

# **Friso Gold Touch 'N Go eWallet Redemption**

## **TERMS & CONDITIONS (EN)**

### Eligibility Period

1. The Friso Gold Touch 'N Go eWallet Redemption will run from 1<sup>st</sup> January 2025 (12:00 a.m.) – 28<sup>th</sup> Feb 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 one (1) unit of Friso Gold Step 3 or Step 4 (900g/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.

### **Touch 'N Go eWallet Redemption**

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 one (1) unit of Friso Gold Step 3 or Step 4 (900g/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

<b>Product</b>	<b>Redemption Amount</b>
Friso Gold Step 3 or Step 4 (900g/1.2kg)	RM8 Touch 'N Go e-Wallet reload PIN, with minimum purchase of 1 unit 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](mailto: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](http://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:**

<b>NO</b>	<b>REGION</b>	<b>OUTLET NAME</b>
1	<b>CENTRAL</b>	PD FAMILY STORE SDN BHD
2	<b>CENTRAL</b>	SP ZEMART SDN BHD
3	<b>CENTRAL</b>	BAHAU ZEMART SDN BHD
4	<b>CENTRAL</b>	MANTIN ZEMART SDN BHD
5	<b>CENTRAL</b>	GALENA FAMILY STORE SDN BHD
6	<b>CENTRAL</b>	PASARAYA TTJ FAMILY SDN BHD
7	<b>CENTRAL</b>	SIKAMAT FAMILY STORE SDN BHD
8	<b>CENTRAL</b>	RJ FAMILY STORE SDN BHD
9	<b>CENTRAL</b>	AMPANGAN FAMILY STORE SDN BHD
10	<b>CENTRAL</b>	SENAWANG ZEMART SDN BHD
11	<b>CENTRAL</b>	ECONMART MANTIN SDN BHD
12	<b>CENTRAL</b>	KK FAMILY MART SDN BHD-BDR ENSTEK
13	<b>CENTRAL</b>	B FAMILY MART SDN BHD-REMBAU
14	<b>CENTRAL</b>	FAMILY STORE-TMN RASAH JAYA
15	<b>CENTRAL</b>	SENAWANG FAMILY STORE SDN BHD
16	<b>CENTRAL</b>	FS FAMILY STORE SDN BHD-TEMPLER
17	<b>CENTRAL</b>	S-TWO FAMILY STORE SDN BHD
18	<b>CENTRAL</b>	BEST FRESH MART SDN BHD
19	<b>CENTRAL</b>	FS FAMILY STORE SDN BHD-REMBAU (O)
20	<b>CENTRAL</b>	PASARAYA SOON HUAT SDN BHD

