

**2024 Reload Raya Campaign**  
**Terms and Conditions**

1. This '2024 Reload Raya Campaign' ("**Campaign**") is organized by U Mobile Sdn Bhd (Company Registration No.: 199101013657 (223969-U)) ("**U Mobile**") which commences at 00:00:00 on 25 March 2024 and ends at 23:59:59 on 24 June 2024 ("**Campaign Period**"). All entries received outside the Campaign Period will be automatically disqualified.
2. By participating in this Campaign, you agree to be bound by all the terms and conditions below ("**Terms and Conditions**").
3. **Campaign Eligibility**
  - a. This Campaign is open to all U Mobile Prepaid subscribers. Participants who are below the age of 18 years old are deemed to have obtained the consent of their parents or guardians to participate in this Campaign.
  - b. U Mobile's employees and their immediate family members are not allowed to participate in this Campaign.
  - c. U Mobile reserves the right to reject any entries or disqualify participants without assigning any reason.
4. **Campaign Mechanism**
  - a. To participate in this Campaign, you MUST:
    - i. Purchase and perform a successful U Mobile Prepaid Reload transaction of minimum RM30 ("**Reload**") at any of the participating retailers/channels which include but shall not be limited to those listed in the Table below and subscribe to a U Mobile Prepaid Plan (U40 OR GX38) via My UMobile apps or via UMB by dialing \*118\*1\*1# within the Campaign Period; OR
    - ii. Purchase the U Mobile Prepaid Plan (U40 OR GX38) directly from the Banks/E-Wallets/Online Channels

No	Categories	Retailers
1	Banks	Alliance Bank
		AmBank
		Agro Bank
		BSN
		CIMB
		Hong Leong Bank
		Bank Islam
		Kuwait Finance House
		Maybank
		Bank Muamalat
		MBSB
		Public Bank
Bank Rakyat		

		RHB		
		UOB		
2	Online/E-Wallets	Boost		
		BigPay		
		GoPayz		
		Grab		
		Lazada		
		Shopee		
		Touch N' Go		
		TrueMoney		
		U Mobile's web portal		
		U Mobile's mobile app		
		3	Convenient Store/PetroMart	7-Eleven
				Antop(Hospimart)
99 Speed Mart				
BHP				
CU				
Caltex				
Chois Mart				
D'Mart				
Family Mart				
GT Mart				
Happy Mart				
KK Supermart				
Luan Seng				
myNews.com				
Oppa Mart				
Pernama				
Petronas				
Petron/Esso Mobil				
Shell				
4	Hypermart/Supermarket	Aeon		
		AEON Big		
		Bila-Bila Mart		
		Billion		
		Cold Storage		
		Econsave		
		Giant		
		G-Express		
		Lotus		
		Mercato		
		Mydin		
		TF Value		
		Village Grocer		
5	Other Retails	Ali Maju		

		BIG Pharmacy
		Cosway
		Caring
		Guardian
		Hai O
		Mr D.I.Y.
		POS Malaysia
		Sakan
		Watson's
	Kiosk	PayQuick
	ALL terminal merchants	E-Pay
		MobilityOne
		Razer

- b. No entry forms are required.
- c. Each successful Reload transaction with the purchase of U Mobile Prepaid Plan U40 / GX38 is qualified to participate in this Campaign based on the Campaign Month as set out in the Table below:

Campaign Month	Campaign Period
Month 1	25 March 2024 – 24 April 2024
Month 2	25 April 2024 - 24 May 2024
Month 3	25 May 2024 - 24 June 2024

- d. The following are illustrations of whether the transaction is qualified to participate in this Campaign:

