

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (196301000165/5063-V)
Promotion Name	Friso Gold Buy and Win – Exclusive at Lotus’s
Promotion Period	The Promotion starts at 00:00:00 on 01 st October 2026 and closes at 23:59:59 on 31 st December 2026.
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 01st October 2026. The following groups of persons shall not be eligible to participate in the Promotion: - Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses). - Employees of the Organiser’s agencies associated with the Promotion and their immediate family members (spouse, children, parents, siblings, and their spouses). The Organiser shall reserve the right to request for evidence of identification documents.
Entry Method	WhatsApp Entry – RM15 Touch ’n Go eWallet Reload PIN Redemption - Purchase of a minimum RM150 and above worth of any Friso Gold Step 3 or Step 4 Product(s) (“Participating Products”) in a single receipt (proof of purchase) at any Lotus’s participating stores (Offline and Lotus’s official online stores) within the Promotion Period. - Submit the following information by scanning the QR code shown on the communication materials at the Lotus’s Outlet or Online Store and send via WhatsApp to 012-2216266; - Clear picture of the receipt (proof of purchase) - Full Name - MyKad/MyPR Number (e.g., Picture of receipt (proof of purchase), Daniel Bin Ashraf, 771108-10-5677) (“Entry”). - The Organiser WILL reply with an auto reply to acknowledgment message for each Entry received and Redemption Entry Status message within 5 working days. - Unclear, illegible and incomplete Entry will be disqualified. The Organiser shall reserve the right to disqualify any Entries with reprinted receipt (proof of purchase) and/or duplicated receipt (proof of purchase). Receipt (proof of purchase) can only be redeemed once and cannot be re-used. - Retain the Original Receipt (Proof of Purchase) for verification purposes. - There are 650 units of RM15 Touch ’n Go eWallet Reload PIN to be redeemed throughout the Promotion Period. - Each single receipt with minimum purchase of RM150 and above worth of the Participating Products will be entitled to redeem one (1) RM15 Touch ’n Go eWallet Reload PIN.

	8. The redemption of RM15 Touch 'n Go eWallet Reload PIN is subject to first-come, first-served basis and while stocks last. 9. Notwithstanding any of the above, upon receipt of the Entry and/or upon selection of the winners, as the case may be, the Organiser shall reserve the right to request for further evidence in the processing of the Entry including the original receipt (proof of purchase) hardcopy and the identification documents for verification prior to the delivery of the Prizes. Failure to produce any of the foregoing documents within the stipulated time frame will result in disqualification and forfeiture of the Prizes.																
Verification of Entries	• Clear snapshot of the Proof of Purchase indicating the product(s), receipt number, date of receipt, value/price, and outlet name • Validity of the purchased date (within Promotion period) • <u>E-commerce receipts from Lotus's official stores will be accepted as valid Proof of Purchase.</u> • Purchase requirement fulfilled • Complete Personal Details as required • No Duplication of Receipt(s) • No alteration of receipt in any form; store name, item(s) purchased, prices, quantity and transaction date • Disqualified receipt/document as proof of purchase includes: I. Credit Card Slips II. Hand-Written Receipts III. Refund/Return of Purchase Slips IV. Delivery Note V. Receipts Not Printed from a Cash Register (POS system)																
Entry Deadline	All entries must be received by the Organiser on or before 23:59:59 on 31st December 2026. For the Monthly Grand Prize, Monthly First Prize and Monthly Consolation Prize submission, the Organiser shall receive the submission of Entries on or before 23:59:59 of the last date of each Promotion Month Period as tabulated below. <u>Promotion Monthly Prizes Schedule</u> ▪ Month 1: 01 Oct 2026 - 31 Oct 2026 ▪ Month 2: 01 Nov 2026 - 30 Nov 2026 ▪ Month 3: 01 Dec 2026 - 31 Dec 2026																
Promotion Prizes & Judging Details	Monthly Prizes There is a customized Monthly Prizes allocated for this Promotion: <table border="1"> <thead> <tr> <th colspan="2">Month 1</th></tr> </thead> <tbody> <tr> <td>Monthly Grand Prize</td><td>1 x 5g HABIB 999.9 Gold Bar worth RM3,400</td></tr> <tr> <td>Monthly First Prize</td><td>1 x Dyson Supersonic™ Travel hair dryer worth RM1,399</td></tr> <tr> <td>Monthly Consolation Prize</td><td>15 x Lotus's Voucher worth RM100</td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Month 2</th></tr> </thead> <tbody> <tr> <td>Monthly Grand Prize</td><td>1 x 5g HABIB 999.9 Gold Bar worth RM3,400</td></tr> <tr> <td>Monthly First Prize</td><td>1 x Dreame S20 Mini Station Vacuum worth RM2,399</td></tr> <tr> <td>Monthly Consolation Prize</td><td>15 x Lotus's Voucher worth RM100</td></tr> </tbody> </table>	Month 1		Monthly Grand Prize	1 x 5g HABIB 999.9 Gold Bar worth RM3,400	Monthly First Prize	1 x Dyson Supersonic™ Travel hair dryer worth RM1,399	Monthly Consolation Prize	15 x Lotus's Voucher worth RM100	Month 2		Monthly Grand Prize	1 x 5g HABIB 999.9 Gold Bar worth RM3,400	Monthly First Prize	1 x Dreame S20 Mini Station Vacuum worth RM2,399	Monthly Consolation Prize	15 x Lotus's Voucher worth RM100
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Month 3	
Monthly Grand Prize	1 x 5g HABIB 999.9 Gold Bar worth RM3,400
Monthly First Prize	1 x Ninja Double Stack XL 9.5L Air Fryer - SL451 worth RM1,439
Monthly Consolation Prize	15 x Lotus's Voucher worth RM100

