

NESTLÉ BELI & TEBUS NATIONWIDE PROMOTION FAQ
1 JUNE 2023 – 31 JULY 2023

Q1: How do I participate?

A: **STEP 1:** Purchase a minimum of RM25 of any Participating Products in a single original receipt from any participating outlets during the Promotion Period.

The Participating Products are as per listed below:

- a. LACTOGROW® Aktif 1-3 years (850g)
- b. LACTOGROW® Aktif 4-6 years (850g)
- c. LACTOGROW® 3 (650g, 1.3kg and 1.8kg)
- d. LACTOGROW® 4 (650g, 1.3kg and 1.8kg)
- e. NANKID OPTIPRO® 3 (600g, 1.3kg and 2.4kg)
- f. NANKID OPTIPRO® 4 (1.3kg and 2.4kg)
- g. NANKID OPTIPRO® HA® 3 (800g)
- h. CERELAC® (all variants)

STEP 2: Write on the front of the Receipt your full name, identification number and the e-Wallet credit you want to redeem i.e. TNG, Boost or SPayGlobal. Snap one (1) clear and legible picture/image in jpg, jpeg, or png format of the Receipt/Invoice complete with the Receipt/Invoice Details. One (1) Image must contain a picture of one (1) Receipt/Invoice only.

For example:

Aleena binti Ali 900102148586 Touch 'n Go

STEP 3: Send “consentWA” via WhatsApp to +6018 322 1233. Then send the original receipt picture to the number stated above.

In-store 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.

The Organiser will process all Entries received. Incomplete Entries, incorrect participating products and unclear Images will be disqualified.

The Organiser shall reserve the right to request 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:

<https://www.startwell.nestle.com.my/promotions/onground-promo/beli-dan-tebus-2023>

Q3: Can I submit more than 1 entry?

A: Yes, you may submit more than one (1) entry. However, please note that each Receipt is only eligible for one [1] entry submission and each Participant (by unique identification number) is limited to only three (3) Redemptions of the eWallet Credits throughout the Promotion Period.

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, 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 Malaysia aged 18 years and above as at the start of the Promotion Period (1 June 2023), with a valid identification document and residential address in Malaysia. 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 01/06/2023 and closes at 23:59:59 on 31/07/2023.

All Entries must be received by the Organiser on or before 23:59:59 on 31/07/2023. 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 them?

A: The Redemption e-Wallets are divided into four (4) tiers and Participants are eligible to redeem as per below:

TIER	PRODUCTS PURCHASED TOTAL AMOUNT	REDEEM
1	FROM RM25.00 TO RM69.99	One [1] RM3 e-Wallet Credit (Touch n' Go, Boost or SPayGlobal)
2	FROM RM70.00 TO RM149.99	One [1] RM10 e-Wallet Credit (Touch n' Go, Boost or SPayGlobal)
3	FROM RM150.00 TO RM299.99	One [1] RM25 e-Wallet Credit (Touch n' Go, Boost or SPayGlobal)
4	FROM RM300.00 AND ABOVE	One [1] RM60 e-Wallet Credit (Touch n' Go, Boost or SPayGlobal)

Q8: Can I redeem more than once?

A: Yes. However, each Participant (by unique identification number) is limited to only three (3) Redemptions of the eWallet Credits throughout the Promotion Period. For each qualified Entry received, the Participant may only redeem one (1) e-Wallet Credit (Touch n' Go, Boost or SPayGlobal) under Tier 1, Tier 2, Tier 3 or Tier 4, depending on the amount of Participating Products purchased in a single receipt.

For example:

- If Participant A purchases RM40.00 of Participating Products in a single receipt/invoice during the Promotion Period, he/she is entitled to redeem one (1) e-Wallet only (Touch n' Go, Boost or SPayGlobal) under Tier 1.
- If Participant B purchases RM100.00 of Participating Products in a single receipt/invoice during the Promotion Period, he/she is also entitled to redeem one (1) e-Wallet only (Touch n' Go, Boost or SPayGlobal) under Tier 2.

Q9: How do I get my redeemed e-Wallet?

A: Participants redeeming Touch 'n Go eWallet Reload PIN:

The Organiser's service provider will send the codes for Touch 'n Go eWallet Reload PIN to the Participants via the Promotion Official WhatsApp Number at 6018 322 1233 to mobile numbers of all the verified and successful Participants within fifteen [15] working days from the Entry submission.

Participants redeeming Boost Credit Redemption Code:

The Organiser's service provider will send the codes for Boost Credit Redemption Code to the Participants via the Promotion Official WhatsApp Number at 6018 322 1233 to mobile numbers

of all the verified and successful Participants within fifteen [15] working days from the Entry submission.

Participants redeeming SPayGlobal e-Credit:

The SPayGlobal e-Credit will be credited by S PAY GLOBAL App to the SPay Username, NRIC number and the mobile number of all the verified and successful Participants within twenty-one [21] working days from the Entry submission.

The Organiser will not be held responsible if any of the e-Wallet cannot be delivered or deployed to the Participants due to any change, error and/or difference in the mobile contact number submitted to the Organizer during Promotion Entry submission.

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 e-Wallet Redemptions are available to be redeemed during the Promotion period?

