

Friso Gold Touch 'N Go eWallet Redemption

TERMS & CONDITIONS (EN)

Eligibility Period

1. The Friso Gold Touch 'N Go eWallet Redemption will run from 1st January 2025 (12:00 a.m.) – 28th February 2025 (11:59 p.m.) for the participating outlets (“Redemption Period”). Dutch Lady Milk Industries Berhad (Registration No. 196301000165 (5063-V) (“Organiser”) reserves the right to shorten or extend the Redemption Period without prior notice. Participants agree to be bound to any such changes. All entries received outside the Redemption Period shall be automatically disqualified. The Organiser’s decision shall be final and binding, therefore no correspondence shall be entertained.

2. This Program is open to all residents of Malaysia aged 18 years and above (as at 1 January 2025), except the employees and immediate family members of the Organiser, including the employees and immediate family members of its affiliated and/or related companies, distributors, advertising and promotion agencies. The Organiser shall reserve the right to request for evidence of identification documents. By participating in this Program, you understand and agree without condition to comply with these Terms and Conditions. The Organiser shall not be liable for any loss, damage and/or expense arising from or in connection with your participation in this Program, howsoever arising including but not limited to indirect or consequential loss, as well as the redemption and/or utilisation of any Prize won.

Redemption Mechanic

3. How To Participate

- i) Buy any two (2) units of Friso Gold Step 3 or Step 4 (900g or 1.2kg) in a single receipt from the participating stores within the Redemption Period and keep the aforesaid original receipt (“Proof of Purchase”) for verification purposes.
- ii) Scan QR code to submit the Proof of Purchase.

iii) A reply message will be sent for verification purpose.

iv) Approved submission will be processed for ten (10) working days.

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4. There is only one (1) type of redemption submission i.e. via WhatsApp, with one (1) unique receipt submission.

4.1 As described in paragraph 3 above, Participants can submit the Proof of Purchase via WhatsApp.

4.1.1 Each Participant is entitled/eligible to submit more than one [1] entry throughout the Redemption Period, but each entry must be accompanied by a unique receipt being the Proof of Purchase. Subsequent entries with duplicated receipts will be forfeited. Participants will be identified by their name, MyKad number, phone number and Proof of Purchase or receipt number shared via WhatsApp.

4.1.2 The Proof of Purchase required for each redemption is one [1] unique/original printed receipt with any two (2) units of Friso Gold Step 3 or Step 4 (900g or 1.2kg) in a single receipt from the participating stores during the Redemption Period. Every unique receipt entitles for one [1] redemption. Receipts cannot be combined. Promotion redemption is applicable for both offline and online purchase. (only applicable to the participating outlet list)

4.1.3 Participants are required to safe keep the original receipt being the Proof of Purchase for verification and redemption purposes, failing which, the Organiser shall forfeit the Touch 'N Go eWallet redemption. Each Participant must have a valid Touch 'N Go eWallet account.

4.1.4 The Organiser shall be entitled to request the original identification documents (e.g. MyKad) or the originals of other supporting documents/materials from the Participants for verification purposes.

4.1.5 The Organiser reserves the right to disqualify any incomplete and late entries. The Organiser and the companies involved in this Program shall not be held liable in any way for delays, non-deliveries and/or interruptions of technical

malfunction of telecommunications network or lines, computer online systems, servers or providers and/or computer equipment. Any persons and/or Participants who violate any rule, gain unfair advantage in participating in this Program, or obtain winner status using fraudulent means will be disqualified. Unsportsmanlike, disruptive, annoying, harassing or threatening behavior is strictly prohibited.

Prizes

Product	Redemption Amount
Friso Gold Step 3 or Step 4 (900g or 1.2kg)	RM18 Touch 'N Go e-Wallet reload PIN, with minimum purchase of 2 units in a single receipt

Redemption of Prizes

5. The Organiser will give out the Prizes via:

5.1 Touch 'N Go eWallet reload PIN with redemption amount will be provided to the shortlisted Participant(s) within fourteen (14) working days from notification of the submission. The shortlisted Participant(s) shall claim their redemption amount by keying in the reload PIN into their personal Touch 'N Go eWallet account.

6. In the event that the Organiser finds the presented receipt or Proof of Purchase is not authentic or invalid then the Organiser shall be entitled to disqualify the shortlisted Participant(s) and forfeit the Prize(s) from the shortlisted Participant(s) without assigning any reasons whatsoever.