***The weight of the Gold Bar is fixed. Its value is based on the gold price at the time of purchase by the Organiser.**

Each participant is eligible to win a **maximum of Three (03) Prizes** only during the Promotion Period:

- 1 x Monthly Grand Prize, 1 x Monthly First Prize and 1 x Monthly Consolation Prize.

1. **Each valid Entry** completed with the required picture of the receipt (proof of purchase), fulfilled purchase requirement and personal information received and approved by the Organiser will be serialized during the Promotion Period.
2. A minimum purchase of RM150.00 worth of the Participating Products in a single receipt (proof of purchase) from any Lotus's participating store (offline or Lotus's official online store) will entitle the Participant to one (1) serial number for every RM150.00 spent on the Participating Product.

For example:

- a) The single receipt of RM300.00 of Friso Gold participating products, two (02) serial numbers will be allocated.
 - b) The single receipt of RM450.00 of Friso Gold participating products, three (03) serial numbers will be allocated.
3. The serial number will not be given out as it is for internal usage of winner's selection only.
 4. *There is no limit* to the amount of *entries* with valid purchases during the Promotion Period for the Monthly Prizes.
 5. Each receipt (proof of purchase) is only eligible to one (1) submission only. The Organiser shall reserve the right to disqualify any submission with duplicated receipt (proof of purchase).
 6. The Organiser does not accept any alteration of receipt (proof of purchase) in any form. Handwritten receipt, Purchase Orders and/or Delivery Notes will not be accepted as receipt (proof of purchase).
 7. Notwithstanding any of the above, upon receipt of the Entry and/or upon selection of the winners, as the case may be, the Organiser shall reserve the right to request for further evidence in the processing of the Entry including the original receipt (proof of purchase) hardcopy, picture of the purchased product(s) and the identification documents for verification prior to the delivery of the Prizes. Failure to produce any of the foregoing documents within the stipulated time frame will result in disqualification and forfeiture of the Prizes.

Shortlisted Monthly Winner Selection Method

As part of the Monthly Prize shortlisting winners' selection process, the Organiser will allocate a pool of serial numbers by each Promotion Month (**refer to Promotion Monthly Prizes Schedule**) for each Entry received and approved by the Organiser to be a successful entry ("**Qualified Entry**") throughout the Promotion Period. A set of serial numbers will be allocated for the Entries starting from serial number "1".

Monthly Grand Prize – 1 x 5g HABIB 999.9 Gold Bar worth RM3,400

There is One [1] x **5g HABIB 999.9 Gold Bar worth RM3,400** to be won each Month for three [3] consecutive months. In total, there are Three [3] Monthly Grand Prizes to be won throughout the Promotion period.

As part of the Monthly Grand Prize shortlisting winners' selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout the Promotion Month Period [each a "Qualified Monthly Entry" and collectively the "Qualified Monthly Entries"]. A set of serial numbers will be allocated for the Qualified Monthly Entries starting from serial number "1".

The serial numbers allocated to each Qualified Monthly Entry will be tabulated and added up to derive the total number of Qualified Monthly Entries ["Total Qualified Monthly Entries"]. Assuming the Total Qualified Monthly Entries received throughout the Promotion period is 8,000, the Organiser will compute and select the shortlisted winners based on the following example:

$$8,000 \div 2 = 4,000^*$$

The shortlisted Monthly Grand Prize winner will be the 4000th serial number.

A total of **one [1] Monthly Grand Prize Winner** will be selected for each Promotion Month.

In the event the computed number derived is with decimal value, the number will be rounded down to the nearest single digit number.

