Frequently Asked Questions (FAQs)

1. Why has the date for the MILO Malaysia Breakfast Day 2025 - Pahang event been changed?

The change in the event date is due to unforeseen circumstances. We apologize for any inconvenience. However, the organizers will continue to strive to ensure that the event will take place on the new date.

Please note that the event date has been postponed to April 20, 2025.

Consequently, the date for the collection of the running kits has also been changed to April 18 and 19, 2025.

The locations for both events are as below, which are:

Collection location for running kits: TO BE CONFIRMED Location for the MBD Pahang event: Padang Majlis Bandaraya 1, Kuantan

2. What are the next steps for participants of the MILO Malaysia Breakfast Day 2025 - Pahang?

The organizers will contact all participants who registered BEFORE JANUARY 13, 2025, to confirm your attendance.

If participants wish to request a refund of the registration fee, please click the link in the email OR WhatsApp to submit your refund details.

3. When will the organizers contact registered participants?

Between now and January 31, 2025, the organizers will contact all participants who registered BEFORE JANUARY 13, 2025, via email OR WhatsApp to confirm your attendance.

If you are interested in applying for a refund of the registration fee AND have registered for this event after January 13, 2025, please email <u>info@racexasia.com</u> or send a message via WhatsApp to +6011 5635 6002.

4. I registered for the group category of the MILO Malaysia Breakfast Day 2025 – Pahang. How can I apply for a refund of the registration fee?

The registration fee will only be refunded to one member of your group who fills out the application form during the period from now until January 31, 2025.

5. How will the organizers contact participants?

Participants will only be contacted via:

Nestlé Home of Good Email: <u>no-reply@notifications.nestle.com.my</u> Nestlé Home of Good Business WhatsApp Account: +6 011-3011 6524. Please take note and do not provide your personal information to any other phone number or email.

6. How do I request a refund of the registration fee?

Participants need to click the link in the email OR WhatsApp to submit their refund details. Participants can choose to receive the refund through bank transfer OR DuitNow to the phone number registered with their bank.

7. What is the deadline for filling out the feedback form?

Participants need to fill out the form attached to the link BEFORE JANUARY 31, 2025. Any applications for the refund of the registration fee will not be entertained.

8. Where can I get assistance if I have any questions?

If you have any questions, please contact our customer service line at 1800 88 3433 for assistance. For inquiries related to the refund of the registration fee, please email <u>info@racexasia.com</u> or send a message via WhatsApp to +6011 5635 6002.