7. Participants shall assume full liability and responsibility in case of any accident, injury, damage and/or claim resulting from their participation in this Program and from redemption and usage of the Prizes.

8. The Organiser, its agents, sponsors and/or representatives shall have no liability to any Participant who defaults in collecting the Prizes in accordance with the Prize Redemption in any respect whatsoever.

9. Prizes shall be used/taken entirely at the risk of the Participants and the Organiser excludes all warranties and liabilities in connection with the Prizes to the fullest extent permitted by law.

10. Prizes are strictly not transferable, assignable, exchangeable or redeemable by the Participant in any other form or manner other than that specified by the Organiser.

11. The Organiser reserves the right to substitute any Prize with that of similar value at any time without prior notice.

12. The Organiser reserves the right to determine how uncollected Prizes will be dealt with.

13. By participating in this Program, Participants consent to give their personal information and the Organiser and/or its affiliates reserves the right to publish, use the participants' and winners' names and/or photographs and videos plus their entries and interviews for purposes of publicity, advertising and/or trade without further compensation or notice and each participant is not entitled to make any claims, monetary or otherwise, for the use of their entries by the Organiser.

14. The Organiser collects personal identifiable information to provide services or to correspond with the Participant(s). This information is stored in a manner appropriate to the nature of the data by the Organiser and is used to fulfil the Participant's request(s). By submitting their personal information, each Participant is deemed to have given permission to the Organiser and/or its authorized agents to use this information for the purpose of present and future marketing and promotional purposes and to improve its products and services. If a Participant informs the Organiser via Careline at 1-800-88-1191 or at dutchladycareline@frieslandcampina.com that the above information should not be used as a basis for further contact, the Organiser will respect such Participant's request. A Participant's information will not be provided or shared with other companies or partners for their independent use. For the Organiser's full Personal Data Protection Act Compliant Notice, please refer to the Organiser's website at www.frisogold.com.my.

15. By participating in this Program, Participants agree to be bound by these Terms and Conditions and decisions of the Organiser.

16. The Organiser reserves the right in its sole discretion, without any liability to any person, at any time to amend, delete or add to these Terms and Conditions including to change the Redemption Period, make Prize substitutions, cancel, terminate or suspend the Program in whole or in part. In the event of any changes to the Terms and Conditions, Participants agree that their continued participation in the Program will constitute their acceptance to such changes.

17. In the event of any inconsistency or conflict between the English version and the Bahasa Malaysia version of this Terms and Conditions, the English version shall prevail.

Participating Stores:

NO	REGION	OUTLET NAME
1	SABAH	EMART (SABAH) SDN BHD
2	SABAH	SERVAY HYPERMARKET (SABAH) SDN.BHD
3	SABAH	SERVAY JAYA SUPERMARKET SDN BHD (SG TAJONG)
4	SABAH	EVERGREEN (1979) TRADING SDN BHD
5	SABAH	BATARAS HYPERMARKET
6	SABAH	SERVAY HYPERMARKET (S) SDN BHD
7	SABAH	SERVAY JAYA SUPERMARKET SDN BHD- SJTNK
8	SABAH	CKS RETAIL SDN BHD - TUARAN
9	SABAH	CKS RETAIL - MENGGATAL
10	SABAH	SERVAY EXPRESS SDN BHD
11	SABAH	SERVAY JAYA SUPERMARKET SDN BHD
12	SABAH	TAI YANG SUPERMARKET SDN BHD
13	SABAH	SERVAY JAYA SUPERMARKET SDN BHD - KOTA MARUDU
14	SABAH	SERVAY JAYA SUPERMARKET SDN BHD
15	SABAH	BATARAS SDN BHD
16	SABAH	CKS RETAIL SDN BHD - MILLENIUM
17	SABAH	BATARAS HYPERMARKET (KOLOMBONG)
18	SABAH	SERVAY HYPERMARKET (SABAH) SDN BHD - PAPAR
19	SABAH	CKS RETAIL SDN BHD- 88 MALL
20	SABAH	BATARAS SUPERSTORE (TENOM)

