



HOME OWNER (MAJIKAN) TERMS AND CONDITIONS

Including Common Operational Terms and Conditions

This audience-specific document is reorganised from the NIINII Home Helper Service Agreement Professional Legal English Working Draft. Common operational terms and conditions are included in this document together with the provisions applicable to this user category.

1. Introduction and Application

1.1 Purpose These Terms and Conditions establish the operational policies, service standards, rights, responsibilities, and procedures governing the use of the niinii Platform for Part-Time Home Helper Services.

1.2 Platform Operator The niinii Platform is owned and operated by Agensi Pekerjaan MLMS Sdn. Bhd. ("niinii").

1.3 Scope These Terms and Conditions apply to bookings, job acceptance, service delivery, payments, complaints, rectification, performance evaluation, cancellations, refunds, compensation, safety, privacy, dispute resolution, and related operational matters.

1.4 Governing Language The Bahasa Malaysia version shall constitute the authoritative version. Any English translation is provided for convenience. In the event of inconsistency, the Bahasa Malaysia version shall prevail.

1.5 Governing Law These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia.

1.6 User Acknowledgement By registering an account, making or accepting a booking, or otherwise using the niinii Platform, the user acknowledges that they have read, understood, and agreed to be bound by these Terms and Conditions and applicable niinii policies.

2. Key Operational Definitions

2.1 Booking A request for Services submitted through the niinii Platform.

2.2 Open Job A Booking made available to eligible Home Helpers for acceptance.

2.3 Assigned Job A Booking accepted and confirmed to a specific Home Helper.

2.4 Running Job A Service that has commenced following completion of the required identity verification process.

2.5 Completed Job A Service that has been completed and formally marked as completed.

2.6 Scope of Work The duties and responsibilities agreed within the relevant Booking.

2.7 Service Hours The duration of the Service booked by the Home Owner.

2.8 Digital Evidence Any selfie, photograph, video, GPS log, timestamp, communication record, system record, or other digital record maintained by the Platform.

2.9 Force Majeure An event beyond reasonable control, including natural disasters, civil unrest, major service disruptions, epidemics, utility failures, or governmental directives.

3. Platform Operations

3.1 Platform Booking All Service Bookings and applicable payments shall be made through the niinii Platform. A Booking is valid upon successful receipt and confirmation of payment.

3.2 Assignment Bookings may be made available to eligible Home Helpers. niinii does not guarantee that a Booking will be accepted within any specified period.

3.3 Service Verification The required identity verification, photographs, GPS records, timestamps, and other Platform procedures may be used to verify commencement, performance, and completion of a Service.

3.4 Scope Changes Any extension of Service Hours or variation to the Scope of Work must be recorded and approved through the Platform before additional work or charges are imposed.

3.5 Official Records Platform payment records, system logs, Digital Evidence, communications, and other electronic records maintained by niinii may be relied upon as official operational records to the extent permitted by law.

4. Complaints, Rectification and Acceptance

4.1 Complaint Window Any complaint shall be submitted through the Platform together with relevant supporting photographs or videos within three (3) hours after the Service has been marked as completed.

4.2 Rectification First Where a complaint is determined by niinii to be reasonable or valid, the Home Helper shall first be given an opportunity to rectify the disputed work for a maximum period of one (1) hour.

4.3 Automatic Acceptance Where no complaint or other action is submitted within three (3) hours after completion, the Service shall be deemed accepted and automatically approved.

4.4 Investigation niinii may request explanations, statements, documents, photographs, videos, GPS records, timestamps, communications, system logs, and other relevant information when investigating a complaint or dispute.

4.5 Operational Determination Any operational determination by niinii shall apply to administration of the Platform and shall not prejudice the legal rights or remedies of any party under applicable law.

4.6 Final Dispute Determination In the event of any dispute, complaint, disagreement, dissatisfaction, discrepancy, claim, allegation, misunderstanding, appeal, refund issue, payment issue, cancellation issue, performance issue, conduct issue, Digital Evidence issue, or any other matter whatsoever arising out of or in connection with these Terms and Conditions, any Booking, the engagement, the Services, the niinii Platform, or the relationship between the Home Owner and niinii, such matter shall be referred to niinii for investigation, interpretation and determination. The Home Owner expressly acknowledges and agrees that niinii shall have the exclusive and absolute authority, for all Platform, operational, administrative, payment and contractual purposes, to investigate, assess, interpret, verify and determine the relevant facts, Digital Evidence, records, rights, obligations, liabilities, entitlements and outcomes. Subject always to any right or remedy which cannot lawfully be excluded under the laws of Malaysia, niinii's interpretation, findings, determinations and decisions shall be final, conclusive and binding for such purposes and shall be accepted and complied with by the Home Owner. The Home Owner shall not commence, pursue or maintain any further internal appeal, internal review or internal challenge against niinii's final determination under these Terms and Conditions. Nothing in this Clause shall limit or exclude any right or remedy that cannot lawfully be limited or excluded under applicable Malaysian law.

