



Good food, Good life

MILO PERADUAN KAAMATAN – BELI & MENANG FAQ

Q1: How do I participate?

A: **STEP 1:** Purchase any participating MILO products worth RM16 and above in a single original receipt/invoice from any in-store and/or online Outlets in Sabah and Wilayah Persekutuan Labuan during the Promotion Period.
RM16 will be given 1 Serial Number.

Each original receipt/invoice is limited to 15 Serial Numbers.

For example:

For the purchase of participating MILO products in a single Receipt/Invoice during the Promotion Period, the Organiser will allocate:

- a. RM16.50 of participating MILO products = 1 serial number
- b. RM162.00 of participating MILO products = 10 serial numbers
- c. RM260.00 of participating MILO products = 15 serial numbers

The participating MILO products are as per listed below:

PARTICIPATING PRODUCTS
MILO ACTIV-GO POWDER 200g, 400g, 450g, 1kg, 1.1kg, 1.4kg, 2kg, 2.2kg.
MILO HI-FIBRE 900g.
MILO 3in1 8x33g, 18x33g, 18+3 x33g, 18x33g Jimat RM1.50, 30x33g, 18x33g + 3x30g Hi-Fibre.
MILO Whole Grain Cereal 10x36g.
MILO Less Sugar 10x27g.
MILO Hi-Fibre 12x30g.
MILO Original 18x30g, 18+3 x30g, 18x30g Jimat RM1.50.

*We will only accept the original printed receipt/invoice dated from **06/04/2024 till 02/06/2024.***

There are 3 methods of participation in this promotion: via Postal OR Drop Box OR WhatsApp.

STEP 2A (via Postal):

1. Scan the QR code shown on the communication materials at participating Outlets to visit the Promotion website and print the Form from:
<https://nes.tl/MILOPeraduanRaikanKaamatan>

2. Complete the Form together with one (1) Proof of Purchase must be inserted in an envelope and posted by ordinary mail only to the PO Box address stated in the Form.

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**P. O. Box 17082,
88872 Kota Kinabalu, Sabah**

STEP 2B (via Drop Box):

1. Complete the Form together with one (1) Proof of Purchase (attached) must be placed in the Drop Box at any participating outlets with Promoters.

STEP 2C (via WhatsApp):

1. Snap one (1) clear and legible picture/image in jpg or jpeg or png format of the Receipt complete with the Receipt Details [Image].
2. One (1) Image must contain a picture of one (1) Receipt only and the Image file must be less than 5MB.
3. Submit the Image via WhatsApp to **6018 388 1316**
(https://api.whatsapp.com/send/?phone=60183881316&text&type=phone_number&app_absent=0) using a mobile number registered in Malaysia
4. You will receive an autoreply message prompting you to submit your Full Name and Identification Number [Personal Details] immediately following the format: **#FULL NAME#ID NO** to complete your registration and entry submission [Entry].
For example: Type: **#ISA BIN HANIF#010801145895** and send.
5. You are required to provide your Personal Details only once. You may submit as many Entries as you want, and all subsequent Entries will be linked to the initially provided Personal Details.
6. An auto-reply acknowledgement message will be sent by the Organiser for the first WhatsApp Entry received from each mobile number only.

Please save the cropped invoice image to show the required information **ONLY so that the image details will be legible when submitting via WhatsApp.**

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.

Online Invoice: The Invoice can come in the form of a screenshot of the invoice and/or order for online purchases. The Invoice must bear the name and/or logo of the online platform and/or merchant at which the online purchase was made. For online purchases with promotion codes and/or discount vouchers, the final paid amount must be the Minimum Purchase amount and above to qualify.

The Invoice must also bear the date of purchase, Products purchased, purchase amount, order and/or invoice number, and name and/or logo of the online platform and/or merchant.

The Organiser will sort all Entries received for further processing, verification and qualifying. The Organiser shall reserve the right to disqualify any Forms with incomplete Personal Details, unclear and/or illegible Forms and Proof of Purchase and/or containing more than one (1) Proof of Purchase. All Entries that do not meet the requirements stated herein shall be disqualified by the Organiser without further notification to the Participants.

The Organiser shall reserve the right to disqualify any Proof of Purchase which is illegible, with incomplete details, reprinted, duplicated, unclear, damaged, altered and/or modified in any way without further notification to the Participants.

For the avoidance of doubt, the Organiser may also, without further notification to the Participant, disqualify any Proof of Purchase if the Organiser suspects that a Participant submitted a Proof of Purchase which is forged, falsified or is issued over Products which had not been purchased.

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

A: You can get more information about the promotion at:
<https://nes.tl/MILOPeraduanRaikanKaamatan>

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/invoice is ONLY eligible for one (1) entry submission via the Postal or Drop Box or WhatsApp.**

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

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

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

Q5: What is the age of participation and eligibility?

A: The Promotion is open to all individual legal residents of Sabah and Wilayah Persekutuan Labuan with a valid identification document, aged 18 years and above as at the start of the Promotion Period (06/04/2024) and residential address in Sarawak. The Organiser shall reserve the right to request evidence of identification documents.

Q6: What are the Promotion period and entry deadline?

A: The Promotion starts at 00:00:00 on 06/04/2024 and closes at 23:59:59 on 02/06/2024.
The Organiser must receive all Entries on or before 23:59:59 on 02/06/2024. All Entries received outside the Promotion Period will be automatically disqualified.

Q7: Is there a limit to the total number of serial numbers I can receive in a single receipt?

