



Good food, Good life

PERADUAN MALAYSIA BOLEH BERSAMA MILO UHT

FAQ

Q1: How do I participate?

A: STEP 1: Purchase any 2 participating MILO UHT products in a single original receipt/invoice from any participating outlets during the Promotion Period

The participating MILO products are as per listed below:

- a) MILO UHT 200ml Cluster Pack
- b) MILO UHT Calcium Pluz 200ml Cluster Pack

STEP 2: You can participate by either sending your entry via WhatsApp or using Web Form.

Via WhatsApp:

- (i) Write on the front of the Receipt your full name and identification number
- (ii) Snap a clear and legible picture/image of your Receipt complete with the Receipt/Invoice Details.
- (iii) Send “consentWA” via WhatsApp to **6018 388 6332** from any mobile number registered in Malaysia. This is to provide your consent to submit via WhatsApp application from the above stated WhatsApp number.
- (iv) Once you have provided your consent, you may proceed to submit your Image to 6018 388 6332.

Via Web Form:

- (i) Visit the Promotion Website and complete the Web Form at: <http://www.milo.com.my/malaysia-boleh-bersama-milo-UHT>.
- (ii) Complete all the required personal details in the web form
- (iii) Snap one (1) clear and legible picture/image in jpg, jpeg, or png format of the Receipt/Invoice complete with the Receipt/Invoice Details.
- (iv) Upload the Image on the web form and submit.

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.

Q2: Will I receive a notification after I submit my entry?

A: WhatsApp Submission: The Organiser will send an auto-reply acknowledgment message for the first WhatsApp Entry received by each mobile number only.

Web Form submission: The Organiser will reply with an auto-reply acknowledgment message for each Entry received.

Q3: Will I be notified if my entry has been disqualified?

A: You will not be notified if your entry has been disqualified.

Q4: Where can I get information about the participating outlets?

A: This is the list of participating outlets.

PARTICIPATING OUTLETS	
AEON	MAHSURI RIA
AEON BIG	MASLEE
BATARAS	MATAHARI
BESTAMART	MIDAS
BILLION	MINAT KULIM
BOULEVARD	MU GROUP
CHOON CHEONG	MYDIN
CHUA KAH SENG SUPERMARKET	NAM LEONG
CITYFRESH MART	NIRWANA
CMART	NSK
CS MINI	ONE SUPER
ECONSAVE	PANTAI SELAMAT
E-MART	PASARAYA PKT
EVERRISE	PASARAYA SHAAN
EVERWIN	RAMAI RAMAI
FAMILY STORE MELAKA	SABASUN
FAMILY STORE N.S	SALAMKU
FARLEY	SERVAY
FUNGMING MINI MARKET	SING KWONG
GAMA	SUNSHINE
GDC	SUNYALA
GDC	TAKIONG
GEMILANG SUPERMARKET	TARGET
GIANT	TF VALUE-MART
G-MART BORNEO RETAIL	THE STORE
GOLDEN DRAGON CITY (SABAH)	TKS
H&L	TUNAS MANJA
HIAPLEE	UNACO

HWA THAI	UPWELL
JAYA GROCER	VILLAGE GROCER
JMS PREMIUM	WANGSA
KIMHOCK	WSL XIANG
KK MART	XIRI
LOTUS'S	YAWATA (JITRA)
LULU	YUSANG
	ZEMART

You can also get the participating outlets list from <http://www.milo.com.my/malaysia-boleh-bersama-milo-UHT>.

Q5: What are the Promotion period and entry deadline?

A: The Promotion starts at 00:00:00 on 01/08/2023 and closes at 23:59:59 on 31/08/2023. All Entries must be received by the Organiser on or before 23:59:59 on 31/08/2023. All Entries received outside the Promotion Period will be automatically disqualified.

Q6: Can I submit more than 1 entry?

A: You can. But each participant may only redeem 1 e-wallet throughout the promotion period.

Q7: What are the prizes offered for this promotion and how can I redeem them?

A: The Redemption e-Wallets are divided into three (3) choices as per below:

CATEGORY	PARTICIPANTS RESIDING IN	E-WALLET TYPE
1	Peninsular Malaysia	one (1) RM5 Touch 'n Go eWallet Reload PIN
2	Sabah	one (1) RM5 Boost Credit Redemption Code
3	Sarawak	one (1) RM5 SPayGlobal e-Credit

Q8: Can I redeem more than once?