21	<b>CENTRAL</b>	BEST FRESH MART SDN BHD-TG KARANG
22	<b>CENTRAL</b>	REDTICK SUPERMARKET (SHAFTBURY) SDN BHD
23	<b>CENTRAL</b>	ECONMART SUPERMARKET (SUNGGAI BERTIH) SDN. BHD.
24	<b>CENTRAL</b>	SOGO (K.L.) DEPARTMENT STORE SDN BHD
25	<b>CENTRAL</b>	ISETAN OF JAPAN SDN BHD (KLCC)
26	<b>CENTRAL</b>	BEST FRESH MART SDN BHD-KOTA BAYUEMAS
27	<b>CENTRAL</b>	HANIFFA SDN BHD
28	<b>CENTRAL</b>	BEST FRESH MART SDN BHD-IJOK
29	<b>CENTRAL</b>	URBAN RETAIL SDN BHD-SRI PETALING
30	<b>CENTRAL</b>	K ECOMART (M) SDN BHD
31	<b>CENTRAL</b>	REDTICK SDN BHD-PUCHONG KIARA
32	<b>CENTRAL</b>	ECONMART (SENTOSA) SDN. BHD.
33	<b>CENTRAL</b>	KENWINGSTON GROCER SDN BHD
34	<b>CENTRAL</b>	X ELITE DIGITAL COMMERCE SDN BHD
35	<b>CENTRAL</b>	KENWINGSTON GROCER SDN BHD-(PLAZA KLTS JLN GOMBAK)
36	<b>CENTRAL</b>	KENWINGSTON GROCER SDN BHD-(CYBERJAYA 9)
37	<b>CENTRAL</b>	MEGAH RETAIL SDN BHD-(DENGKIL)
38	<b>CENTRAL</b>	MEGAH FRESH SDN BHD-(SEPANG)
39	<b>CENTRAL</b>	KENWINGSTON GROCER SDN BHD-(TMN BKT CHERAS)
40	<b>CENTRAL</b>	KENWINGSTON GROCER SDN BHD-(ARA D'SARA)
41	<b>CENTRAL</b>	REDTICK SDN BHD-PUTRA JAYA
42	<b>CENTRAL</b>	MEGAH BANTING SMKT & DEPT STORE SDN BHD
43	<b>CENTRAL</b>	MEGAH AMAN SMKT & DEPT STORE SDN BHD
44	<b>CENTRAL</b>	KENWINGSTON GROCER SDN BHD (KOMPLEKS SAMA)
45	<b>CENTRAL</b>	KENWINGSTON GROCER SDN BHD (BLOOMSVALE)
46	<b>NORTH</b>	CARNIVAL CASH & CARRY SDN BHD
47	<b>NORTH</b>	MINAT (KULIM) SUPERMARKET SDN BHD
48	<b>NORTH</b>	BANDAR BARU (PULAU TIKUS) SUPERMARKET S/B
49	<b>NORTH</b>	WONDERFUL SUPERMARKET (PENANG) SDN. BHD.
50	<b>NORTH</b>	WONDERFUL SUPERMARKET (BM) SDN. BHD.
51	<b>NORTH</b>	JMS SUPER MART SDN. BHD.
52	<b>NORTH</b>	WONDERFUL SUPER MART SHOP SDN. BHD.
53	<b>NORTH</b>	BANDAR BARU (JELUTONG) SUPERMARKET SDN BHD
54	<b>NORTH</b>	MINAT (KULIM) SUPERMARKET SDN.BHD. (BAGAN AJAM)
55	<b>NORTH</b>	PASARAYA EKONOMI YUAN HUAT
56	<b>NORTH</b>	YAWATA (N.T.) SUPERMARKET SDN. BHD.
57	<b>NORTH</b>	JMS SUPERMART (SG PUYU) SDN. BHD.
58	<b>NORTH</b>	GAMA SUPERMARKET & DEPT.STORE
59	<b>NORTH</b>	PASARAYA KARNIVAL ( JERAI ) SDN BHD
60	<b>NORTH</b>	SUPERMAS RETAIL SDN BHD
61	<b>NORTH</b>	PASARAYA ANEKA ( GURUN ) SDN BHD
62	<b>NORTH</b>	JMS PREMIUM SUPERMART SDN. BHD.

