FAQ - PROGRAM MINUM & TEBUS MILO 75 TAHUN

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A. EXTENSION OF REDEMPTION PROGRAMME FROM 9/8/2025 TILL 28/9/2025 2025 IN SELECTED OUTLETS

Q1: Will Program Minum & Tebus MILO 75 Tahun be extended?

A: Yes, due to overwhelming response from consumers, we are extending the redemption programme from 9/8/2025 till 28/9/2025 in selected outlets.

Q2: Where can I find out the scheduled participating outlets list?

A: For the scheduled participating outlets list, please refer to:

a) MILO website: https://www.milo.com.my/minum-tebus-milo-2025
b) MILO Facebook: https://www.facebook.com/MiloMalaysia
c) MILO Instagram: https://www.instagram.com/milo_malaysia/

Q3: What are the redemption items can be redeemed during the extension period?

A: Please refer to IRC / IRC-MT allocated redemption items quantities in selected outlets on MILO website, FB or IG. Each participant can redeem for up to 1x Tier 1 Item and 1x Tier 2 Item in 1 form. Participant may only redeem 1 Form at a time. To redeem another form, participant MUST queue again.

Below are the allowed redemption Item options:

a) 1x Item A and 1x Item B, or
b) 1x Item A and 1x Item D, or
c) 1x Item A and 1x Item F, or
d) 1x Item C and 1x Item B, or
e) 1x Item C and 1x Item D, or
f) 1x Item C and 1x Item F, or
g) 1x Item E and 1x Item B, or
h) 1x Item E and 1x Item D, or
i) 1x Item E and 1x Item F

B. UPDATE ON TIER 2 REDEMPTION AVAILABLE FOR IRC-MT & EXTENSION OF PHASE 1 REDEMPTION ITEMS

Q1: Can I still redeem for Phase 1 and Phase 2 Redemption Items in Phase 3?

A: Yes, due to overwhelming response from consumers, the Organiser has decided to make Phase 1 and Phase 2 redemption Items available at Phase 3. This extension aims enhance accessibility for consumers, particularly for those who are unable to redeem Items at Phase 1 and Phase 2 locations.

Q3: How can I redeem for Phase 1 and Phase 2 Redemption Items in Phase 3?

A: Each participant can redeem for up to 1x Tier 1 Item and 1x Tier 2 Item in 1 form. Participant may only redeem 1 Form at a time. To redeem another form, participant MUST queue again.

Below are the allowed redemption Item options:

a) 1x Item A and 1x Item B, or
b) 1x Item A and 1x Item D, or
c) 1x Item A and 1x Item F, or
d) 1x Item C and 1x Item B, or
e) 1x Item C and 1x Item D, or
f) 1x Item C and 1x Item F, or
g) 1x Item E and 1x Item B, or
h) 1x Item E and 1x Item D, or
i) 1x Item E and 1x Item F

C. UPDATE ON TIER 2 REDEMPTION AVAILABLE FOR IRC-MT & EXTENSION OF PHASE 1 REDEMPTION ITEMS

Q1: Can I redeem for Tier 2 items in IRC-MT locations?

A: Yes, due to overwhelming response from consumers, you can now redeem for Tier 2 Items for all 3 phases in the IRC-MT (Instant Redemption Centre – MILO Truck) locations effective 9 May 2025.

Q2: Can I still redeem for Phase 1 Redemption Items in Phase 2 and Phase 3?

A: Yes, due to overwhelming response from consumers, the Organiser has decided to make Phase 1 redemption Items available at Phase 2 and Phase 3. This extension aims enhance accessibility for consumers, particularly for those who are unable to redeem Items at Phase 1 locations.

Q3: How can I redeem for Phase 1 Redemption Items in Phase 2 and Phase 3?

A: Each participant can redeem for up to 1x Tier 1 Item and 1x Tier 2 Item in 1 form. Participant may only redeem 1 Form at a time. To redeem another form, participant MUST queue again.

Below are the allowed redemption Item options:

j) 1x Item A and 1x Item B, or
k) 1x Item A and 1x Item D, or
l) 1x Item A and 1x Item F, or
m) 1x Item C and 1x Item B, or
n) 1x Item C and 1x Item D, or

o) 1x Item E and 1x Item B, or

p) 1x Item E and 1x Item F

D. HOW TO REDEEM & REDEMPTION ITEMS

Q1: How do I redeem?

