

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
Promotion Name	Friso Gold Touch 'N Go eWallet Redemption
Promotion Period	1st Aug 2026 (12:00 a.m.) – 30th Sept 2026 (11:59 p.m.)
Eligibility	The Promotion is open to all Malaysian citizens and permanent residents in Malaysia aged 18 years and above with valid identification number (MyKad or MyPR) as on 1st Aug 2026. The following groups of persons shall not be eligible to participate in the Promotion : (a) Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses). (b) Employees of the Organiser’s agencies associated with the Promotion and their immediate families members (spouse, children, parents, siblings, and their spouses).
Participating Channels	Aeon Big, Mydin, Giant, Lotus’s, Billion, Econsave, NSK, TF Value, Hero, Jaya Grocer, Village Grocer, Sunshine, Family Store Sdn Bhd, Tunas Manja, G.U.S, Hwa Thai, and Maslee
Redemption Mechanic	How To Participate 1. Buy a minimum of RM 100 & above of Friso Gold Step 3 or Friso Gold Step 4 in a single receipt (“Proof of Purchase” or “Receipt”) from any participating channel nationwide within the Promotion Period. 2. The Participating Friso Gold Products are as follows: • Friso Gold Step 3 (All pack sizes) • Friso Gold Step 4 (All pack sizes) 3. Scan the QR code to submit the Proof of Purchase, or submit it via WhatsApp to +60 149743922 (WhatsApp only). 4. A reply message will be sent for verification purpose.

	5. Approved submission will be processed for ten (10) working days.
Judging Criteria	Touch 'N Go eWallet Redemption 1. There is only one (1) type of redemption submission i.e. via WhatsApp, with one (1) unique receipt submission. 2. As described in How To Participate , Participants can submit the Proof of Purchase via WhatsApp. 3. 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. The Proof of Purchase required for each redemption is min. purchase of RM 100 & above of or Friso Gold Step 3 or Friso Gold Step 4 in a single receipt from the participating stores during the Redemption Period. Every unique receipt entitles for one [1] redemption. Receipts cannot be combined. 5. 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. 6. 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. 7. 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	RM 5 Touch 'N Go e-Wallet reload PIN
Redemption of Prizes	The Organiser will give out the Prizes via: 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. 2. 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. 3. 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. 4. 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. 5. 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. 6. 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. 7. The Organiser reserves the right to substitute any Prize with that of similar value at any time without prior notice. 8. The Organiser reserves the right to determine how uncollected Prizes will be dealt with. 9. 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. 10. 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. 11. By participating in this Program, Participants agree to be bound by these Terms and Conditions and decisions of the Organiser.
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	12. 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. 13. 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.
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