



Good food, Good life

BELI, TEBUS & BERTENAGA BERSAMA MILO

FAQ

Q1: How do I participate?

A: **STEP 1:** Purchase any participating MILO products worth RM20 and above in a single original receipt from any instore and online Outlets during the Promotion Period

The participating MILO products are as per listed below:

- a. MILO ACTIV-GO POWDER 200g, 400g, 1kg, 1.5kg, 2kg;
- b. MILO HI-FIBRE 900g;
- c. MILO 3in1 Regular 8x30g, 18x33g, 30x33g;
- d. MILO Whole Grain Cereal 10x36g;
- e. MILO Less Sugar 10x27g;
- f. MILO Hi-Fibre 12x30g; and
- g. MILO Original Stick Pack 18 x 30g

STEP 2: Visit the Promotion website and complete the web form at:

<http://www.registration.nestle.com.my/milo-tng-promo> or scan the QR code shown on the communication materials at participating Outlets.

STEP 3: Complete all the required personal details in the web form provided on the Promotion Website.

STEP 4: Snap one (1) clear and legible picture/image in jpg or jpeg or png format of the Receipt(s) complete with the Receipt Details. The Receipt must also bear the Receipt number, name and quantity of Products purchased, date of purchase and/or other details as may be necessary. One (1) Image must contain a picture of one (1) Receipt only and the file must be less than 2MB. Upload the Image on the web form and submit.

The Receipt can come in the form of printed receipts from point-of-sale systems, handwritten 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 Organiser will process all Entries received. Incomplete Entries and unclear Images will be disqualified.

The Organiser shall reserve the right to request for evidence of the original Receipt (hardcopy) for verification and prize redemption. Failure to produce the original Receipt upon request will result in disqualification and forfeiture.

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

A: You can get more information about the promotion at:
<http://www.milo.com.my/ms/milo-tng-promo>

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 is ONLY eligible for one (1) entry submission.**

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

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

A: Yes, there will be an auto-reply acknowledgment message upon submission of the Registration Form via the Website.

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 (01/11/2022). The Organiser shall reserve the right to request for evidence of identification documents.

Q6: What are the Promotion period and entry deadline?

A: The Promotion starts at 00:00:00 on 01/11/2022 and closes at 23:59:59 on 30/11/2022.

All Entries must be received by the Organiser on or before 23:59:59 on 30/11/2022. All Entries received outside the Promotion Period will be automatically disqualified.

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

A: The Promotion is divided into two (2) tiers and Participants are eligible to redeem as per below:

TIERS	MINIMUM PURCHASE	REDEEM
1	Purchase a minimum of RM20 of any participating MILO Products	one (1) RM3 Touch 'n Go eWallet Reload PIN
2	Purchase a minimum of RM40 of any participating MILO Products	one (1) RM7 Touch 'n Go eWallet Reload PIN

For each qualified Entry received, the Participant may only redeem any one of the Touch 'n Go eWallet Reload PINs regardless of any amount purchased more than the Minimum Purchase in a single Receipt.

For example:

- If Participant A purchases RM39.80 of Products in a single Receipt during the Promotion Period, he/she is entitled to redeem one (1) RM3 Touch 'n Go eWallet Reload PIN only.
- If Participant B purchases RM100.25 of Products in a single Receipt during the Promotion Period, he/she is also entitled to redeem one (1) RM7 Touch 'n Go eWallet Reload PIN only.

Q8: Can I redeem more than once?

A: Each qualified participant (by unique identification number as per submission) throughout the Promotion Period can redeem up to two redemptions.

For example, you may redeem either:

- (i) One (1) RM3 Touch 'n Go eWallet Reload PIN and one (1) RM7 Touch 'n Go eWallet Reload PIN only, **OR**
- (ii) Two (2) RM3 Touch 'n Go eWallet Reload PIN only, **OR**
- (iii) Two (2) RM7 Touch 'n Go eWallet Reload PIN only

whichever comes first based on their receipt submission via the webform at <http://www.registration.nestle.com.my/milo-tng-promo>.

Q9: How do I get my redeemed Touch 'n Go eWallet Reload PIN of either RM3 or RM7?

A: The Organiser's service provider will send the Touch 'n Go eWallet Reload PIN(s) to all verified and successful Participants **via WhatsApp from 6018 228 3803** to the mobile numbers from which the Organiser received in the Entry within twenty (20) working days from the submission date of the qualified Entry. The Organiser will not be held liable in the event the Participants cannot be contacted for whatever reasons.

The Organiser reserves the right at its absolute discretion to extend the timeline of Touch 'n Go eWallet Reload PIN(s) delivery as the Organiser deems necessary. The Organiser will not be held liable in the event of non-receipt or delayed delivery of the Touch 'n Go eWallet Reload PIN(s) to the Participant[s].

If in doubt upon receiving the WhatsApp message, the participants may call the Nestlé Customer Service number: 1-800-88-3433 for confirmation.

Q10: How many Touch 'n Go eWallet Reload PIN of either RM3 or RM7 is available to be redeemed during the Promotion period?

A: The Tier 1 Redemption (RM3) is limited to the first forty eight thousand (48,000) and the Tier 2 Redemption (RM7) is limited to the first thirty two thousand (32,000) qualified Entries received throughout the Promotion Period.

In the event the Redemption is completely redeemed, the Organiser will update the status in the Promotion Website at: <http://www.registration.nestle.com.my/milo-tng-promo>.

Q11: When must I claim the Touch 'n Go eWallet Reload PIN of either RM3 or RM7 that I receive via WhatsApp?

A: You must claim your Touch 'n Go eWallet Reload PIN(s) by 31/03/2023. All unclaimed Touch 'n Go eWallet Reload PIN(s) after 31/03/2023 will be forfeited.

Q12: Will I be notified if my entry has been disqualified?

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

Q13: 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 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).