A: **Step 1**: Purchase any of the participating MILO products and get the Redemption Form from participating outlets or visit https://www.milo.com.my/minum-tebus-milo-2025

Step 2: Collect the points as per stated in the Redemption Form and complete the number of points to be redeemed.

For example:

Each MILO pack 1.8kg (entire outer packaging), participant will receive 15 Points.

Step 3: Complete the Redemption Form (Printed Form / Digital Form)

Step 4: Visit the IRC and/or IRC-MT locations as per listed on MILO website (https://www.milo.com.my/minum-tebus-milo-2025) or MILO Facebook (https://www.facebook.com/MiloMalaysia/) and bring along the following to redeem:

1) Completed Redemption Form, either:
   a. Printed Form
      OR
   b. Digital Form on your mobile device (with internet access to process the form)
2) Proof of Purchase – POP **(participating product packaging, cleaned and dried, and must retain at least 80% of the entire packaging)** along with sufficient Points

Step 5: Participants must ensure that the Items redeemed are in good condition upon immediate redemption. All Items redeemed at IRC & IRC-MT will not be replaced once redemption is completed.

Q2: What is IRC?

A: The Organiser will establish Instant Redemption Centres (IRC) where Participants can immediately redeem their MILO 75th ANNIVERSARY SPECIAL EDITION ITEMS.

Please refer to the IRC Schedule displayed on the Organiser's website: https://www.milo.com.my/minum-tebus-milo-2025 for the instant redemption dates and locations of IRC & IRC-MT.

Q3: What is the difference between redemptions at IRC and IRC-MT?

A: Participants may redeem from either:

1) **IRC**: IRC set-up by MILO Promoters in outlet's vicinity
   You can redeem for **both Tier 1 and Tier 2 Items** in the IRC locations.
2) **IRC-MT (MILO Truck)**: IRC set up by MILO Trucks at outlets or selected venues
   You can redeem for **Tier 1 items only** in the IRC-MT locations.

Q4: Can I send / pass the entries to Nestlé Office, their dealers or branch office?

A: **NO. There will be NO redemption via post/courier**.

All redemption forms and POPs sent to Nestle Office, their dealers or branch office will be disqualified and will NOT be returned.

Q5: Can I get back the form and POP that I have posted to Nestlé Office?

A: NO. All forms and POP posted will be disqualified and will not be returned.

Q6: Why is there no postal redemption for this redemption programme?

A: There is no postal redemption because the redemption item is limited in quantity and some items are too bulky/fragile for delivering via courier.

Q7: What are the redemption items?

A: We have 2 Redemption Items for each redemption periods (Phase 1, 2 and 3)

	PHASE 1 **25 APRIL – 25 MAY 2025**	**PHASE 2** **30 MAY – 29 JUNE 2025**	**PHASE 3** **4 JULY – 27 JULY 2025**
TIER 1 **(30 POINTS)** *Available in IRC and IRC-MT venues*	**Item A** MILO Mug Bag	**Item C** MILO Tin Mug	**Item E** MILO Dino Mug
TIER 2 **(50 POINTS)** *Available in IRC venue only*	**Item B** MILO Active Bag	**Item D** MILO Origami Tote	**Item F** MILO Healing Chair

PLEASE TAKE NOTE: All **Tier 1** Items are available at both IRC and IRC-MT venues. However, **Tier 2** Items are only available at IRC venues. To redeem **Tier 2** Items, please visit an IRC venue.

Q8: Why can I only redeem for a maximum of 1 item from each tier in 1 form?

A: Due to limited stocks in quantity in the outlet and to ensure as many participants get a chance to redeem, we are limiting to a maximum of 1 item from each tier in 1 form.

Q9: How many forms can I redeem at a time at the IRC and IRC-MT?

A: Participant may only redeem 1 Form at a time. To redeem another form, participant MUST queue again.

Q10: What is the maximum number of forms I can submit for redemption?

A: Each participant with the same Personal Details may only redeem up to a maximum of 5 forms per redemption period.

Phase 1: 25 April – 25 May 2025	5 forms
Phase 2: 30 May – 29 June 2025	5 forms
Phase 3: 4 July – 27 July 2025	5 forms

Q11: What guidelines must Participants follow during the redemption process, and what actions could result in denial of redemption?

