge (valued at 960 THB).
Emergency Burst Pipe Repair Service	<ol style="list-style-type: none"> 1. Repair burst pipes or broken faucets by locating, cutting, connecting, and sealing the damaged area to restore full functionality of the water system. 2. Materials used for repairing the specific damaged area are covered, including: <ol style="list-style-type: none"> 2.1 Pipe, pipe elbow, and connectors (up to 1 meter) 2.2 1 outdoor faucet 2.3 1 outdoor faucet
Emergency Air Conditioning Repair Service (for Cooling Issues)	<ol style="list-style-type: none"> 1. Fix air conditioning issues such as insufficient cooling, slow cooling, and water leakage, including cleaning the unit to restore overall functionality. 2. In cases of refrigerant leaks, free refill up to 1 kg is provided. 3. Installation of exposed drainage pipes up to 4 meters in length. 4. If a new air conditioner is purchased from HomePro, free removal and installation services are included.
Emergency Home Lock Repair Service	<ol style="list-style-type: none"> 1. Diagnose the issue thoroughly before proceeding with repairs. 2. Remove the old doorknob and replace it with a new one. 3. Test functionality and complete the handover. <p>Free! Standard doorknob provided by HomePro.</p>

4.4 Provide the service details and the service code received from LHB You application via the selected contact channel.

4.5 Wait for a phone call from the technician to confirm the appointment date and time.

5. Terms, scope and service area* of the 24 hours Emergency Service from HomePro can be found at: <https://www.homepro.co.th/homeservice/>
(*Service area refers to the area within a 30-kilometer radius from the branch closest to the customer's location only.)
6. Terms and Conditions for Receiving the 24 Hours Emergency Technician Service Code from HomePro are as follows:

Customers will receive the 24 hours emergency technician service code from HomePro via LHB You application on the 7th day of the month in which they obtain Family Banking membership status of Wealth Plus or higher.

- 6.1 Customers can download LHB You application and claim the privilege via the "Reward" menu. The service must be used within the same quarter in which the privilege is granted; otherwise, the privilege will be considered forfeited once the customer has fulfilled the stated conditions.

- 6.2 Customers who are eligible in Quarter 3 (July 15 – September 7, 2025) may use the service between July 15 – October 6, 2025.

6.3 Customers who are eligible in Quarter 4 (October 7 – December 7, 2025) may use the service between October 7, 2025 – January 6, 2026.

7. Customers must use LHB You application to claim the mentioned privilege. Their mobile device must support Chrome browser version 113.0 or equivalent/higher, or other browsers with versions equivalent to or higher than Chrome 113.0. Alternatively, the device must be running on iOS or Android operating systems released from the year 2018 onwards.
8. This privilege cannot be exchanged for cash or converted into cash equivalents. If the service usage exceeds the number of entitlements, does not comply with the terms and conditions set by HomePro, or incurs additional charges, the customer will be responsible for paying the fees at the rates specified by the service provider. For more details, please visit:
<https://www.homepro.co.th/homeservice/>
9. This privilege cannot be used as a discount or combined with other HomePro promotions.
10. The Bank reserves the right to amend, change, and/or cancel the details and conditions of this privilege, in whole or in part, including changing the reward/privilege to one of equal value as deemed appropriate. Prior notice will be provided via the Land and Houses Bank Public Company Limited website www.lhbank.co.th or through LHB You application.
11. Terms, conditions, and program period are subject to the Bank's discretion and will be applied reasonably, with customer benefit as the main priority. The Bank's decision shall be deemed final.
12. The Bank is not involved in the products or services provided in this promotion. For inquiries regarding products or services, please contact HomePro at 02-080-3655 or 1284, press 9.
13. For more information, please contact the Family Banking Contact Center at 02-491-1999.