**Example: MSISDN :018-1234567**

Transaction	Date (Reload)	Date (Prepaid plan)	Remarks
Transaction 1	Perform reload of RM30 on 27 March 2024	Subscribe to U40 on 1 April 2024	Qualified
Transaction 2	Perform reload of RM10 on 1 May 2024	Subscribe to GX38 on 1 May 2024	Not Qualified Reason: Reload amount is below RM30
Transaction 3	Perform reload of RM50 on 1 June 2024	Subscribe to U25 on 1 June 2024	Not Qualified Reason: The subscribed Prepaid plan is not eligible
Transaction 4	Perform reload of RM100 on 20 June 2024	Subscribe to U40 on 25 June 2024	Not Qualified Reason: Do not subscribe to the plan within the Campaign Period

**5. Prizes and fulfilment**

- a. The participants who complete the steps listed in paragraph 4 above will be shortlisted based on the following selection method, and if selected, the selected participants will be entitled to the monthly prizes (“Prizes”) as set out in the following Table:

Month	Campaign Period	Prizes	Selection Method	Total Winners
Month 1	25 March 2024 – 24 April 2024	<b>Top Prize:</b> RM 1,200 Shopping Spree <b>(“Shopping Spree”)</b>	Every 5000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan U40/GX38) <b>For example:</b> 5,000 <sup>th</sup> , 10,000 <sup>th</sup> , 15,000 <sup>th</sup> , 20,000 <sup>th</sup> , 25,000 <sup>th</sup> and so forth <b>(“Selection Method”)</b>	20
		<b>2nd Prize:</b> RM 200 Shopping Vouchers <b>(“Shopping Vouchers”)</b>	Every 1000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan U40/GX38) <b>For example:</b> 1,000 <sup>th</sup> , 2,000 <sup>th</sup> , 3,000 <sup>th</sup> , 4,000 <sup>th</sup> , 5,000 <sup>th</sup> and so forth <b>(“Selection Method”)</b>	30
		<b>Other Prize:</b> 1 Month U40/GX38 Prepaid Plan Cashback <b>(“Cashback”)</b>	Every 50 <sup>th</sup> successful Transaction (Reload with subscription of Prepaid Plan U40/GX38) <b>For example:</b> 50 <sup>th</sup> , 100 <sup>th</sup> , 150 <sup>th</sup> , 200 <sup>th</sup> , 250 <sup>th</sup> and so forth <b>(“Selection Method”)</b>	800
Month 2	25 April 2024 – 24 May 2024	<b>Top Prize:</b> RM 1,200 Shopping Spree <b>(“Shopping Spree”)</b>	Every 5000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan U40/GX38) <b>For example:</b> 5,000 <sup>th</sup> , 10,000 <sup>th</sup> , 15,000 <sup>th</sup> , 20,000 <sup>th</sup> , 25,000 <sup>th</sup> and so forth <b>(“Selection Method”)</b>	20

		<b>2nd Prize:</b> RM 200 Shopping Vouchers <b>("Shopping Vouchers")</b>	Every 1000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan U40/GX38) <b>For example:</b> 1,000 <sup>th</sup> , 2,000 <sup>th</sup> , 3,000 <sup>th</sup> , 4,000 <sup>th</sup> , 5,000 <sup>th</sup> and so forth <b>("Selection Method")</b>	30
		<b>Other Prize:</b> 1 Month U40/GX38 Prepaid Plan Cashback <b>("Cashback")</b>	Every 50 <sup>th</sup> successful Transaction (Reload with subscription of Prepaid Plan U40/GX38) <b>For example:</b> 50 <sup>th</sup> , 100 <sup>th</sup> , 150 <sup>th</sup> , 200 <sup>th</sup> , 250 <sup>th</sup> and so forth <b>("Selection Method")</b>	800
Month 3	25 May 2024 – 24 June 2024	<b>Top Prize:</b> RM 1,200 Shopping Spree <b>("Shopping Spree")</b>	Every 5000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan U40/GX38) <b>For example:</b> 5,000 <sup>th</sup> , 10,000 <sup>th</sup> , 15,000 <sup>th</sup> , 20,000 <sup>th</sup> , 25,000 <sup>th</sup> and so forth <b>("Selection Method")</b>	20
		<b>2nd Prize:</b> RM 200 Shopping Vouchers <b>("Shopping Vouchers")</b>	Every 1000 <sup>th</sup> successful transaction (Reload with subscription of Prepaid Plan U40/GX38) <b>For example:</b> 1,000 <sup>th</sup> , 2,000 <sup>th</sup> , 3,000 <sup>th</sup> , 4,000 <sup>th</sup> , 5,000 <sup>th</sup> and so forth <b>("Selection Method")</b>	30
		<b>Other Prize:</b> 1 Month U40/GX38 Prepaid Plan Cashback <b>("Cashback")</b>	Every 50 <sup>th</sup> successful Transaction (Reload with subscription of Prepaid Plan U40/GX38) <b>For example:</b> 50 <sup>th</sup> , 100 <sup>th</sup> , 150 <sup>th</sup> , 200 <sup>th</sup> , 250 <sup>th</sup> and so forth <b>("Selection Method")</b>	800