21	SABAH	SERVAY JAYA SUPERMARKET SDN BHD - KENINGAU
22	SABAH	CKS RETAIL - KHIDMAT
23	SABAH	GENTINGMAS MALL SDN BHD
24	SABAH	CKS RETAIL SDN BHD - DONGGONGON
25	SABAH	SERVAY JAYA SUPERMARKET SDN BHD (KUNAK)
26	SABAH	SERVAY HYPERMARKET (SABAH) SDN BHD - BFT
27	SABAH	BATARAS HYPERMARKET (MENGGATAL)
28	SABAH	CKS RETAIL SDN BHD - BUNDUSAN
29	SABAH	SERVAY JAYA SUPERMARKET SDN BHD - SJTLK
30	SABAH	CKS RETAIL SDN BHD- KENINGAU
31	SABAH	BATARAS MARKETPLACE (SURIA SABAH)
32	SABAH	CKS RETAIL SDN BHD- SULAMAN
33	SABAH	SERVAY HYPERMARKET (SABAH) SDN BHD - BEAUFORT
34	SABAH	BATARAS HYPERMARKET - KENINGAU
35	SABAH	BATARAS HYPERMARKET (ITCC)
36	SABAH	STHAMIN SUPER MARKET
37	SABAH	CKS RETAIL SDN BHD (KENINGAU 2)
38	SABAH	GOLDEN DRAGON CITY (SABAH) SDN BHD (KINARUT)
39	SABAH	BATARAS SUPERSTORE
40	SABAH	BATARAS SDN BHD (WAWASAN)
41	SABAH	BATARAS SUPERSTORE
42	SABAH	SERVAY JAYA SUPERMARKET SDN BHD - KUDAT
43	SABAH	BATARAS SUPERSTORE (INANAM PLAZA)
44	SABAH	BATARAS SUPERSTORE (KOTA BELUD)
45	SABAH	BATARAS SDN BHD
46	SABAH	BATARAS BUNDUSAN
47	SABAH	BATARAS SUPERSTORE (SULAMAN SENTRAL)
48	SABAH	BATARAS SUPERSTORE (TUARAN)
49	SABAH	BATARAS HYPERMARKET - PUTATAN 2
50	SABAH	BATARAS SUPERSTORE (SEMBULAN)
51	SABAH	SERVAY JAYA SUPERMARKET SDN BHD - TAMBUNAN
52	SABAH	EVERRISE DEPARTMENTAL STORE SDN BHD
53	SABAH	BATARAS SUPERMARKET
54	SABAH	BATARAS FRESH MART (PLAZA LEGASI)
55	SABAH	BATARAS MARKETPLACE - GAYA STREET
56	SABAH	BATARAS SDN BHD (GRAND MERDEKA)
57	SABAH	BATARAS HYPERMARKET @ WISMA YCL
58	SABAH	BATARAS HYPERMARKET (PLAZA 22)
59	SABAH	BATARAS HYPERMARKET (TELIPOK)

60	SABAH	BATARAS SUPERSTORE - KINGFISHER
61	SABAH	BATARAS SUPERSTORE (KENINGAU)
62	SABAH	BATARAS HYPERMARKET (TAMPARULI)
63	SABAH	BATARAS HYPERMARKET - INDAH PERMAI
64	SABAH	BATARAS SUPERSTORE - KUNDASANG
65	SABAH	BATARAS HYPERMARKET (PUTATAN)
66	SABAH	BATARAS SUPERSTORE - KEPAYAN
67	SABAH	BATARAS SUPERSTORE (RANAU)
68	SABAH	EVERWIN (SABAH) SDN BHD
69	SARAWAK	FARLEY (KCH) SDN BHD
70	SARAWAK	FARLEY MINI MARKET
71	SARAWAK	EMART (RIAM) SDN BHD
72	SARAWAK	EVERGREEN (1979) TRADING SDN BHD - EGM
73	SARAWAK	EMART (BATU KAWA) SDN. BHD.-TABUAN JAYA
74	SARAWAK	FARLEY (SIBU) SDN BHD
75	SARAWAK	EMART BATU KAWA SDN BHD
76	SARAWAK	EMART (BATU KAWA) SDN BHD - MOYAN
77	SARAWAK	EVERWIN SUPERMARKET DEPARTMENT STORE SDN BHD (BT)
78	SARAWAK	SING KWONG SUPERMARKET (MEDAN RAYA) SDN. BHD.
79	SARAWAK	H&L RETAIL SDN BHD - KOTA PADAWAN MALL
80	SARAWAK	EMART (BATU KAWA) SDN BHD-KING CENTRE
81	SARAWAK	DAESCO SDN BHD
82	SARAWAK	FARLEY (KS) SDN BHD
83	SARAWAK	MDS MART SDN BHD
84	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD - 4 MILE
85	SARAWAK	H&L SUPERMARKET SDN BHD - 17 MILE
86	SARAWAK	H&L SUPERMARKET SDN BHD - BDC
87	SARAWAK	SING KWONG (SKS MART) SDN BHD
88	SARAWAK	RIMBA CENTRAL SDN BHD-SRI AMAN
89	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD-VIVACITY
90	SARAWAK	EVERWIN SUPERMARKET SDN BHD - SENADIN
91	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD (METROCITY)
92	SARAWAK	KIM HOCK SUPERMARKET (SIBU) SDN BHD
93	SARAWAK	EMART (BATU KAWA) SDN BHD - SUMMER MALL
94	SARAWAK	EMART (SARAWAK) SDN BHD - MATANG
95	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD - BDC
96	SARAWAK	EMART (SARAWAK) SDN.BHD
97	SARAWAK	KIM HOCK SUPERMARKET (MUKAH) S/B
98	SARAWAK	EVERWIN MART SDN BHD (MUKAH)