A: There is a limit to the serial number you can receive in a single receipt.
Every RM16 will be given 1 Serial Number.
Every RM260 will be given 15 Serial Numbers.
Each original receipt/invoice is limited to 15 Serial Numbers.

Q8: What are the prizes offered for this promotion?

A: The prizes offered for this promotion are:

PRIZES TYPE	PRIZES DESCRIPTION
MONTHLY GRAND PRIZES X1 winner x2 months Total: 2 winners	One (1) Ativa 1.0l Turbo X (D-CVT), on-the-road price each
WEEKLY PRIZES X25 winners x8 weeks Total: 200 winners	One (1) RM100 cash each

Q9: What are the weekly periods for this promotion?

A: The eight (8) weekly periods are as per below:
Week 1: 06/04/2024 – 14/04/2024 Week 2: 15/04/2024 – 21/04/2024
Week 3: 22/04/2024 – 28/04/2024 Week 4: 29/04/2024 – 05/05/2024
Week 5: 06/05/2024 – 12/05/2024 Week 6: 13/05/2024 – 19/05/2024
Week 7: 20/05/2024 – 26/05/2024 Week 8: 27/05/2024 – 02/06/2024

Q10: What are the monthly periods for this promotion?

A: The two (2) monthly periods are as per below:
Month 1: 06/04/2024 – 05/05/2024 Month 2: 06/05/2024 – 02/06/2024

Q11: How do you select the Winners?

A: The Organiser will extract all Postal, Drop Box and WhatsApp Entries received for further processing. All Entries that do not meet the requirements stated shall be disqualified by the Organiser. Unclear Images, illegible and incomplete Entries will be disqualified without further notification to the Participants for such disqualified Entries.

The Organiser will tabulate the Entries received and allocate a serial number[s] for each qualified Entry received according to the date and time received throughout the Promotion Period.

Weekly Prizes Winners: Total qualified serial numbers allocated at the end of each weekly period throughout the entire promotion period will be divided by 25 to derive the winning serial numbers for **Weekly Prize finalists**. The winning serial number will be the closest, lower whole number that results after the stated division.

Monthly Grand Prizes Winners: Total qualified serial numbers allocated at the end of each monthly period throughout the entire promotion period will be divided by 2 to derive the winning serial number for the **Monthly Grand Prize**. The winning serial number will be the closest, lower whole number that results after the stated division.

Q12: How do you determine the Winners?

A: The Organiser will contact all Finalists **via WhatsApp Number 6018 388 1316** to the Finalist's mobile number which the Organiser received in the Qualified Entries. Each selected Finalist will be given one (1) question to answer. If a Finalist fails to answer correctly and/or fails to answer the question posted within the time stated, the Prize(s) will be forfeited. The Organiser will not be held liable in the event the selected Finalist cannot be contacted for whatever reasons.
If in doubt upon receiving the WhatsApp message, the participants may call the Nestlé Customer Service number: 1-800-88-3433 for confirmation.

Q13: How many prizes can participants win throughout the entire promotion period?

A: Each participant may only win:

PRIZES TYPE	NUMBER OF PRIZES CAN BE WON
WEEKLY PRIZE	One (1)
MONTHLY GRAND PRIZE	One (1)

Q14: How do I know if I've won any Prize(s)?

A: As mentioned in Q12, Finalists will receive a WhatsApp message for a question session and must answer 1 question correctly within the stipulated time to win their prize.
Upon confirmation of the winners, the Winners' Announcement will be featured on the Organiser's website as & when available at:
<https://nes.tl/MILOPeraduanRaikanKaamatan> by six (6) to eight (8) weeks from the closing date of the Promotion Period.

Q15: How can I claim my prize?

A: All Winners MUST provide their complete personal details when requested. The Organiser reserves the rights to forfeit their Prizes if the Winners failed to provide their full details upon request. The Organiser reserves the right to disqualify any Entry or Prize if a Participant or Winner's personal details (including full name, identification number and mobile number) are found at any time to be inaccurate or wrong.

The Organiser reserves the right to request for submission of the original hardcopy Proof of Purchase from the Winner for verification prior to Prizes fulfilment. Failure to submit the original Proof of Purchase upon request will result in disqualification and forfeiture. Upon verification, the Organiser reserves the right to forfeit their Prizes if the Organiser suspects that the alleged Winner submitted a Proof of Purchase which is forged, falsified or is issued over Products which had not been purchased.

MONTHLY GRAND PRIZE:

All Monthly Grand Prize Winners will be contacted by the appointed vendor arranging and/or providing for the Monthly Grand Prize within six (6) – eight (8) weeks from the closing date of the Promotion. All Monthly Grand Prize Winners may have to attend the Prize Giving Ceremony, if any. The Organiser will update the Grand Prize Winners on the details of the Prize Giving Ceremony. Any other additional and/or miscellaneous fees, costs and/or expenses to be incurred in connection with utilising and/or maintaining the Prize shall be fully borne by and the sole responsibility of the Monthly Grand Prize Winners.

WEEKLY PRIZE:

Winners will be contacted **via WhatsApp Number 6018 388 1316** to the mobile numbers from which the Organiser received the Qualified Entries to share their delivery address. All Winners will receive a cheque payable to their name via courier within six (6) to eight (8) weeks from the closing date of the Promotion to the addresses provided by the Winners.

**ALL unclaimed prizes after the deadline set by the Organiser in the winner's notification for prize collection will be forfeited.
The Organiser reserves the right to substitute any prize for an alternative of equal or greater value.**

Q16: 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).