- b. In addition to the Selection Method as set out in the Table above, participants will be required to answer one (1) question correctly. If the question is not answered correctly after two (2) attempts; OR if U Mobile is unable to contact the winner after two (2) voice call attempts, the winner will be disqualified and the next participant in line will be contacted. If the participant is disabled and unable to answer the question verbally, a legal guardian or representative may assist to reply to the question posed.
- c. The Prizes are further subject to the following terms and conditions ("**T&C**"):

### **Shopping Spree's T&C**

- i. All the qualified participants are required to participate in a fifteen (15) minutes shopping spree ("**Shopping Spree**") at a venue decided by U Mobile.
- ii. U Mobile will contact pre-qualified participants via voice calls up to two (2) attempts only.
- iii. The identity of the pre-qualified participants will be verified by U Mobile. Once verified, the pre-qualified participants will be required to answer one (1) question correctly to qualify as successful participants for the Shopping Spree.
- iv. If the question is not answered correctly after two (2) attempts; or if U Mobile is unable to contact the pre-qualified participant after two (2) voice call attempts, he will be removed and the next eligible participant in sequence will be contacted.
- v. If the pre-qualified participant is disabled and unable to answer the question verbally, a legal guardian/representative may assist such pre-qualified participant to reply to the question posed.
- vi. The Shopping Spree event is subject to the following conditions:
  - The objective is to grab not more than Ringgit Malaysia One Thousand Two Hundred (RM1,200) worth of products.
  - If any Shopping Spree participant is unable to attend at the date, time and venue selected by U Mobile, the participant's right to the prize will be forfeited and he will not be entitled to any payment or compensation regardless of the reason for failure to attend.
  - If a Shopping Spree participant grabs more than RM1,200 worth of products, the participants are required to top up the remaining on their own.
  - The Shopping Spree participants must not damage or create a mess on the selling floor.
  - Shopping Spree participants are not allowed to grab products in the following areas: liquor area, poultry, non-halal area, tobacco, fresh products, condoms, mobile reloads & simcards, top-ups.
  - Shopping Spree participants are also not allowed to open products or break product seals.
  - The sale price of any products damaged during the Shopping Spree will be counted towards the sum of RM1,200.
  - Participants are responsible for any damage which they cause to any property at the venue.

### **Shopping Voucher's T&C**

The prizes may be given out as follows, subject to U Mobile's sole discretion:

- i. Prize giving ceremony:
  - The participants may be required to attend a prize giving ceremony as scheduled by U Mobile (participants need to show their identification cards for verification purpose before collecting the prize);
  - In the event the participant is not able to attend the prize giving ceremony scheduled by U Mobile, the participant may appoint a representative to attend the prize giving ceremony on his behalf by producing a letter of authorization containing the representative's details, or the participant is required to collect the prizes within thirty (30) days at a venue selected by U Mobile. The photocopy NRIC/passport (front and back) of the authorized person must also be produced upon collection of the prize for verification purpose. Winners must bear all the expenses relating to

attending the prize giving ceremony or collection of the prizes including travelling and transportation expenses.