63	<b>NORTH</b>	BANDAR BARU (AIR ITAM) SUPERMARKET S/B
64	<b>NORTH</b>	CARNIVAL CASH & CARRY SDN BHD
65	<b>NORTH</b>	MINAT (KULIM) SUPERMARKET SDN BHD
66	<b>NORTH</b>	WONDERFUL SUPERMARKET (PENANG) SDN. BHD.
67	<b>NORTH</b>	WONDERFUL SUPERMARKET (BM) SDN. BHD.
68	<b>NORTH</b>	JMS SUPER MART SDN. BHD.
69	<b>NORTH</b>	WONDERFUL SUPER MART SHOP SDN. BHD.
70	<b>NORTH</b>	MINAT (KULIM) SUPERMARKET SDN.BHD. (BAGAN AJAM)
71	<b>NORTH</b>	PASARAYA EKONOMI YUAN HUAT
72	<b>NORTH</b>	YAWATA (N.T.) SUPERMARKET SDN. BHD.
73	<b>NORTH</b>	JMS SUPERMART (SG PUYU) SDN. BHD.
74	<b>NORTH</b>	JMS PREMIUM SUPERMART SDN. BHD.
75	<b>NORTH</b>	C-MART HOLDINGS SDN BHD
76	<b>NORTH</b>	PASARAYA K-CERIA(JITRA) SDN BHD
77	<b>NORTH</b>	PASARAYA K CERIA (PENDANG) SDN BHD
78	<b>NORTH</b>	PASARAYA EKONOMI SCH SDN BHD
79	<b>NORTH</b>	PASARAYA K-CERIA (KANGAR) SDN BHD
80	<b>NORTH</b>	PASARAYA K CERIA (KUALA KEDAH) SDN. BHD.
81	<b>NORTH</b>	PASARAYA KARNIVAL ( JERAI ) SDN BHD
82	<b>NORTH</b>	PASARAYA YAWATA(JITRA) SDN BHD
83	<b>NORTH</b>	SUPERMAS RETAIL SDN BHD
84	<b>NORTH</b>	TAMAN SULTAN BADLISHAH SUPERSTORE S/B
85	<b>NORTH</b>	PASARAYA EKONOMI A-WANG SDN BHD
86	<b>NORTH</b>	PASARAYA ANEKA ( GURUN ) SDN BHD
87	<b>NORTH</b>	PASARAYA K CERIA (KUALA NERANG) SDN BHD
88	<b>NORTH</b>	PASARAYA K CERIA (POKOK SENJA) SDN. BHD.
89	<b>NORTH</b>	PASARAYA MINAT (KAMPAR) S/B
90	<b>EAST COAST</b>	PASARAYA PKT (WB) SDN.BHD.
91	<b>EAST COAST</b>	PKT (KUALA KRAI) SDN. BHD.
92	<b>EAST COAST</b>	PKT WHOLESALE WAREHOUSE SDN.BHD.
93	<b>EAST COAST</b>	PASARAYA PKT (BESUT) SDN.BHD.
94	<b>EAST COAST</b>	PKT (TM) SDN BHD
95	<b>EAST COAST</b>	LUCKY MART KERTEH SDN BHD
96	<b>EAST COAST</b>	SABASUN HYPERRUNCIT SDN BHD
97	<b>EAST COAST</b>	SABASUN HYPERRUNCIT SDN BHD (KIJAL)
98	<b>EAST COAST</b>	SABASUN HYPERRUNCIT SDN BHD (AJIL)
99	<b>EAST COAST</b>	ALFA INDAH (BESERAH) SDN BHD
100	<b>EAST COAST</b>	LUCKY MART KERTEH SDN BHD
101	<b>EAST COAST</b>	PANTAI SELAMAT (CUKAI) SDN BHD
102	<b>EAST COAST</b>	PASARAYA SAMAMAJU (BINJAI) SDN BHD
103	<b>EAST COAST</b>	PASARAYA SAMAMAJU (K) SDN BHD
104	<b>EAST COAST</b>	ENG HONG (JLN GAMBANG) SDN BHD
105	<b>EAST COAST</b>	PANTAI SELAMAT (IM) SDN BHD

106	<b>SOUTH</b>	MASLEE CASH & CARRY (PUTERI COVE)
107	<b>SOUTH</b>	MASLEE EXPRESS SDN.BHD. (PUSAT PERDAGANGAN KEMPAS)
108	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD (TAMAN MOLEK)
109	<b>SOUTH</b>	MASLEE CASH & CARRY (DAHLIA) SDN BHD
110	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD (TERATAI)
111	<b>SOUTH</b>	MASLEE DISTRIBUTION CENTER SDN. BHD.(DESARU)
112	<b>SOUTH</b>	MASLEE CASH & CARRY SETIA INDAH SB (SERI AUSTIN)
113	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD (SETIA INDAH)
114	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD(IDAMAN)
115	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD(KOTA MASAI)
116	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD(KG AMAN)
117	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD (TMN DAYA)
118	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD (P.GUDANG)
119	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD
120	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD(CAHAYA MASAI)
121	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD (P.NENAS)
122	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD-B5
123	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD - SRI STULANG
124	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD (BANDAR TENGGARA)
125	<b>SOUTH</b>	TARGET SUPERMARKET (PONTIAN) SDN. BHD.
126	<b>SOUTH</b>	TARGET SUPERMARKET SDN BHD (4) AREA 05
127	<b>SOUTH</b>	TARGET SUPERMARKET ( BENUT ) SDN BHD
128	<b>SOUTH</b>	TARGET SUPERMARKET (KLUANG) SDN BHD
129	<b>SOUTH</b>	TARGET SUPERMARKET (BATU PAHAT) SDN BHD
130	<b>SOUTH</b>	TARGET SUPERMARKET (AYER HITAM) SDN. BHD.
131	<b>SOUTH</b>	TARGET SUPERMARKET (PARIT RAJA) SDN. BHD.
132	<b>SOUTH</b>	TARGET SUPERMARKET (KULAI) SDN BHD
133	<b>SOUTH</b>	TARGET SUPERMARKET (TAMAN KLUANG PERDANA) SDN BHD
134	<b>SOUTH</b>	TARGET SUPERMARKET (BUKIT BAKRI) SDN BHD
135	<b>SOUTH</b>	TARGET SUPERMARKET (SRI KLUANG) SDN.BHD
136	<b>SOUTH</b>	TARGET SUPERMARKET SDN BHD - CAWANGAN YONG PENG
137	<b>SOUTH</b>	TARGET SUPERMARKET SDN BHD (TAMAN BUKIT DAHLIA)
138	<b>SOUTH</b>	M PARADE FAMILY STORE SDN BHD
139	<b>SOUTH</b>	KLEBANG FAMILY STORE SDN. BHD.
140	<b>SOUTH</b>	BACHANG FAMILY STORE SDN BHD
141	<b>SOUTH</b>	BATU BERENDAM FAMILY STORE S/B
142	<b>SOUTH</b>	BUKIT RAMBAI FAMILY STORE SDN BHD
143	<b>SOUTH</b>	DUYONG FAMILY STORE SDN BHD
144	<b>SOUTH</b>	JASIN POINT FAMILY STORE SDN BHD