99	SARAWAK	FORDA TRADING SDN BHD
100	SARAWAK	D. VALLEY SUPERMARKET
101	SARAWAK	EVERWIN SUPERMARKET SDN BHD - TUDAN
102	SARAWAK	RIMBA CENTRAL SDN BHD
103	SARAWAK	H&L RETAIL SDN BHD - PETRA JAYA
104	SARAWAK	BOULEVARD HYPERMARKET & DEPARTMENTAL STORE S/B-BCC
105	SARAWAK	TAI KWONG SUPERMARKET SDN BHD
106	SARAWAK	CC FRESH WHOLESALE & SUPERMARKET SDN BHD
107	SARAWAK	EVERWIN SUPERMARKET SDN BHD - PUJUT
108	SARAWAK	KIM HOCK SUPERMARKET (SARIKEI) SDN BHD
109	SARAWAK	H&L SUPERMARKET SDN BHD - TABUAN JAYA
110	SARAWAK	WSL XIANG XIANG SUPERMART SDN BHD - BN2
111	SARAWAK	H&L SUPERMARKET SDN BHD - 10 MILE
112	SARAWAK	H&L SUPERMARKET SDN BHD - SERIAN
113	SARAWAK	RIMBA CENTRAL SDN BHD - SINIAWAN
114	SARAWAK	WSL XIANG XIANG SUPERMART SDN BHD - LUAK BAY
115	SARAWAK	H&L RETAIL SDN BHD-KUCHING SENTRAL
116	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD-GREEN HEIGHTS
117	SARAWAK	EMART (BINTULU) SDN.BHD.
118	SARAWAK	H&L SUPERMARKET SDN BHD - SEMARIANG
119	SARAWAK	NG SIAN HAP TRADING SDN BHD
120	SARAWAK	RIMBA CENTRAL SDN BHD (THE GLEN)
121	SARAWAK	EVERWIN SUPERMARKET SDN BHD - TMM TUNKU
122	SARAWAK	SING KWONG SUPERMARKET (BINTULU) SDN.BHD
123	SARAWAK	EVERWIN SUPERMARKET SDN BHD - KROKOP
124	SARAWAK	H&L SUPERMARKET SDN BHD - 7 MILE
125	SARAWAK	EVERWIN CENTRE SDN BHD - KOTA SAMARAHAN
126	SARAWAK	EVERWIN CENTRE SDN BHD - BATU KAWA
127	SARAWAK	NAM LEONG DEPARTMANTA (SARIKEI) S/B. (SARIKEI)
128	SARAWAK	NEW WORLD MART SDN BHD
129	SARAWAK	H&L RETAIL SDN BHD - AIMAN MALL
130	SARAWAK	KIM HOCK SUPERMARKET S/B (S/JAYA)
131	SARAWAK	EVERWIN MART SDN BHD
132	SARAWAK	EVERWIN HYPERMARKET SDN BHD
133	SARAWAK	FRIENDLY DEPARTMENT STORE SDN BHD
134	SARAWAK	BOULEVARD HYPERMARKET (BINTULU) SDN BHD
135	SARAWAK	EMART (BATU KAWA) SDN BHD - SEJINGKAT
136	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD (CITY ONE)
137	SARAWAK	LOTUS QUANTUM SDN BHD