- ii. Non-contact prize fulfilment
  - The participant is required to provide a valid delivery address. Failure to provide a valid delivery address after two (2) times of attempted delivery arrangement will result in the forfeiture of the prizes. U Mobile may at its sole discretion revise the prize delivery arrangement.

### **Cashback's T&C**

- i. U Mobile will notify the participants of their entitlement to receive the Cashback via SMS. The Cashback will be credited to the participants' Prepaid account (with the same MSISDN used to perform the transactions). U Mobile will only perform one (1) attempt to credit the Cashback to the participants' Prepaid account. In the event that such attempt failed due to any reasons whatsoever, the Cashback will be forfeited.
- d. The participants must ensure that their U Mobile Prepaid is active during the Campaign Period and until the fulfilment of all prizes. "Active" means able to make and receive calls.
- e. Each participant is only entitled to win one (1) prize for the entire Campaign Period.
- f. The Prizes are given on an "as is" basis and are not transferable or exchangeable for cash, in full or in part. U Mobile makes no warranties express or implied, on the quality, merchantability or fitness for a particular purpose of the Prizes. U Mobile reserves the right to substitute the Prizes with another voucher or an item of similar value at any time with prior notice to be given to winner.
- g. All unclaimed Prizes will be forfeited. Any winner whose Prize has been forfeited shall not be entitled to any payment or compensation.
- h. The winner will be required to participate in a photography session during the delivery of the prizes.
- i. All winners must abide by the Terms and Conditions imposed by U Mobile and the T&C attached to the Prizes.

### **6. General**

- a. U Mobile's decisions on any matter relating to this Campaign are final and binding on all participants. If any matters arise which are not covered in these Terms and Conditions, they will be determined solely by U Mobile.
- b. U Mobile may change any of these Terms and Conditions including terminating or suspending this Campaign and extending the Campaign Period. Any such change will be announced on our website. It is your responsibility to check these Terms and Conditions on our website and if you do not agree to any of the changes, you must immediately cease participation in the Campaign.
- c. All rewards are accepted entirely at the risk of the participants. To the extent permitted by law, U Mobile excludes all liability in connection with this Campaign. All participants and if the

participants are below eighteen (18) years of age, their parents or guardians, agree to release U Mobile from and indemnify U Mobile against all liability (including negligence) for any personal injury or for loss or damage (including loss of opportunity); whether direct or indirect, special or consequential arising out of participation in this Campaign.

- d. By participating in the Campaign, all participants:
  - i. consent for U Mobile to collect, record, hold, store, use and disclose their personal information for purposes which are necessary or related to the participation in the Campaign; and
  - ii. consent for U Mobile to disclose or publish their personal information such as their names and identities and any general information that U Mobile sees fit about the participants in any media, marketing or advertising materials; and
  - ii. grant U Mobile the absolute and unrestricted right to modify, use and publish any still or moving images of the participants for any promotional, marketing, commercial or other related purpose, without any payment or compensation.
- e. The subscription and use of U Mobile's Prepaid mobile service are subject to U Mobile's standard Prepaid Terms and Conditions, the respective Prepaid plans terms and conditions and where applicable, these Terms and Conditions. In the event of any inconsistency, between these Terms and Conditions, U Mobile's standard Prepaid Terms and Conditions and the respective Prepaid plans terms and conditions, the conflict will be resolved in the following descending order:
  - i. the Prepaid Terms and Conditions;
  - ii. the respective Prepaid plans terms and conditions; and
  - iii. these Terms and Conditions
- f. The Campaign and these Terms and Conditions are governed by the laws of Malaysia. The participants agree that the Courts of Malaysia have jurisdiction over all matters arising from this Campaign.
- g. In the event of any conflict between the English and other language versions, the English version shall prevail.
- h. Should you have any query or need more details on this Campaign, you may reach out to U Mobile through MyUMobile App or drop your message on U Mobile's Facebook, Messenger or Twitter.