Monthly First Prize – 1 x Dyson Supersonic™ Travel hair dryer / Dreame S20 Mini Station Vacuum / Ninja Double Stack XL 9.5L Air Fryer

There is one [1] Monthly First Prize to be won for each Promotion Month for three [3] consecutive months. The Monthly First Prize shall vary according to the respective Promotion Month, whereby the winner for Month 1 will receive one [1] Dyson Supersonic™ Travel hair dryer, the winner for Month 2 will receive one [1] Dreame S20 Mini Station Vacuum, and the winner for Month 3 will receive one [1] Ninja Double Stack XL 9.5L Air Fryer. In total, there are three [3] Monthly First Prizes to be won throughout the Promotion Period.

As part of the Monthly First Prize winner selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout the respective Promotion Month Period [each a "Qualified Monthly Entry" and collectively the

“Qualified Monthly Entries”]. A set of serial numbers will be allocated for the Qualified Monthly Entries starting from serial number “1”.

The serial numbers allocated to each Qualified Monthly Entry will be tabulated and added up to derive the total number of Qualified Monthly Entries [“Total Qualified Monthly Entries”], after subtraction the Monthly Grand Prize Winner’s Entry/Entries. Assuming the Total Qualified Monthly Entries received for the respective Promotion Month is **8,000**, the Organiser will compute and select the Monthly First Prize Winner based on the following example:

Assuming Monthly Grand Prize Winner’s Entries = 50 entries:

$$8,000 - 50 = 7950 \div 2 = 3,975^*$$

The shortlisted Monthly First Prize Winner will be the participant allocated with serial number **3,975***.

A total of **one [1] Monthly First Prize Winner** will be selected for each Promotion Month.

*In the event the computed number derived is with decimal value, the number will be rounded down to the nearest single digit number.

Monthly Consolation Prize – 15 x Lotus’s Voucher worth RM100

There are **Fifteen [15] x Lotus’s Voucher worth RM100** to be won each Month for three [3] consecutive months. In total, there are Forty-five [45] Monthly Consolation Prizes to be won throughout the Promotion period.

As part of the Monthly Consolation Prize shortlisting winners’ selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout the Promotion Month Period [each a “Qualified Monthly Entry” and collectively the “Qualified Monthly Entries”]. A set of serial numbers will be allocated for the Qualified Monthly Entries starting from serial number “1”.

The serial numbers allocated to each Qualified Monthly Entry will be tabulated and added up to derive the total number of Qualified Monthly Entries [“Total Qualified Monthly Entries”] and the subtraction of Monthly Grand Prize and Monthly First Prize Winner’s Entry/ies. Assuming the Total Qualified Monthly Entries received throughout the Promotion period is 8,000, the Organiser will compute and select the shortlisted winners based on the following example:

Assuming Monthly Grand Prize Winner’s Entries = 50 entries:

Assuming Monthly First Prize Winner’s Entries = 20 entries:

$$8,000 - (50^* + 20^*) = 7930 \div 15 = 528.66^*$$

The shortlisted Monthly Consolation Prize winners is the 528th serial number entry multiplied by 1, 2, 3, 4 and so forth until 15.

	Example of the shortlisted winning serial numbers; 528*,1056*,1584*,2112*,2640*,3168*,3696*,4224*,4752*,5280*,5808*,6336*,6864*,7392* and 7920*. A total of fifteen [15] Monthly Consolation Prize Winner will be selected for each Promotion Month. *In the event the computed number derived is with decimal value, the number will be rounded down to the nearest single digit number.
Winner Notification and Verification	All selected shortlisted participants will be informed via WhatsApp to the contact number which the Organiser received in the Qualified Entries to answer a simple question correctly within the stipulated timeframe stated in the notification. Failure to respond within the stipulated timeframe or providing an incorrect answer will result in forfeiture of the Prize. Failure to provide the details as per the above within the stipulated time frame will result in forfeiture of the prize The Organiser will not be held liable in the event the Qualified winners cannot be contacted for whatever reasons. The Organiser reserves the right to select the next eligible shortlisted entry as a replacement winner. The Organiser will not be held liable for any failure to contact the Qualified Winners. Promotion Question: <i>“Friso® Gold’s LocNutri™ technology preserves the milk nutrient in it’s native structure” - True/False?</i> <u>Winner Announcement</u> Winners will be notified via WhatsApp as part of the prize fulfilment. The list of winners will also be announced on the Organiser’s social media at https://www.facebook.com/FrisoGoldMY The Organiser reserves the right to request a photo of the receipt (Proof of Purchase), the original receipt and/or a hard copy of the receipt for verification and Prize redemption purposes. The Participant must provide a photo clearly showing the Participant together with the receipt for verification purposes. Failure to provide any of the requested documents and/or photo within the stipulated timeframe may result in disqualification and forfeiture of the Prize.
Prize Claim/Delivery Date	1. There will be an auto reply for every submission or enquiries received from the Promotion Submission Number (012-2216266). For every successful submission a notification together with Touch ‘n GO eWallet Reload PIN will be sent to the successful Submission via WhatsApp to the WhatsApp Submission Number recorded by the Organiser within 5 working days after submission. 2. A failed Submission notification will be sent with reason to notify the participants within 5 working days. 3. The Organiser will not be held responsible if any of Touch ‘n GO eWallet Reload PIN cannot be delivered or deployed to the Participants due to any change error and/or difference in the mobile contact number submitted to the Organiser during Promotion Entry submission.

