

**PERADUAN MILO LENGKAP & MENANG**  
**HOTLINE FAQ FOR DEAR NESTLÉ**

**Q1: How do I participate?**

**A: Step 1:**

Purchase a minimum of RM6 of any participating MILO UHT Ready To Drink product as shown on the Leaflet in a single receipt from any outlets during the Promotion Period.

Every RM6 purchase will be given 1 Winning Chance.


**Proof of Purchase Table**

JADUAL BUKTI PEMBELIAN	
<b>PRODUK MINUMAN MILO® YANG TURUT SERTA</b>	 <p><b>BUKTI PEMBELIAN</b> Resit bercetak asal dengan pembelian produk minuman MILO® UHT bernilai RM6 dan ke atas sepanjang Tempoh Peraduan.</p> <p><i>Nota: Setiap pembelian minima RM6 dalam satu resit bercetak asal = 1 Nombor Bersiri / 1 penyertaan layak.</i></p>
MILO® UHT 125ml	
MILO® UHT 200ml	
MILO® NUTRI PLUZ 200ml	
MILO® UHT 1L	
<p><i>MILO® UHT 1L Cecair Pekat tidak mengambil bahagian dalam peraduan ini.</i></p>	

*We will accept original printed receipt dated from 25 October 2021 only.*

**Step 2:** Answer 1 question stated on the Leaflet.

**LENGKAPKAN SILANGKATA INI:**



**Jawapan yang betul adalah:**  
A: KHASIAT  
B: KALSIMUM

Tuliskan jawapan yang betul di atas resit bercetak asal anda.  
Jawapan yang betul adalah:

**A KHASIAT    B KALSIMUM**

**Step 3:** Submit the entry via WhatsApp ONLY.

Write on the original receipt, your full name as per Identification Card, Identification Card Number and the correct answer to the crossword puzzle question shown on the communication materials.

Snap 1 picture of the original receipt complete with the Personal Details, outlet name, date of purchase and purchase amount. Submit the picture via WhatsApp from any number registered in Malaysia to **+6018 388 2393**.

If the space on the receipt is insufficient, you can write your information and answer on a piece of paper and take a picture together with the receipt.

**Please note:**

- 1) The Receipt can come in the form of:
  - Printed receipts from Point of Sales systems
  - Hand-written receipts
  - Tax invoice for online purchases
- 2) The Receipt must bear the Products purchase, date of purchase, receipt number and name and/or logo of the outlet at which the purchase was made. If the name and/or logo of the outlet is absent, the Receipt needs to be stamped with the official company stamp of the outlet at which the purchase is made.
- 3) The Organiser will print all Entries received for further processing. Unclear, illegible and incomplete picture in image format will be disqualified.
- 4) Each Receipt is **ONLY** eligible to one WhatsApp entry. The Organiser reserves the right to disqualify any WhatsApp entries with duplicated Receipts and/or containing more than one Receipt.

**Q2: Where can I get more information about the contest?**

- A:
- 1) You can find the contest leaflet in most supermarkets, hypermarkets, mini markets, petrol marts and convenience stores.
  - 2) MILO website: [www.milo.com.my](http://www.milo.com.my)

**Q3: Will I receive a notification reply if I send via Whatsapp?**

- A: YES, we WILL reply with an auto-reply acknowledgment message for each Entry received to participants as per below:

**PERADUAN MILO LENGKAP & MENANG**

Terima kasih atas penyertaan anda. Dengan mengambil bahagian, anda telah bersetuju dengan Terma dan Syarat Promosi di <https://www.milo.com.my/> dan Notis Privasi di: [https://www.nestle.com.my/info/privacy\\_notice](https://www.nestle.com.my/info/privacy_notice).  
Talian Khidmat Pengguna: 1800 88 3433.

**Q4: Can I submit more than 1 entry?**

- A: Yes, you can submit more than 1 entry. But each WhatsApp can include the image of only one original receipt. One receipt can only be used once. Multiple WhatsApp using the same receipt will be disqualified.