A: The Redemption is limited to the first RM300,000 worth of combined e-Wallet credits redeemed (Touch n' Go, Boost and SPayGlobal) throughout the Promotion Period.

When completely redeemed, the Organiser will update the status in the Promotion website at: <https://www.startwell.nestle.com.my/promotions/onground-promo/beli-dan-tebus-2023>.

Q11: When must I claim the e-Wallet that I receive via WhatsApp?

A: You must claim your respective e-Wallet credit by the deadline set by the Organiser as stated in the WhatsApp messages and S PAY GLOBAL App.

All unclaimed e-Wallet after the deadline set by the Organiser as stated in the WhatsApp messages and S PAY GLOBAL App 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: 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.

Q14. What are the exclusive contests for this promotion?

- A. Participants with purchases from any exclusive instore outlets listed below, during the Promotion Period will also stand a chance to win additional prizes.
- i. GIANT
 - ii. BILLION
 - iii. LOTUS'S
 - iv. MYDIN
 - v. ECONSAVE
 - vi. MANJAKU

EXCLUSIVE OUTLETS ADDITIONAL PRIZES TO BE WON*		
GIANT		
WEEKLY PRIZES	Ten [10] Weekly Prizes X 8 Weeks	RM50 GIANT Vouchers.
BILLION		
WEEKLY PRIZES	One [1] Weekly Prize X 8 Weeks	SAMSUNG GALAXY A14 LTE 6+ 1287GB SM-A145 worth RM799.
LOTUS'S		
WEEKLY PRIZES	One [1] Weekly Prize X 8 Weeks	RM500 LOTUS'S Vouchers.
MAIN PRIZES	One [1] Grand Prize	Thermomix TM6 worth RM7488.
	Eighty [80] Consolation Prizes	RM100 LOTUS'S Vouchers.
ECONSAVE		
WEEKLY PRIZES	One [1] Weekly Prize X 8 Weeks	RM1000 ECONSAVE Vouchers.
MAIN PRIZES	One [1] Grand Prize	RM5000 ECONSAVE Vouchers.
	Eighty [80] Consolation Prizes	RM100 ECONSAVE Vouchers.
MYDIN		
WEEKLY PRIZES	One [1] Weekly Prize X 8 Weeks	Philips Airfryer (HD9200/91) worth RM499 and RM300 MYDIN Vouchers.
MAIN PRIZES	One [1] Grand Prize	Electric car worth RM799 and RM1000 MYDIN Vouchers.
	Eighty [80] Consolation Prizes	RM50 MYDIN Vouchers.

MANJAKU		
WEEKLY PRIZES	Ten [10] Weekly Prizes X 8 Weeks	MANJAKU Voucher worth RM100.
MAIN PRIZES	One [1] Grand Prize	Travel Voucher to Langkawi worth RM6,000.
	Two [2] First Prizes	KitchenAid Artisan 4.8L Tilt-Head Stand Mixer With Twin Bowls (5KSM175PS) worth RM3799.
	Four [4] Consolation Prizes	Zwilling Cookware Set worth RM1198.

* Promotion Terms & Conditions apply.

For the Weekly Prizes, the weekly periods as follows:

Week 1: 01/06/2023 – 09/06/2023
 Week 2: 10/06/2023 – 16/06/2023
 Week 3: 17/06/2023 – 23/06/2023
 Week 4: 24/06/2023 – 30/06/2023
 Week 5: 01/07/2023 – 07/07/2023
 Week 6: 08/07/2023 – 14/07/2023
 Week 7: 15/07/2023 – 21/07/2023
 Week 8: 22/07/2023 – 31/07/2023

Each participant may throughout the Promotion Period win only:

- i. one [1] Exclusive Outlet GIANT Weekly Prize,
- ii. one [1] Exclusive Outlet BILLION Weekly Prize,
- iii. one [1] Exclusive Outlet LOTUS'S Weekly Prize,
- iv. one [1] Exclusive Outlet LOTUS'S Main Prize of the highest value,
- v. one [1] Exclusive Outlet MYDIN Weekly Prize,
- vi. one [1] Exclusive Outlet MYDIN Main Prize of the highest value,
- vii. one [1] Exclusive Outlet ECONSAVE Weekly Prize,
- viii. one [1] Exclusive Outlet ECONSAVE Main Prize of the highest value,
- ix. one [1] Exclusive Outlet MANJAKU Weekly Prize, and
- x. one [1] Exclusive Outlet MANJAKU Main Prize of the highest value.

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).

IMPORTANT NOTICE:

We believe that breastfeeding is the best nutritional start for babies and we fully support World Health Organizations recommendation of exclusive breastfeeding for the first six months of life followed by the introduction of adequate nutritious complementary foods, along with continued breastfeeding up to two years of age. LACTOGROW® Aktif 1-3 years, LACTOGROW® Aktif 4-6 years, LACTOGROW® 3, LACTOGROW® 4, NANKID OPTIPRO® 3, NANKID OPTIPRO® 4 and NANKID OPTIPRO® HA® 3 Formulated Milk Powder for Children aged 1 year and above, are not breastmilk substitute. We recommend that you speak to your healthcare professional about how to feed your child and seek advice on when to introduce this product.

CERELAC® not to be given to the infants below 6 months of age unless advised by health professionals.

For optimal infant health, breastfeeding should continue up to 2 years of age along with complementary feeding.