	4. The Organiser, its agents, sponsors and representatives shall have no liability to any Participant who defaults in collecting the Prizes in accordance with the Prize Claim/Delivery Date in any respect whatsoever. 5. 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. 6. For Grand Prize – 5g HABIB 999.9 Gold Bar worth RM3,400, the third-party agency appointed by the Organiser will contact the winner to arrange for collection of the Prize at the designated collection location. The winner will be issued a redemption letter valid for three (3) months from the date of issuance, bearing the appointed agency's collection address, the winner's name and a unique reference number. The winner must present the original redemption letter together with his/her original MyKad/MyPR for verification upon collection of the Prize. The winner may be required to sign an acknowledgement of receipt upon collection. Any additional costs, including but not limited to travel expenses, transportation costs, duties and taxes incurred in redeeming or collecting the Prize shall be borne solely by the winner. No representative or third party is allowed to collect the Prize on behalf of the winner, unless prior written approval is obtained from the Organiser. In such cases, the winner must provide an official authorization letter stating the reason for such arrangement, together with the relevant supporting documents, and the Organiser reserves the right to approve or reject such request at its sole discretion. 7. Touch 'n Go eWallet Reload PIN usage is subject to Touch 'n Go Terms & Conditions; https://www.touchngo.com.my/assets/pdf/user-tnc.pdf 8. Lotus's Shopping Voucher can be redeemed at any Lotus's Stores Malaysia check-out counters, except Lotus's Online Shopping, usage is subject to Lotus's Stores (M) Sdn Bhd Terms & conditions; https://corp.lotuss.com.my/voucher/terms-and-conditions 9. All Prizes will be processed for delivery or collection 30 days after the announcement of winners of the Promotion. The Organiser reserves the rights to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser. 10. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice. 11. The Prizes must be claimed within three [3] months from the date of the letter or announcement or notice of the claim of the prize whichever is earlier. 12. The Prize shall be used/taken entirely at the risk of the Participants and the Organiser excludes all warranties and liabilities in connection with the Prize to the fullest extent permitted by law. 13. The Organiser shall not be liable for any loss or damage that occurs to the Prizes during the delivery process. Any other additional costs (i.e., travel expenses, transportation cost, duties and taxes) involved to redeem or collect the prize shall be borne by the winner at their own cost. 14. In the event there is a manufacturing defect, winner must return the prize to the Organiser at own cost, undamaged and in its original packaging for a replacement within 2 weeks from the delivery date of the Prize failing which the Prize will not be
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	replaced. Organiser shall reserve the right at its absolute discretion to substitute any of the prizes shown with another prize of similar value, at any time without prior notice. No cash alternatives or refunds will be offered. 15. The Organiser reserves the right to determine how uncollected Prizes will be dealt with. 16. All Prizes value is correct at time of publication (as of December 2026) but may change without notice.
Additional Terms	1. 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. 2. The Organiser, and/or representatives shall not be liable to any Participant in respect of any loss or damage whatsoever which is suffered, including but not limited to indirect or consequential loss, or for personal injury suffered or sustained by the Participant arising out of or in connection with the participation by the Participant in the Promotion, as well as the redemption and/or utilisation of any Prize won. 3. The Organiser's decision on all matters relating to the Promotion including judging and selection of winners will be final, binding and conclusive on all Participants, and no correspondence or appeals will be entertained. 4. The Organiser reserves the right to disqualify any Participant who is found to have, or is suspected of, undermining or attempting to undermine the operation of the Promotion through fraud, cheating, deception, or any dishonest means, and/or who is unable to provide satisfactory proof of eligibility or supporting documents for verification upon request by the Organiser. 5. By participating in this Promotion, participants consent to give their personal information and the Organiser reserves the right to publish, use the participants and winners' names and/or photographs plus their entries for purposes of publicity, advertising and/or trade without further compensation or notice and each participant is not entitled to make any claims for the use of their entries by the Organiser. 6. By submitting an entry to the Promotion, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions. 7. For a more detailed description of our privacy practices, please refer to our Privacy Policy at https://www.frisogold.com.my/privacy-policy. 8. You may access and request for correction of your personal data, to limit the processing of your personal data, or to contact us with any enquiries in respect of your personal data as follows: Friso Gold Consumer Care: WhatsApp: <u>017 811 9164</u>