**Q5: Is there a limit to the total number of serial numbers I can receive in a single receipt?**

A: There is no limit to the serial number you can receive in a single receipt. Every RM6 of the participating products will entitle you to 1 serial number /1 Winning Chance. If you purchase RM50 of participating products in a single receipt, you will get 8 serial numbers in running order.

**Q6: Can I use a handwritten receipt given by an outlet?**


A: The Receipt can come in the form of printed receipts from Point of Sale systems, tax invoice for online purchases and/or hand-written receipts. However, the Receipt must bear the receipt number and name and/or logo of the outlet and 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.

**Q7: For online purchase, can I just screen shot the order details and submit my WhatsApp entry? No official receipt was provided in my delivery.**

A: No. For all online purchase, please request for official tax invoice from the seller. All screenshots of order details will not be accepted.

**OFFICIAL TAX INVOICE FOR ONLINE PURCHASES**



**Outlet Name / Logo**

**Invoice**

**Outlet Name / Logo**

**Invoice date & number**

Invoice Date: 11/02/2021  
Invoice No.: 002844853  
Payment Type: Lazada Wallet


**Shipping Address**  
Ecart Services Malaysia Sdn. Bhd. (98395-K)  
Level 21, Menara WorldTrade  
138 Jalan Bukit Bintang  
55100 Kuala Lumpur

**Billing Address**  
Ecart Services Malaysia Sdn. Bhd.  
Level 21, Menara WorldTrade  
138 Jalan Bukit Bintang  
55100 Kuala Lumpur

**Order Information**

No.	Item Description	Qty	Unit Price (RM)	Discount (RM)	Total (RM)
1	MILO UHT 200ml 5+1 Cluster	1	10.10	0.00	10.10
			Shipping Fee	0.00	
			Total		10.10
			Credit / Rebate	(0.00)	
			Net Paid		10.10

Get answers to your questions using our [Help Centre](#).



**Outlet Name / Logo**

**Invoice date & number**

Invoice No.: SPAM1501966153  
Invoice Date: 18/06/2020  
Order Date: 18/06/2020

**Invoice**  
Customer Name: @88888888  
Customer Address: 16, Jalan SS2/18, Taman Mayang  
Order ID: 200618VGG2V39F

No.	Description	Quantity	Unit Price (RM)	Sub Total (RM)
1	Nestle MILO Activ-Go Chocolate Malt UHT (125ml x 40 packs)	1	36.90	36.90
2	Nestle MILO Activ-Go NutriPlus UHT (200ml x 6 packs)	1	10.50	10.50
3	MILO Activ-Go NutriPlus UHT (200ml x 12 packs)	1	18.50	18.50
<b>Total</b>				65.40
Total Discount				-0.00
Shipping Fee				0.00
SST (0%)				0.00
<b>Grand Total</b>				65.40

This is computer generated invoice, hence no signature required.

**Q8: I purchased my MILO products online using a voucher. Can I still participate?**

A: Yes. For online purchases, tax invoices with promotion codes and/or discount vouchers, only the final paid amount will be accepted.

**Q9: Do I have to keep the receipt after I send my WhatsApp entry?**

A: Yes. For WhatsApp Entries received, the Organiser shall reserve the right to request for evidence of the hardcopy POP for verification and prize redemption. Failure to produce the hard copy of the POP upon request will result in disqualification and prize forfeiture.

**Q10: Age of participation?**

A: This contest is open to all individual legal residents of Malaysia with a valid identification document, aged 18 years and above on 25<sup>th</sup> October 2021.

**Q11: What are the prizes offered for this contest?**

A:

<b>Weekly Grand Prize</b> x 1 winner x 8 weeks TOTAL: 8 WINNERS	<b>RM10,000 Cash each</b> to be credited into selected Maybank / Maybank Islamic Deposit Account
<b>Weekly 1<sup>st</sup> Prize</b> x 1 winner x 8 weeks TOTAL: 8 WINNERS	<b>1 unit DELL INSPIRON 15 3000 each</b>
<b>Weekly 2<sup>nd</sup> Prize</b> x 1 winner x 8 weeks TOTAL: 8 WINNERS	<b>1 unit SAMSUNG GALAXY TAB S6 LITE LTE each</b>
<b>Weekly 3<sup>rd</sup> Prize</b> x 1 winner x 8 weeks TOTAL: 8 WINNERS	<b>1 unit SAMSUNG GALAXY A32 each</b>
<b>Weekly Consolation Prize</b> x 20 winners x 8 weeks TOTAL: 160 WINNERS	<b>RM300 Cash each</b> to be credited into selected Maybank / Maybank Islamic Deposit Account

**Q12: How do you determine the Weekly Prize Finalists for each week?**

A: ALL Qualified Entries collected and processed by the Organiser during the Promotion Period will be allocated a set of serial numbers.