5. Payment, Refund and Compensation

5.1 Service Price and Payment A standard five (5)-hour Home Helper Service shall be charged to the Home Owner at Ringgit Malaysia One Hundred Twenty-Eight (RM128.00), comprising Ringgit Malaysia One Hundred (RM100.00) attributable to the Home Helper Service at RM20.00 per hour for five (5) hours and Ringgit Malaysia Twenty-Eight (RM28.00) as niinii's Platform and service fee. All payments shall be made through the niinii Platform unless niinii expressly approves otherwise in writing.

5.2 Wallet Credit Where a Booking is cancelled within the permitted cancellation period, or where no eligible Home Helper accepts the Booking or no Home Helper is available to perform the Service, the amount paid shall ordinarily be credited to the Home Owner's niinii Wallet for use toward a subsequent Booking, subject to these Terms and Conditions.

5.2A Home Helper Cancellation or Failure to Attend Where an assigned Home Helper cancels the Booking, fails to attend the Service location, or is otherwise unable to perform the confirmed Service for reasons not attributable to the Home Owner, the full amount of Ringgit Malaysia One Hundred Twenty-Eight (RM128.00) paid for that Booking shall remain credited to the Home Owner's niinii Wallet, without deduction, for use toward a subsequent Booking, unless otherwise required by applicable law or expressly determined by niinii.

5.3 Cash Refund Request Where the Home Owner is eligible for a Wallet credit under Clause 5.2 but elects to request repayment instead of retaining the amount in the niinii Wallet, niinii may deduct a non-refundable administrative and payment-processing charge of Ringgit Malaysia Eight (RM8.00). Accordingly, where the original payment was RM128.00, the maximum amount repayable shall be RM120.00, subject to any other lawful adjustment, deduction, chargeback, payment-processing cost or amount properly due under these Terms and Conditions.

5.4 Refund Processing Period Any approved repayment under Clause 5.3 shall be processed within seven (7) days from niinii's approval of the refund request, subject to payment gateway, banking, compliance, verification and other processing requirements outside niinii's reasonable control.

5.5 Late Cancellation, Refusal of Entry or Failure to Receive Home Helper Where the Home Owner fails to cancel at least three (3) hours before the scheduled commencement time and the assigned Home Helper has travelled to and arrived at the Service location, but the Home Owner refuses or fails to admit, receive or permit the Home Helper to commence the Service for reasons not attributable to the Home Helper, niinii may deduct Ringgit Malaysia Forty-Eight (RM48.00) from the amount paid. This amount comprises RM20.00 as compensation equivalent to one (1) hour of the Home Helper Service and RM28.00 as niinii's Platform and service fee. Any remaining amount shall be dealt with in accordance with the applicable Wallet or refund provisions of these Terms and Conditions.

5.6 Fraud and Corrections Attempts to falsify transactions, dishonestly obtain refunds, manipulate records, or circumvent Platform payment controls are prohibited. niinii may adjust, reverse, correct, or recover transactions arising from system errors, duplicate payments, processing failures, or relevant financial institution instructions.

5.7 No Automatic Cash Refund Except where required by applicable law or expressly approved by niinii under these Terms and Conditions, cancellation, non-assignment of a Home Helper, non-availability of a Home Helper, dissatisfaction or a change of mind shall not of itself create an automatic entitlement to a cash refund. Eligible amounts shall be dealt with through the niinii Wallet or the refund procedure stated above, as applicable.

6. Safety, Privacy and Conduct

6.1 Safety The safety of users, family members, property, personnel, and the public shall remain a priority throughout the Service.

6.2 Confidentiality Personal information, residential addresses, access codes, photographs, confidential information, and other non-public information obtained through the Platform or Service shall be kept confidential unless disclosure is authorised or required by law.

