



Good food, Good life

PERADUAN BELI & MENANG DUIT RAYA BERSAMA MILO FAQ

Q1: How do I participate?

A: **STEP 1:** Purchase any participating MILO products worth RM16 and above in a single original receipt/invoice from any in-store and/or online Outlets during the Promotion Period.

RM16 will be given 1 Serial Number.

Each original receipt/invoice is limited to 15 Serial Numbers.

For example:

For the purchase of participating MILO products in a single Receipt/Invoice during the Promotion Period, the Organiser will allocate:

- a. RM16.50 of participating MILO products = 1 serial number
- b. RM162.00 of participating MILO products = 10 serial numbers
- c. RM260.00 of participating MILO products = 15 serial numbers

The participating MILO products are as per listed below:

PARTICIPATING PRODUCTS
MILO ACTIV-GO POWDER 200g, 400g, 450g, 1kg, 1.1kg, 1.4kg, 2kg, 2.2kg.
MILO HI-FIBRE 900g.
MILO 3in1 8x33g, 18x33g, 18+3 x33g, 18x33g Jimat RM1.50, 30x33g, 18x33g + 3x30g Hi-Fibre.
MILO Whole Grain Cereal 10x36g.
MILO Less Sugar 10x27g.
MILO Hi-Fibre 12x30g.
MILO Original 18x30g, 18+3 x30g, 18x30g Jimat RM1.50.

*We will only accept the original printed receipt/invoice dated from **01/03/2024 till 02/05/2024.***

There are 2 methods of participation in this promotion: via Website OR WhatsApp.

STEP 2A (via Website Participation):

1. Visit the Promotion website and complete the web form at: <http://dearnestle.com.my/milo-menang-duit-raya-contest> or scan the QR code shown on the communication materials at participating Outlets.
2. Complete all the required personal details in the web form provided on the Promotion Website.

3. Snap one (1) clear and legible picture/image in jpg, jpeg, or png format of the Receipt/Invoice complete with the Receipt/Invoice Details. One (1) Image must contain a picture of one (1) Receipt/Invoice only and the file must be less than 5MB. Upload the Image on the web form and submit.

Please save the cropped invoice image to show the required information **ONLY** so that the image details will be legible when uploaded to the web form.

STEP 2B (via WhatsApp):

1. Snap one (1) clear and legible picture/image in jpg or jpeg or png format of the Receipt complete with the Receipt Details [Image].
2. One (1) Image must contain a picture of one (1) Receipt only and the Image file must be less than 5MB.
3. Submit the Image via WhatsApp to **6018 388 8963** (https://api.whatsapp.com/send/?phone=60183888963&text&type=phone_number&app_absent=0) using a mobile number registered in Malaysia
4. You will receive an autoreply message prompting you to submit your Full Name and Identification Number [Personal Details] immediately following the format: **#FULL NAME#ID NO** to complete your registration and entry submission [Entry].
For example: Type: *#ISA BIN HANIF#010801145895* and send.
5. You are required to provide your Personal Details only once. You may submit as many Entries as you want, and all subsequent Entries will be linked to the initially provided Personal Details.
6. An auto-reply acknowledgement message will be sent by the Organiser for the first WhatsApp Entry received from each mobile number only.

Please save the cropped invoice image to show the required information **ONLY** so that the image details will be legible when submitting via WhatsApp.

Instore receipt: The Receipt can come in the form of printed receipts from point-of-sale systems, hand-written receipts, and/or e-receipts for online purchases. However, the Receipt must bear the name and/or logo of the outlet at which the purchase was made. If this is absent, the Receipt needs to be stamped with the official company stamp of the outlet at which the purchase is made. The Receipt must also bear the date of purchase, Products purchased, purchase amount, Receipt number, and name and/or logo of the outlet.

Online Invoice: The Invoice can come in the form of a screenshot of the invoice and/or order for online purchases. The Invoice must bear the name and/or logo of the online platform and/or merchant at which the online purchase was made. For online purchases with promotion codes and/or discount vouchers, the final paid amount must be the Minimum Purchase amount and above to qualify. The Invoice must also bear the date of purchase, Products purchased, purchase amount, order and/or invoice number, and name and/or logo of the online platform and/or merchant.