A: To facilitate the redemption process, Participants must follow the instructions and guidelines provided by the promotion crews and promoters. The Organiser will not tolerate any unacceptable behavior, harassment or misconduct by Participants and reserves the right to deny redemption.

Q12: Can I photocopy the printed Redemption Form?

A: Yes, but each Redemption Form must be complete with the required details and the POPs with sufficient Points for the redemption.

Q13: Can I redeem with just the Digital Form?

A: Yes, you can. Please bring along your mobile device and with access to internet as the promoter need to process the digital form on your mobile device.
You must also bring your POP along with required points.

Q14: Can I redeem on behalf of my friends and family?

A: Each participant must be of age 18 years and above at the start of the promotion period and with a valid documentation and residential address in Malaysia. Participants are NOT allowed to redeem on behalf of others. The Organiser reserves the right to request evidence of identification documents.

Q15: Can I reserve any of the redemption items?

A: No, each participant must be in the queue to redeem for their own form. No reservation is allowed.

Q16: What if I submit my redemption with extra points?

A: Excess Points submitted will NOT be returned.

Q17: What if I submit my redemption with insufficient points?

A: The redemption will be rejected. Participants are required to prepare exact points or more to avoid any disappointments.

Q18: Can I redeem for the items from the past redemption period?

A: No.
These are limited edition items and redemption is based on each redemption period stated. Once the redemption period stated is over, participants will be redeeming items for the next redemption period stated on the redemption form.
So, we advise participants to collect sufficient points and submit their redemption forms early for each redemption period to ensure they redeem the items they want to avoid any disappointments.

Q19: What is the redemption period for this promotion?

A: The Promotion will run on **selected days** from 25/04/2025 to 27/07/2025. The Redemption Period is divided into 3 (three) phases:

PHASE	REDEMPTION PERIODS
1	25/04/2025 - 25/05/2025
2	30/05/2025 - 29/06/2025
3	04/07/2025 - 27/07/2025

Q20: Who should I call for further information?

A: You may call the **Nestlé Consumer Toll Free Hotline number: 1-800-88-3433** for any assistance you may require.

E. PARTICIPATING MILO PRODUCTS

Q1: What are the participating MILO Products and how many points for the MILO Products packaging?

A: Please refer to the Proof of Purchase Table & Points below for the list of participating products (the packaging of the purchased products is the required Proof of Purchase – POP) and the points given for each POP submitted:

JADUAL BUKTI PEMBELIAN & MATA

Kategori	Kod	Produk-produk Yang Turut Serta (Tarikh Luput: Julai 2025 dan ke atas)	Bukti Pembelian	Mata	Jumlah Bukti Pembelian Yang Disertakan (Unit)	Jumlah Mata Yang Disertakan
		DENGAN LOGO PILIHAN LEBIH SIHAT				
SERBUK & CAMPURAN	1	MILO 3in1 8x33g	1x Pek Keseluruhan Luar	3		
	2	MILO Less Sugar 10x27g MILO Whole Grain Cereal 10x36g MILO Hi-Fibre 12x30g	1x Pek Keseluruhan Luar	4		
	3	MILO 3in1 14x33g, Percuma Pin 14x33g, 14 + 2x33g, 18x33g, 18 + 3x33g, Jimat RM 1.50 18x33g MILO Original 14x30g, 14 + 2x30g, 18x30g, 18 + 3x30g, Jimat RM 1.50 18x30g	1x Pek Keseluruhan Luar 1x Pek Keseluruhan Luar	5		
	4	MILO Intense Dark Chocolate 10x33g	1x Pek Keseluruhan Luar	5		
	5	MILO 3in1 26x33g, 30x33g, 30 + 5x33g	1x Pek Keseluruhan Luar	9		
	6	MILO 200g	2x Pek Keseluruhan Luar	3		
	7	MILO 400g, 400g + 50g	1x Pek Keseluruhan Luar	3		
	8	MILO 900g, 900g + 100g, 1kg MILO Hi-Fibre 900g	1x Pek Keseluruhan Luar	8		
	9	MILO 1.8kg, 1.8kg + 200g, 2kg	1x Pek Keseluruhan Luar	15		
	10	MILO Intense Dark Chocolate Tin 400g	1x Penutup Tin (dengan logo MILO)	6		
UHT	11	MILO UHT 125ml	4x Seluruh Pek UHT 125ml (diratakan)	2		
	12	MILO UHT 200ml MILO CalciumPluz UHT 200ml	6x Seluruh Pek UHT 200ml (diratakan)	4		
	13	MILO UHT 1L	1x Seluruh Pek UHT 1L (diratakan)	2		
MINUMAN TIN & BOTOL PET	14	MILO Original 500ml MILO Boost Up 500ml	1x Seluruh Botol	2		
	15	MILO Ice Can 240ml MILO Original Can 240ml	1x Seluruh Tin	1		
		TANPA LOGO PILIHAN LEBIH SIHAT				
	16	MILO Kaw Can 240ml	1x Seluruh Tin	1		
BIJIRIN	17	MILO Cereal 70g	1x Pek Keseluruhan Luar	1		
	18	MILO Cereal 150g	1x Seluruh Kotak Luar (diratakan)	2		
	19	MILO Cereal 300g	1x Seluruh Kotak Luar (diratakan)	4		
	20	MILO Cereal Econopack 450g	1x Seluruh Kotak Luar (diratakan)	5		
	21	MILO Cereal Bar 23.5g	3x Seluruh Bungkusan	2		
KONFEKSI	22	MILO Nuggets Fun Pack 10x15g	1x Pek Keseluruhan Luar	4		
	23	MILO Biscuits Original 104g MILO Biscuits Milk 104g	1x Seluruh Bungkusan	1		