6.3 Personal Data Personal data shall be collected, processed, stored, and disclosed in accordance with applicable data protection laws, including the Personal Data Protection Act 2010 (Malaysia), where applicable, and niinii's Privacy Policy.

6.4 Prohibited Conduct Fraud, impersonation, falsification of evidence, manipulation of records, harassment, threats, discrimination, violence, unlawful activities, and attempts to circumvent Platform controls are prohibited.

6.5 Enforcement A breach may result in warnings, temporary suspension, account termination, blacklisting, financial recovery, or legal proceedings depending on the nature and severity of the breach.

7. Governance and Records

7.1 Audit and Quality Assurance niinii may audit Bookings, payment records, communications, Digital Evidence, operational activities, and compliance with applicable policies and SOPs for quality assurance, risk management, and operational improvement.

7.2 AI and Automation niinii may use artificial intelligence, automation, and data analytics for Booking matching, quality assurance, fraud detection, risk assessment, operational support, and other legitimate business purposes. Significant decisions materially affecting a user may be reviewed by an authorised officer where appropriate.

7.3 Record Retention Operational records may be retained for audit, compliance, dispute resolution, legal defence, and other lawful purposes in accordance with internal policies and applicable law.

7.4 Amendments niinii may amend, supplement, replace, or revoke these Terms and Conditions from time to time. The latest version published on the Platform shall supersede previous versions.

8. Home Owner (Majikan) Responsibilities

8.1 Registration Information The Home Owner shall provide true, accurate, complete, and up-to-date registration information.

8.1A Pre-Booking Acceptance Before selecting or confirming a Home Helper or submitting a paid Booking, the Home Owner shall be required to acknowledge and accept these Terms and Conditions through the niinii Platform. Submission or confirmation of a Booking constitutes express acceptance of the applicable charges, cancellation rules, Wallet and refund rules, complaint and rectification procedures, Digital Evidence requirements, and niinii's dispute-determination provisions.

8.2 Cancellation The Home Owner may cancel a Booking without the late-cancellation charge provided that cancellation is successfully submitted through the niinii Platform not less than three (3) hours before the scheduled commencement time. Upon expiry of that three (3)-hour period, the Booking shall be treated as a confirmed Service for cancellation and compensation purposes and Clause 5.5 shall apply where applicable.

8.3 Arrival and Responsible Person The Home Owner shall ensure that a responsible person is present at the Service location to receive the Home Helper upon arrival.

8.4 Mandatory Pre-Service Briefing and Work Instructions The Home Owner shall conduct a mandatory briefing with the Home Helper during at least the first ten (10) minutes of the booked Service, before substantive housekeeping or cleaning work is undertaken. The briefing shall clearly identify and explain: (a) the agreed Scope of Work and order of priority; (b) the rooms, areas, fixtures, furniture, appliances and items to be cleaned, handled or excluded; (c) the cleaning standard, expected outcome and any reasonable household-specific requirements; (d) the Home Owner's preferred housekeeping method, arrangement and finishing requirements; (e) all applicable dos and don'ts, restricted areas, fragile or sensitive items, privacy requirements and household rules; (f) known hazards, special precautions and safe operating instructions; and (g) the correct and safe use of all equipment, tools, cleaning agents and materials supplied by the Home Owner. The Home Owner shall provide instructions that are sufficiently clear, reasonable, lawful and consistent with the Booking. Where the Home Owner fails to provide adequate instructions concerning a household-specific preference, method or standard, the Home Helper shall not be held responsible solely for failing to meet an undisclosed or insufficiently communicated preference, subject always to the Home Helper's obligation to exercise reasonable care and perform the agreed Service professionally.

8.5 Selfie Verification The Home Owner shall complete the mandatory Selfie Verification with the Home Helper before the Service commences.

8.5A Apparent Identity or Profile Discrepancy Where the person attending the Service location appears materially different from the Home Helper profile displayed on the niinii Platform, the Home Owner may temporarily refuse commencement of the Service and shall promptly notify niinii through the Platform and upload clear current photographs and any other reasonably requested Digital Evidence for verification. No cancellation charge or Service deduction shall be imposed solely by reason of such temporary refusal while niinii verifies the identity. A change in hairstyle, hair length, skin condition, facial appearance, weight, attire, ageing, or other ordinary change in appearance shall not by itself establish that the attending person is a different individual. If niinii verifies that the attending person is the same registered Home Helper, niinii may require the Home Helper to update or resubmit the profile photograph and may require the Home Owner to re-confirm the Service. If niinii determines that the attending person is not the registered Home Helper, niinii may cancel or reassign the Booking and determine the appropriate Wallet, payment or other remedy in accordance with these Terms and Conditions. All determinations under this Clause shall be made in accordance with Clause 4.6 and available Digital Evidence.