The Organiser will extract all Website and WhatsApp Entries received for further processing. All Entries that do not meet the requirements stated shall be disqualified

by the Organiser. Unclear Images, illegible and incomplete Entries will be disqualified without further notification to the Participants for such disqualified Entries.

The Organiser shall reserve the right to disqualify any Proof of Purchase which is illegible, with incomplete details, reprinted, duplicated, unclear, damaged, altered and/or modified in any way without further notification to the Participants.

For the avoidance of doubt, the Organiser may also, without further notification to the Participant, disqualify any Proof of Purchase if the Organiser suspects that a Participant submitted a Proof of Purchase which is forged, falsified, or is issued over Products which had not been purchased.

Q2: Where can I get more information about the promotion?

A: You can get more information about the promotion at:
<http://dearnestle.com.my/milo-menang-duit-raya-contest>

Q3: Can I submit more than 1 entry?

A: Participants may submit as many entries as they wish, but **each unique image of one (1) receipt/invoice is ONLY eligible for one (1) entry submission via the Website or WhatsApp.**

The Organiser shall reserve the right to disqualify any entries with reprinted receipt/invoice and/or duplicated receipt/invoice and/or containing more than one (1) receipt/invoice.

Q4: Will I receive a notification after I submit my entry?

A: Yes.
Via the Website: There will be an auto-reply acknowledgment message upon submission of the Registration Form via the Website.
Via WhatsApp: The Organiser will send an auto-reply acknowledgment message **for the first WhatsApp Entry received by each mobile number only.**

Q5: What is the age of participation and eligibility?

A: The Promotion is open to all individual legal residents of Peninsular Malaysia with a valid identification document, aged 18 years and above as at the start of the Promotion Period (01/03/2024). The Organiser shall reserve the right to request evidence of identification documents.

Q6: What are the Promotion period and entry deadline?

A: The Promotion starts at 00:00:00 on 01/03/2024 and closes at 23:59:59 on 02/05/2024.
The Organiser must receive all Entries on or before 23:59:59 on 02/05/2024. All Entries received outside the Promotion Period will be automatically disqualified.

Q7: Is there a limit to the total number of serial numbers I can receive in a single receipt?

A: There is a limit to the serial number you can receive in a single receipt.
 Every RM16 will be given 1 Serial Number.
 Every RM260 will be given 15 Serial Numbers.
 Each original receipt/invoice is limited to 15 Serial Numbers.

Q8: What are the prizes offered for this promotion?

A: The prizes offered for this promotion are:

WEEKLY PRIZES TYPE	PRIZES DESCRIPTION
MAIN PRIZES: GRAND PRIZES X2 winners x9 weeks Total: 18 winners	One (1) RM10,000 Duit Raya cash each
MAIN PRIZES: WEEKLY 1ST PRIZES X4 winners x9 weeks Total: 36 winners	One (1) RM1,500 Duit Raya cash each
CONSOLATION PRIZES X48 winners x9 weeks Total: 432 winners	One (1) RM500 Duit Raya cash each
ADDITIONAL WEEKLY PRIZES FOR EXCLUSIVE OUTLETS	
LOTUS'S EXCLUSIVE WEEKLY PRIZES X50 winners x9 weeks Total: 450 winners	One (1) RM100 LOTUS'S Voucher each
AEON'S EXCLUSIVE WEEKLY PRIZES X56 winners x9 weeks Total: 504 winners	One (1) RM20 AEON Voucher each
AEON BIG'S EXCLUSIVE WEEKLY PRIZES X50 winners x9 weeks Total: 450 winners	One (1) RM20 AEON BIG Gift Card each
TF VALUE MART'S EXCLUSIVE WEEKLY PRIZES X50 winners x9 weeks Total: 450 winners	One (1) RM20 TF VALUE-MART Voucher each
MYDIN'S EXCLUSIVE WEEKLY PRIZES Grand Prizes: X2 winners x9 weeks Total: 18 winners	<u>Grand Prizes:</u> One (1) 7-piece Cosmo Set worth RM806 each <i>*Cosmo Set colors, are distributed randomly based on stock availability and the Organiser's discretion.</i>