**Selection of Grand Prize:**

The total serial numbers allocated at the end of each weekly period will be divided by 2 to derive the winning serial numbers for the **Grand Prize finalists**. The winning serial number be the closest, lower whole number that results after the stated division. The Participant of the week bearing the winning serial numbers will be selected as the Finalists.

**Selection of 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> Prize:**

The total serial numbers allocated at the end of each weekly period will be divided by 3 to derive the winning serial numbers for the **1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division. The first 3 Participants of the week bearing the winning serial numbers will be selected as the Finalists for the 1<sup>st</sup> Prize, 2<sup>nd</sup> Prize and 3<sup>rd</sup> Prize consecutively.

**Selection of Consolation Prize:**

The total serial numbers allocated at the end of each weekly period will be divided by 20 to derive the winning serial numbers for the **Consolation Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division. The 20 Participants of the week bearing the winning serial numbers will be selected as the Finalists.

**Q13: What are the weekly periods for this contest?**

A: **The 8 weekly periods are as per below:**

Week 1: 25/10 – 31/10/2021      Week 2: 01/11 – 07/11/2021  
Week 3: 08/11 – 14/11/2021      Week 4: 15/11 – 21/11/2021  
Week 5: 22/11 – 28/11/2021      Week 6: 29/11 – 05/12/2021  
Week 7: 06/12 – 12/12/2021      Week 8: 13/12 – 19/12/2021

**Q14: How do I know if I'm a finalist to any Prize(s)?**

A: The Finalists list will be announced in the Organiser's website [www.milo.com.my](http://www.milo.com.my) as & when available. Consumers are advised to check periodically during the contest period and up till 6-8 weeks after the contest ended.

**Q15: Why are the winners referred to as FINALISTS instead of WINNERS on the results announcement?**

A: Before each finalist can be declared as a winner, they will be given 1 question to answer via WhatsApp to the mobile number from which the Organiser received. The selected Finalists must answer the question correctly in order to win the Prizes and be declared a winner. The result announcement comes out before the questions is sent to minimise the risk of scams.

**Q16: What happen if a Finalist answers the question wrongly?**

A: Failure to answer correctly and/or failure to answer the question posted within the time stated will result in the Prize being forfeited. The Organiser will not be held liable in the event the selected Finalists cannot be contacted for whatever reasons.

**Q17: How can I claim my prize?**

A: **RM10,000 Maybank Savings Account:** A letter containing winners' name, details and instructions will be sent to the winners within 6 – 8 weeks after the contest had ended. All cash prizes will be credited into any of the following Maybank / Maybank Islamic Deposit Accounts opened or to be opened by the winner and subject to the terms and conditions governing the said account.

**Dell Laptop, Galaxy Tab & Galaxy A32:** The prizes will be couriered to the winners within 6 – 8 weeks after the closing dates.

**RM300 Maybank Savings Account:** A letter containing winners' name, details and instructions will be sent to the winners within 6 – 8 weeks after the contest had ended. All cash prizes will be credited into any of the following Maybank / Maybank Islamic Deposit Accounts opened or to be opened by the winner and subject to the terms and conditions governing the said account.

**Q18: What if I don't have a Maybank Account?**

A: All cash prize winners are required to open a Maybank / Maybank Islamic Deposit Accounts in order to receive their cash prizes that will be debited into their personal account. This can be done at any nearby Maybank banking facility. Please refer to [www.maybank2u.com.my](http://www.maybank2u.com.my) for branch locations and/or information.

**Q19: Who 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 Contest T&C in the website for any additional terms as per stated below:**

**Contest 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).