8.6 Before Photos The Home Owner is encouraged to upload photographs of the work area before commencement for record-keeping purposes.

8.7 Mandatory Provision of Cleaning Tools, Equipment and Consumables The Home Owner is solely responsible for preparing and making available at the Service location, before the scheduled commencement time, all tools, equipment, consumables and cleaning materials reasonably necessary to perform the agreed Scope of Work. Such items shall include, where relevant to the Booking, brooms, brushes, dustpans, mops, buckets, cloths, sponges, vacuum cleaners and suitable attachments, waste bags, gloves where reasonably required, and all appropriate soaps, detergents, disinfectants, floor cleaners, bathroom cleaners, glass cleaners, degreasers and other cleaning agents or materials required for the surfaces and tasks concerned. All items supplied must be clean, safe, functional, suitable for their intended purpose, properly maintained, lawfully possessed and, where applicable, used in accordance with the manufacturer's instructions. niinii and the Home Helper are not required to supply such items unless the relevant Booking expressly states otherwise.

8.7A Fragrance, Deodorising and Special-Use Products Where the Home Owner requires the premises, any room, fabric or other permitted area to have a particular scent, fragrance or deodorised finish, the Home Owner must provide the appropriate air freshener, fragrance, deodoriser or other suitable product and must brief the

Home Helper on the intended location, quantity and manner of use. The Home Helper shall not be required to purchase, supply, substitute or independently select any fragrance or special-use chemical product. Any request involving a product that may damage property, create an unreasonable health or safety risk, conflict with product instructions, or fall outside the agreed Scope of Work may be refused and referred to niinii.

8.7B Mandatory Digital Evidence of Tools, Equipment, Materials and Briefing For service verification, quality assurance and dispute prevention, the Home Owner shall ensure that clear photographic and/or video evidence is uploaded through the niinii Platform, where the Platform provides the relevant upload function, showing the principal tools, equipment, consumables and cleaning materials made available for the Service, including, as applicable, the broom, mop, vacuum cleaner and attachments, cloths, buckets, soaps, detergents, cleaning agents, disinfectants, fragrance products and other materials supplied. The evidence should be captured at or immediately before commencement of the Service and must reasonably show the condition and availability of the relevant items. niinii may also require photographic, video, timestamped, checklist, acknowledgement or other Digital Evidence confirming that the mandatory briefing under Clause 8.4 was conducted and identifying any material instructions, restrictions or special standards communicated by the Home Owner. The Home Owner and Home Helper shall cooperate with reasonable Platform verification requirements.

8.7C Consequences of Inadequate or Unsafe Supplies If the Home Owner fails to provide an item reasonably necessary for the agreed Scope of Work, provides equipment that is defective, unsafe or unsuitable, provides insufficient cleaning materials, or does not provide a required special-use or fragrance product, the Home Helper shall promptly record the issue through the niinii Platform where practicable and notify the Home Owner. The Home Helper shall not be required to use unsafe, unidentified, incompatible or unsuitable equipment or chemicals. Any resulting inability, delay or limitation in performing the affected task shall be taken into account by niinii in assessing completion, performance, complaints, rectification, refunds or disputes. The Home Owner shall not attribute a service deficiency solely to the Home Helper where the deficiency was materially caused by the Home Owner's failure to provide adequate, safe and suitable tools, equipment, materials or instructions.

8.8 Scope of Work The Home Owner shall assign only tasks falling within the Scope of Work stated in the Booking.

8.8A Non-Circumvention and No Direct Engagement The Home Owner shall not, whether directly or indirectly, solicit, negotiate with, engage, employ, retain, hire, pay, offer work to, or enter into any private or off-Platform arrangement with a Home Helper introduced, matched, assigned or made known to the Home Owner through niinii, except where expressly authorised in writing by niinii. The Home Owner shall not request or encourage a Home Helper to bypass the niinii Platform, conceal a private engagement, exchange payment outside the Platform, or otherwise circumvent niinii's booking, payment or service controls. Where niinii has reasonable evidence of a breach or attempted breach of this Clause, niinii may suspend or terminate Platform access, recover any amounts lawfully due, preserve and rely upon relevant Digital Evidence, and pursue such contractual or legal remedies as may be available under Malaysian law. This Clause applies equally to arrangements proposed or entered into after an initial Service performed through niinii.