<p>MYDIN'S EXCLUSIVE WEEKLY PRIZES Consolation Prizes X2 winners x9 weeks Total: 18 winners</p>	<p><u>Consolation Prizes</u> One (1) unit of Cosmic cookware* item of either Cosmo Pan, Cosmo Wok, Cosmo Casserole worth RM200 each. <i>*Cosmic cookware types and colors, are distributed randomly based on stock availability and the Organiser's discretion.</i></p>
<p>ECONSAVE'S EXCLUSIVE WEEKLY PRIZES X3 winners x9 weeks Total: 27 winners</p>	<p>One (1) 2.5g 999.9 Gold Bar* (Songket) worth RM890 each. <i>*The value of the Gold Bar is according to the current gold price. A HABIB JEWELS certificate of authenticity will be included on the packaging.</i></p>

Q9: What are the weekly periods for this promotion?

A: The nine (9) weekly periods are as per below:

Week 1: 01/03 – 07/03/2024

Week 2: 08/03 – 14/03/2024

Week 3: 15/03 – 21/03/2024

Week 4: 22/03 – 28/03/2024

Week 5: 29/03 – 04/04/2024

Week 6: 05/04 – 11/04/2024

Week 7: 12/04 – 18/04/2024

Week 8: 19/04 – 25/04/2024

Week 9: 26/04 – 02/05/2024

Q10: How do you select the Winners?

A: The Organiser will extract all Website and WhatsApp Entries received for further processing. All Entries that do not meet the requirements stated shall be disqualified by the Organiser. Unclear Images, illegible and incomplete Entries will be disqualified without further notification to the Participants for such disqualified Entries. The Organiser will tabulate the Entries received and allocate a serial number[s] for each qualified Entry received according to the date and time received throughout the Promotion Period.

Weekly Consolation Prizes Winners: Total qualified serial numbers allocated at the end of each weekly period throughout the entire promotion period will be divided by 48 to derive the winning serial numbers for **Weekly Consolation Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

Main Prizes Winners: Total qualified serial numbers allocated at the end of the promotion period will be divided by 6 to derive the winning serial numbers for the **Main Prizes (Grand Prizes & First Prizes) finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

Grand Prizes: The 1st and 4th serial numbers will be selected as the **Grand Prize finalists**.

First Prizes: The 2nd, 3rd, 5th and 6th serial numbers will be selected as the **First Prize finalists**.

LOTUS'S Exclusive Weekly Prizes Winners: All Qualified Entries with LOTUS'S Receipts collected and processed during the Promotion Period. Total qualified serial numbers allocated at the end of each weekly period throughout the entire promotion period will be divided by 50 to derive the winning serial numbers for **LOTUS'S Exclusive Weekly Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

AEON'S Exclusive Weekly Prizes Winners: All Qualified Entries with AEON'S Receipts collected and processed during the Promotion Period. Total qualified serial numbers allocated at the end of each weekly period throughout the entire promotion period will be divided by 56 to derive the winning serial numbers for **AEON'S Exclusive Weekly Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

AEON BIG'S Exclusive Weekly Prizes Winners: All Qualified Entries with AEON BIG'S Receipts collected and processed during the Promotion Period. Total qualified serial numbers allocated at the end of each weekly period throughout the entire promotion period will be divided by 50 to derive the winning serial numbers for **AEON BIG'S Exclusive Weekly Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

TF VALUE-MART'S Exclusive Weekly Prizes Winners: All Qualified Entries with TF VALUE-MART'S Receipts collected and processed during the Promotion Period. Total qualified serial numbers allocated at the end of each weekly period throughout the entire promotion period will be divided by 50 to derive the winning serial numbers for **TF VALUE-MART'S Exclusive Weekly Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

MYDIN'S Exclusive Weekly Prizes Winners: All Qualified Entries with MYDIN'S Receipts collected and processed during the Promotion Period. Total qualified serial numbers allocated at the end of the promotion period will be divided by 4 to derive the winning serial numbers for the **MYDIN's Exclusive Weekly Prize (Grand Prize & Consolation Prize) finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

Grand Prizes: The 1st and 3rd serial numbers will be selected as the **Grand Prize finalists**.