138	SARAWAK	H&L RETAIL SDN BHD (METRO CITY MATANG)
139	SARAWAK	EVERWIN SUPERMARKET DEPARMENT STORE S/B (SANYAN)
140	SARAWAK	EVERWIN CENTRE SDN BHD - SERIAN
141	SARAWAK	J5 MART SDN.BHD.
142	SARAWAK	H&L SUPERMARKET SDN BHD - MJC
143	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD- PLAZA MERDEKA
144	SARAWAK	EVERWIN CENTRE SDN BHD (SRI AMAN)
145	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN. BHD. - BMM
146	SARAWAK	WSL XIANG XIANG SUPERMART SDN. BHD - TUDAN
147	SARAWAK	BOULEVARD HYPERMARKET & DEPARTMENTAL STORE S/B-IMP
148	SARAWAK	RIMBA CENTRAL SDN BHD - MALIHAN
149	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD - BCC
150	SARAWAK	EVERWIN (BATUNIAH) TRADING SDN BHD
151	SARAWAK	SING KWONG SUPERMARKET (PASAR) SDN BHD
152	SARAWAK	MEDAN DEPARTMENTAL STORE SDN BHD
153	SARAWAK	PASARAYA SIN JOON MIAW
154	SARAWAK	H&L SUPERMARKET SDN BHD - 3RD MILE
155	SARAWAK	BORNEO & COMPANY
156	SARAWAK	KIM HOCK S/M (S/JAYA)
157	SARAWAK	EVERWIN ECO MART SDN BHD (SJ)
158	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD (BATU KAWA)
159	SARAWAK	BS SUPERMART SDN BHD-SATOK
160	SARAWAK	LOTUS QUANTUM SDN.BHD.
161	SARAWAK	EVERWIN CENTRE SDN BHD (SEMARIANG)
162	SARAWAK	EVERWIN ECONOMIC MART SDN BHD (SARIKEI)
163	SARAWAK	EVERWIN CENTRE SDN BHD - 7TH MILES
164	SARAWAK	BS SUPERMARKET SDN BHD - LUNDU
165	SARAWAK	METRO MEGAMART SDN BHD
166	SARAWAK	JUMBO GROCER SDN BHD (9 MILE)
167	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD (TABUAN JAYA)
168	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD - PADUNGAN
169	SARAWAK	EVERWIN CENTRE SDN BHD - BATU 11
170	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD (STU)
171	SARAWAK	EVERWIN FASHION HOUSE (BINTULU) SDN BHD
172	SARAWAK	H&L SUPERMARKET SDN BHD - MATANG
173	SARAWAK	EMART (BATU NIAH) SDN BHD

174	SARAWAK	EVERWIN SUPERMARKET SDN BHD - CENTER POINT
175	SARAWAK	EVERWIN CENTRE SDN BHD - BAU
176	SARAWAK	EVERWIN CENTRE SDN BHD - KENYALANG
177	SARAWAK	DOREMART SDN BHD
178	SARAWAK	DOREMART SDN BHD (HANN'S RESIDENT)
179	SARAWAK	EVERWIN CENTRE SDN BHD - DESA WIRA
180	SARAWAK	EMART (BATU KAWA) SDN BHD - GOCELI - THE HILLS
181	SARAWAK	DOREMART SDN.BHD.
182	SARAWAK	H&L SUPERMARKET SDN BHD - MALIHAH
183	SARAWAK	DOREMART SDN BHD - SRP (SARIKEI)
184	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD - MSB
185	SARAWAK	DOREMART SDN BHD - SRK (SARIKEI)
186	SARAWAK	SERVAY HYPERMARKET (SABAH) SDN BHD - SHM
187	SARAWAK	DOREMART SDN BHD (PEDADA)
188	SARAWAK	EVERWIN ENTERPRISE SDN BHD (CR)
189	SARAWAK	EVERWIN CENTRE SDN BHD - 17TH MILE
190	SARAWAK	SERVAY HYPERMARKET (SABAH) SDN BHD - SHPMM
191	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD - DEMAK LAUT
192	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD - MATANG
193	SARAWAK	EVERWIN CENTRE SDN BHD - MOYAN
194	SARAWAK	DOREMART SDN BHD - PINES SQUARE
195	SARAWAK	SERVAY EVERGREEN SDN BHD - SJSM
196	SARAWAK	EVERWIN SUPERMARKET SDN BHD (SELANGAU)
197	SARAWAK	SERVAY SUPERMARKET SDN BHD - SM
198	SARAWAK	SERVAY JAYA SUPERMARKET SDN BHD - SJSND
199	SARAWAK	EVERRISE DEPARTMENTAL STORE SDN BHD - KOTA SAMARAH
200	SARAWAK	SING KWONG SUPERMARKET (SK) SDN BHD