8.9 Safe Environment The Home Owner shall provide a reasonably safe working environment and disclose known hazards, including aggressive pets, slippery surfaces, or dangerous areas.

8.10 Valuables The Home Owner is responsible for securing cash, jewellery, important documents, and other valuable property before the Service commences.

8.11 Inspection, Complaint and Rectification The Home Owner shall inspect the work upon completion of the initial four (4) hours of the Service. Where the Home Owner is dissatisfied with

any part of the work, the Home Owner shall promptly record the complaint through the niinii Platform and provide clear supporting photographs, videos and/or other relevant Digital Evidence identifying the alleged deficiency. The remaining one (1) hour of the standard five (5)-hour Service shall be used, where reasonably required, for the Home Helper to rectify the identified work. The Home Helper may upload photographs or videos showing the condition before work, after the initial work, and after rectification. No additional payment shall be payable for rectification performed within the booked five (5)-hour Service.

8.12 Completion Confirmation and Automatic Acceptance Upon completion of the Service and any permitted rectification, the Home Owner shall confirm completion through the niinii Platform. If the Home Owner does not submit a complaint or other permitted action within three (3) hours after the Service is marked completed and the Home Helper has submitted the required completion evidence, the Service shall automatically be deemed completed, accepted and approved by the Home Owner for Platform and payment purposes.

8.13 Continued Dissatisfaction After Rectification Where the Home Owner remains dissatisfied after the Home Helper has completed the rectification period and uploaded the relevant rectification photographs, videos or other Digital Evidence, the Home Owner must submit the complaint through the niinii Platform within the applicable three (3)-hour complaint period together with the supporting evidence. The disputed payment may be placed on hold pending niinii's investigation. niinii shall determine the complaint in accordance with Clause 4.6 and the available facts, Digital Evidence, communications, timestamps, system records and other relevant evidence.

8.14 Respectful Conduct The Home Owner shall treat the Home Helper professionally and respectfully and shall not engage in threats, harassment, sexual harassment, discrimination, intimidation, or violence.

9. Ethics and Integrity

9.1 Integrity Users shall act honestly, ethically, professionally, and with mutual respect and shall not provide false or misleading information, falsify documents, or conceal material facts.

9.2 Bribery Offering, soliciting, accepting, or receiving any bribe, unlawful gratification, kickback, commission, gift, or improper benefit intended to influence a decision or action is prohibited.

9.3 Professional Communication Communications shall be professional, courteous, and respectful. Threatening, abusive, defamatory, discriminatory, harassing, or offensive communications are prohibited.

9.4 Social Media, False Statements and Reputation Protection The Home Owner shall not knowingly or maliciously publish, post, transmit, circulate, reproduce or cause to be communicated any false, fabricated, misleading or defamatory statement, allegation, review, image, video or other content concerning niinii, Agensi Pekerjaan MLMS Sdn. Bhd., the niinii Platform, its personnel or any Home Helper. Genuine complaints, good-faith opinions and lawful reports may be made, but the Home Owner is encouraged to first use niinii's official complaint and dispute-resolution channels and shall not falsify, manipulate or misrepresent facts or Digital Evidence. The Home Owner shall not disclose confidential information, personal data, access information, private communications or customer or Home Helper photographs except with lawful authority or consent. Where niinii has reasonable evidence of a breach of this Clause, niinii may require removal or correction of the offending material, suspend or terminate Platform access, preserve relevant evidence, and pursue any contractual or legal remedy available under Malaysian law. Nothing in this Clause restricts any statement, complaint, report or disclosure that the Home Owner is legally entitled or required to make.

9.5 Reporting Misconduct Suspected misconduct may be reported through niinii's official reporting channels and may be investigated under its internal procedures.

10. Acceptance and Effectiveness

10.1 Electronic Consent Consent, acknowledgement, acceptance, approval, or agreement provided through the Platform, website, mobile application, or electronic signature shall have the same legal force and effect as a handwritten signature, subject to applicable Malaysian law.

10.2 Notices Official notices may be delivered through the Platform, electronic mail, the official niinii website, push notifications, or another official communication channel designated by niinii.

10.3 Effective Date These Terms and Conditions shall become effective on the date announced by niinii and remain in force while the user's account is active or until replaced by a subsequent version.

— *End of Document* —