Consolation Prizes: The 2nd and 4th serial numbers will be selected as the **Consolation Prize finalists**.

ECONSAVE'S Exclusive Weekly Prizes Winners: All Qualified Entries with ECONSAVE'S Receipts collected and processed during the Promotion Period. Total qualified serial numbers allocated at the end of the promotion period will be divided by 3 to derive the winning serial numbers for the **ECONSAVE'S Exclusive Weekly Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

Q11: How do you determine the Winners?

A: The Organiser will contact all Finalists **via WhatsApp Number 6018 388 8963** to the Finalist's mobile number which the Organiser received in the Qualified Entries. Each selected Finalist will be given one (1) question to answer. If a Finalist fails to answer correctly and/or fails to answer the question posted within the time stated, the Prize(s) will be forfeited. The Organiser will not be held liable in the event the selected Finalist cannot be contacted for whatever reasons.
If in doubt upon receiving the WhatsApp message, the participants may call the Nestlé Customer Service number: 1-800-88-3433 for confirmation.

Q12: How many prizes can participants win throughout the entire promotion period?

A: Each participant may only win:

PRIZES TYPE	NUMBER OF PRIZES CAN BE WON
WEEKLY GRAND PRIZE	One (1)
WEEKLY FIRST PRIZE	One (1)
WEEKLY CONSOLATION PRIZE	One (1)

Each participant with purchases from any six (6) Exclusive Outlets during the Promotion Period will be eligible to win one (1) additional Weekly Prize:

PRIZES TYPE	NUMBER OF PRIZES CAN BE WON
LOTUS'S EXCLUSIVE WEEKLY PRIZE	One (1)
AEON'S EXCLUSIVE WEEKLY PRIZE	One (1)
AEON BIG'S EXCLUSIVE WEEKLY PRIZE	One (1)
TF VALUE-MART'S EXCLUSIVE WEEKLY PRIZE	One (1)
MYDIN'S EXCLUSIVE WEEKLY PRIZE	One (1)
ECONSAVE'S EXCLUSIVE WEEKLY PRIZE	One (1)

Q13: How do I know if I've won any Prize(s)?

A: As mentioned in Q11, Finalists will receive a WhatsApp message for a question session and must answer 1 question correctly within the stipulated time to win their prize.
Upon confirmation of the winners, the Winners' Announcement will be featured on the Organiser's website as & when available at: <http://dearnestle.com.my/milo-menang-duit-raya-contest> and MILO Facebook [<https://www.facebook.com/MiloMalaysia>] by six (6) to eight (8) weeks from the closing date of the Promotion Period.

Q14: How can I claim my prize?

A: **LOTUS'S EXCLUSIVE WEEKLY PRIZE** (LOTUS's Voucher): Winners will be contacted **via WhatsApp Number 6018 388 8963** to the mobile numbers from which the Organiser received the Qualified Entries to share their delivery address. Physical LOTUS's Voucher will be delivered via courier to the winners' address which the Organiser received via WhatsApp within 6-8 weeks after the promotion has ended.

AEON'S EXCLUSIVE WEEKLY PRIZE (AEON's Voucher): Winners will be contacted **via WhatsApp Number 6018 388 8963** to the mobile numbers from which the Organiser received the Qualified Entries to share their delivery address. Physical AEON's Voucher will be delivered via courier to the winners' address which the Organiser received via WhatsApp within 6-8 weeks after the promotion has ended.