145	<b>SOUTH</b>	MASJID TANAH FAMILY STORE SDN BHD
146	<b>SOUTH</b>	MLK MALL FAMILY STORE SDN BHD
147	<b>SOUTH</b>	SGU FAMILY STORE SDN BHD
148	<b>SOUTH</b>	KESIDANG FAMILY STORE SDN BHD
149	<b>SOUTH</b>	ALOR GAJAH FAMILY STORE SDN BHD
150	<b>SOUTH</b>	PASARAYA HWA THAI SDN. BHD. (SKUDAI)
151	<b>SOUTH</b>	PSRY HWA THAI S/B (KIPMART-TAMPOI) (1A) Area
152	<b>SOUTH</b>	PSRY HWA THAI S/B(BESTMART)(1B) Area 20
153	<b>SOUTH</b>	PASARAYA HWA THAI (SALENG)
154	<b>SOUTH</b>	PASARAYA HWA THAI SDN.BHD (KULAI)
155	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD (PULAI PERDANA)
156	<b>SOUTH</b>	MASLEE PULAI
157	<b>SOUTH</b>	UNIFIED VISION SDN.BHD
158	<b>SOUTH</b>	PASARAYA HWA THAI SDN BHD (BUKIT DAHLIA MASAI)
159	<b>SOUTH</b>	PASARAYA HWA THAI S/B(PANDAN CITY BARU 2)
160	<b>SOUTH</b>	PASARAYA KINI SDN BHD- KOTA TINGGI (3A) Area 20
161	<b>SOUTH</b>	MASLEE EXPRESS SDN BHD (PASARBELLA HALAL PARK)
162	<b>SOUTH</b>	MIDAS MERGE SDN. BHD. (5E) Area 04
163	<b>SOUTH</b>	KINI MART (M) SDN BHD
164	<b>SOUTH</b>	JASIN SHOPPING CENTRE S/B
165	<b>SOUTH</b>	PASARAYA HWA THAI SDN BHD
166	<b>SOUTH</b>	PASARAYA KINI SDN BHD / MERSING (1) AREA 03
167	<b>SOUTH</b>	NIRWANA MAJU (BATU PAHAT) SDN BHD
168	<b>SOUTH</b>	NIRWANA MAJU (TONGKANG PECHAH) SDN BHD
169	<b>SOUTH</b>	NIRWANA MAJU (YONG PENG) SDN BHD
170	<b>SOUTH</b>	NIRWANA MAJU SDN BHD {LBRY SGM-KTN} (MA20MT)
171	<b>SOUTH</b>	NIRWANA MAJU SDN BHD {SEGAMAT} (MA20MT)
172	<b>SOUTH</b>	EXCOWELL CORPORATION SDN BHD/2 (4A) Area 05