A: For each qualified Entry received, the Participant may only redeem one (1) e-Wallet regardless if the quantity purchased is more than required minimum purchase in a single receipt/invoice.

For example:

- If Participant A purchases 2 participating products in a single receipt/invoice during the Promotion Period, he/she is entitled to redeem one (1) e-Wallet only.
- If Participant B purchases 6 participating products in a single receipt/invoice during the Promotion Period, he/she is also entitled to redeem one (1) e-Wallet only.

Each Participant [by unique mobile number as per submission] may only redeem 1 e-wallet throughout the promotion period.

Q9: How many e-Wallet Redemptions are available to be redeemed during the Promotion period?

A: The Redemption is limited to the first 15,000 qualified entries received throughout the Promotion Period. In the event the 15,000 combined e-Wallet Redemptions are completely redeemed, the Organiser will update the status in the Promotion Website at: <http://www.milo.com.my/malaysia-boleh-bersama-milo-UHT>.

Q10: How do I get my redeemed e-Wallet?

A: **Participants residing in Peninsular Malaysia:** The Organiser's service provider will send the codes for Touch 'n Go eWallet Reload PIN to the Participants via the Promotion Official WhatsApp Number at **6018 388 6332** to mobile numbers of all the verified and successful Participants within fifteen [15] working days from the Entry submission.

Participants residing in Sabah: The Organiser's service provider will send the Boost Credit Redemption Code to the Participants via the Promotion Official WhatsApp Number at **6018 388 6332** to mobile numbers of all the verified and successful Participants within fifteen [15] working days from the Entry submission.

Participants residing in Sarawak: The SPayGlobal e-Credit will be credited by S PAY GLOBAL App to the NRIC numbers and/or the mobile numbers of all the verified and successful Participants within twenty-one [21] working days from the Entry submission.

The Organiser will not be held responsible if any of the e-Wallet cannot be delivered or deployed to the Participants due to any change, error and/or difference in the mobile contact number submitted to the Organizer during Promotion Entry submission. If in doubt upon receiving the WhatsApp message, the participants may call the Nestlé Customer Service number: 1-800-88-3433 for confirmation.

Q11: When must I claim the e-Wallet that I receive via WhatsApp?

A: All unclaimed e-Wallet after the deadline set by the Organiser as stated in the WhatsApp messages and S PAY GLOBAL App will be forfeited. The Organiser reserves the rights to substitute any prize for an alternative of equal or greater value. All Participants must abide by the terms and conditions of the vendors and parties arranging and providing the e-Wallet credit[s]. The following are the terms and conditions of the vendors:

- i. Usage of the Touch 'n Go eWallet Reload PIN is subject to Touch 'n Go Sdn Bhd (TNG Digital Sdn Bhd) Terms & Conditions; <https://www.touchngo.com.my/assets/pdf/user-tnc.pdf>
- ii. Usage of the Boost Credit Redemption Code is subject to Axiata Digital eCode Sdn Bhd Terms & Conditions; <https://www.myboost.com.my/terms/>
- iii. Usage of the SPayGlobal e-Credit is subject to SiliconNet Technologies Sdn Bhd's Terms & Conditions; <https://spayglobal.my/page-0-31-22-Terms-and-Conditions-of-Services.html>

The Organiser reserves the right at its absolute discretion to extend the timeline of e-Wallet delivery as the Organiser deems necessary. The Organiser will not be held liable in the event of non-receipt or delayed delivery of the e-Wallet[s] to the Participant[s]. All unclaimed e-Wallet[s] after 30/11/2023 will be forfeited.

Q12: What is the age of participation and eligibility?

A: The Promotion is open to all individual legal residents of Malaysia with a valid identification document, aged 18 years and above as at the start of the Promotion Period (01/08/2023). The Organiser shall reserve the right to request evidence of identification documents.

Q13: Where can I get more information about the promotion?

A: You can get more information about the promotion at:
<http://www.milo.com.my/malaysia-boleh-bersama-milo-UHT>.

Q14: 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).