AEON BIG'S EXCLUSIVE WEEKLY PRIZE (AEON BIG's Gift Card): Winners will be contacted **via WhatsApp Number 6018 388 8963** to the mobile numbers from which the Organiser received the Qualified Entries to share their delivery address. Physical AEON BIG's Voucher will be delivered via courier to the winners' address which the Organiser received via WhatsApp within 6-8 weeks after the promotion has ended.

TF VALUE-MART'S EXCLUSIVE WEEKLY PRIZE (TF VALUE-MART's Voucher): Winners will be contacted **via WhatsApp Number 6018 388 8963** to the mobile numbers from which the Organiser received the Qualified Entries to share their delivery address. Physical TF VALUE-MART's Voucher will be delivered via courier to the winners' address which the Organiser received via WhatsApp within 6-8 weeks after the promotion has ended.

MYDIN'S EXCLUSIVE WEEKLY GRAND PRIZE (7-piece Cosmo set): Winners will be contacted **via WhatsApp Number 6018 388 8963** to the mobile numbers from which the Organiser received the Qualified Entries to share their delivery address. Exclusive 7-piece Cosmo Set will be delivered via courier to the winners' address which the Organiser received via WhatsApp within 6-8 weeks after the promotion has ended.

**Cosmo Set colors, are distributed randomly based on stock availability and the Organiser's discretion.*

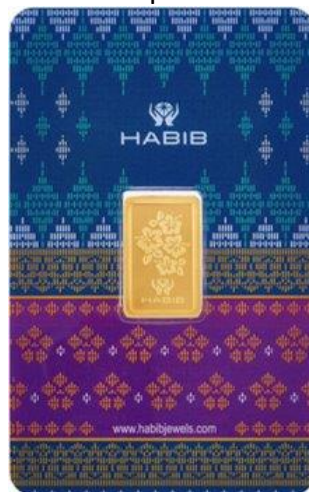


MYDIN'S EXCLUSIVE WEEKLY CONSOLATION PRIZE (One (1) unit of Cosmic cookware): Winners will be contacted **via WhatsApp Number 6018 388 8963** to the mobile numbers from which the Organiser received the Qualified Entries to share their delivery address. Physical One (1) unit of Cosmic cookware will be delivered via courier to the winners' address which the Organiser received via WhatsApp within 6-8 weeks after the promotion has ended.

**Cosmic cookware types and colors, are distributed randomly based on stock availability and the Organiser's discretion.*



ECONSAVE'S EXCLUSIVE WEEKLY PRIZE (One (1) 2.5g 999.9 Gold Bar* (Songket)): Winners will be contacted **via WhatsApp Number 6018 388 8963** to the mobile numbers from which the Organiser received the Qualified Entries to share their delivery address. Physical One (1) 2.5g 999.9 Gold Bar* (Songket) worth RM890 each will be delivered via courier to the winners' address which the Organiser received via WhatsApp within 6-8 weeks after the promotion has ended.



MAIN PRIZES – GRAND PRIZE, FIRST PRIZE, CONSOLATION PRIZE:

Winners will be contacted **via WhatsApp Number 6018 388 8963** to the mobile numbers from which the Organiser received the Qualified Entries to share their delivery address. All Winners will receive a cheque payable to their name via courier within six (6) to eight (8) weeks from the closing date of the Promotion to the addresses provided by the Winners.

ALL unclaimed prizes after the deadline set by the Organiser in the winner's notification for prize collection will be forfeited. The Organiser reserves the right to substitute any prize for an alternative of equal or greater value.

Q15: Whom should I call for further information?

A: You may call the Nestlé Customer Service Number: 1-800-88-3433 for any assistance you may require.

NOTE:

Consumers are encouraged to periodically check and read the Promotion T&C on the website for any additional terms as stated below:

Promotion Terms & Conditions:

1.2 The Organiser reserves the right in its sole discretion, without prior notice, and without any liability to any person, at any time to change the Terms and Conditions including to change the Promotion Period, make Prize substitutions, cancel, terminate or suspend the Promotion in whole or in part. In the event of any changes to the Terms and Conditions, Participants agree that their continued participation in the Promotion will constitute their acceptance of the Terms and Conditions (as changed).