Contoh-contoh Bukti Pembelian:

JUMLAH KESELURUHAN MATA

Q2: What is the expiry date accepted on the participating MILO products packaging?

A: The **accepted expiry date** for participating MILO products is **from July 2025 and above AND** <u>must feature the Healthier Choice Logo (HC Logo)</u> **applicable only to Products listed with the HC Logo** in the Proof of Purchase & Points Table.

Q3: Which part of the packaging of participating MILO products are important and must meet the criteria for point collection?

A: For the detailed list of full packaging required as the POP, please refer to the images below for the guidelines on the parts of MILO products packaging entitled for point collection.

Participating MILO® Products (with Healthier Choice Logo)

2kg | 1.8kg + 200g | 1.8kg

- MUST retain at least 80% of the entire packaging
- Packaging MUST be cleaned and dried
- Expiry date on packaging MUST show July 2025 and above

1kg | 900g + 100g | 900g | 900g

400g + 50g | 400g | 200g

Participating MILO® Products (with Healthier Choice Logo)

- MUST retain at least 80% of the entire outer packaging
- Packaging MUST be cleaned and dried
- Expiry date on packaging MUST show July 2025 and above

Participating MILO® Products (with Healthier Choice Logo)

- MUST retain at least 80% of the entire packaging
- Packaging MUST be cleaned and dried
- Expiry date on packaging MUST show July 2025 and above

Participating MILO® Products (with Healthier Choice Logo)

- MUST retain at least 80% of the entire packaging
- Packaging MUST be cleaned and dried
- Expiry date on packaging MUST show July 2025 and above

Tin lid (with MILO® logo)

Participating MILO® Products (with Healthier Choice Logo)

- MUST retain at least 80% of the entire packaging
- Packaging MUST be cleaned, dried and flattened
- Expiry date on packaging MUST show July 2025 and above

Participating MILO® Products (with Healthier Choice Logo)

- Can drink MUST be cleaned and dried
- Expiry date on packaging MUST show July 2025 and above

Participating MILO® Products

Participating MILO® Products (with Healthier Choice Logo)

- Bottle MUST be cleaned and dried
- Expiry date on packaging MUST show July 2025 and above

Participating MILO® Products

- MUST retain at least 80% of the entire packaging
- Packaging MUST be cleaned, dried and flattened
- Expiry date on packaging MUST show July 2025 and above

450g

300g

150g

70g

MILO® Cereal Bar

Participating MILO® Products

- MUST retain at least 80% of the entire packaging
- Packaging MUST be cleaned, dried and flattened
- Expiry date on packaging MUST show July 2025 and above

MILO® Nuggets Fun Pack 10 x 15g

MILO® Biscuits 104g (Original / Milk)

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).