

Menang Besar, Senyum Lebar Contest

TERMS & CONDITIONS

1. "Menang Besar, Senyum Lebar" ["Contest"] is organized by **Lotuss Stores Malaysia Sdn Bhd** (Company No.: 200001018812 (5291419-K)) ("**Lotus's**") (hereinafter referred to as "**the Organizer**").
2. This Contest is open to all individuals who:
 - Shop at any participating channels (Lotus's Physical Stores, Lotus's Shop Online, and Selected Tenants at Lotus's Mall) with a minimum spend of RM40 in a single receipt. For the food court (Medan Selera), there's an exception allowing up to 4 receipts to be combined, with a minimum of RM10 per receipt.
 - Are permanent residents of Malaysia or Malaysian citizens aged 18 and above with a valid National Registration Identity Card (NRIC) (12 digits) during the Campaign Period.
 - Are not included in the categories listed under Clause 3 below. ("**Participant**")

Eligibility

3. The following individuals are not eligible to participate or stand a chance to win any Prizes:
 - Permanent and/or contract employees of the Organizer (including its associated, subsidiary, or related companies) and their immediate family members (parents, spouses, children, siblings, and their respective spouses).
 - Representatives and/or agents (including advertising agents and contest management agents) of the Organizer and their immediate family members

Contest Period

4. The Campaign runs for FOUR (4) weeks from 7 May 2026, 8:00 AM to 3 June 2026, 11:59 PM (Malaysian Time) ("Campaign Period").
 - Week 1: 7 May - 13 May 2026
 - Week 2: 14 May - 20 May 2026
 - Week 3: 21 May - 27 May 2026
 - Week 4: 28 May - 3 June 2026

5. Entries received after the Campaign Period will be deemed invalid.
6. Only purchases made at participating channels (Offline at Lotus's Physical Stores, Online via Lotus's Shop Online (LSO), and Selected Tenants & Food Court at Lotus's Mall) are eligible.
7. If for any reason (including but not limited to) the Campaign cannot proceed as planned - such as due to computer viruses, hacking, unauthorized intervention, fraud, technical failures, government actions including movement control orders, or any other causes beyond the Organizer's control - the Organizer reserves the right, at its sole discretion, to terminate, postpone, modify, extend, or suspend the Campaign.

Contest Mechanics

8. To participate in the Campaign, participants must make a minimum purchase of RM40 in a single receipt during the Campaign Period.
 - **Standard Rule:** Every RM40 spent in a single receipt equates to ONE (1) chance. Participants cannot combine receipts or stack across channels. This applies to Lotus's physical stores, online purchases, and 25 selected Mall Tenants.
 - **Exception for Foodcourt (Medan Selera):** Customers may submit up to four (4) receipts, each with a minimum spend of RM10, throughout the campaign period to earn one (1) entry. Receipts from any Medan Selera tenants may be combined.

List of Participating Mall Tenants & Food Court	
<ol style="list-style-type: none"> 1. Food Court Tenants (Medan Selera) with 383 stalls 2. Ah Cheng Laksa 3. Burger King 4. Caring Pharmacy 5. CHAGEE 6. Comp Asia 7. Coolblog 8. E Specs Boutique 9. Empire Sushi 10. Focus Point 11. Gene Martino 12. Georgetown Pharmacy 	<ol style="list-style-type: none"> 13. Gintell 14. Harold's Bread 15. I Love Yoo! 16. Kings Bakery 17. KizSports Gym 18. Lionmas 19. M.U Optik 20. Oxford Optical 21. Pak Hailam Kopitiam 22. Starbucks 23. Tealive 24. XES Studio 25. Yes Optical 26. Zero Healthcare

9. To qualify for the Campaign, participants must complete a **Skill-Based Entry Form** consisting of a valid Proof of Purchase and the correct answer to the Campaign Challenge. Only entries that provide the **correct answer** to the required question at the point of submission will be deemed "Qualified Entries" and eligible for prize selection.
10. Participants can earn extra chances through the following conditions:
 - **My Lotus's Members:** Get **one (1) extra chance** when you scan your membership during in-store purchases. All **Lotus's Shop Online (LSO)** transactions are automatically counted as member purchases.
 - **Lotus's Own Brand Products:** Purchase any Lotus's own brand product in a receipt to get **one (1) extra chance**.
*Note: Even if there are multiple own brand products in one receipt, only a maximum of **one (1) extra chance** will be awarded.*
11. **Maximum Chances:** A participant can accumulate a maximum of ONE HUNDRED (100) chances per customer during the entire Campaign Period.
12. Submission Channels: Participants must submit their entries via:
 - Lotus's App
 - QR Code on POSM (available in-store and at participating tenants)
13. Each participant may win only ONE (1) prize tier during the Campaign Period, regardless of the number of entries submitted.
14. Receipt Submission Format: All receipts must be in the following format:
 - In-store, Lotus's Mall tenants, and Medan Selera purchases: clear image/photo of receipt;
 - Lotus's Shop Online purchases: PDF copy of the order receipt.
15. The Organizer, at its sole discretion, may disqualify and/or invalidate the eligibility of any Participant and/or entry if it is found or suspected that they are engaging in fraudulent activities, hacking, altering the submission process of the Contest, manipulating the Contest's operation, or violating any of the Contest's Terms and Conditions.

Selection of Winners

16. A total of **ONE HUNDRED AND THIRTY (130)** winners will be selected to win various prizes during the Campaign Period. The details of winners and prizes are structured in Three (3) Tiers as follows:

- **Tier 1: Grand Prize (1 Winner)**
 - i. 1x Proton e.Mas 5 Prime + 40,000 My Lotus's points
- **Tier 2: 1st, 2nd, and 3rd Prizes (9 Winners)**
 - i. 1st Prize (1 winner): 1x GINTELL B-Bravo 1 Massage Chair + 40,000 My Lotus's points
 - ii. 2nd Prize (4 winners): 1x Samsung Galaxy Z Flip7 + 40,000 My Lotus's points
 - iii. 3rd Prize (4 winners): 1x Berjaya Colmar Bukit Tinggi 3D2N Stay + 40,000 My Lotus's points
- **Tier 3: Consolation Prizes (120 Winners Total, 40 per category)**
 - i. 40x CHAGEE 1 free drink & 5x buy 1 free 1 + 4,000 My Lotus's points
 - ii. 40x RM100 Lotus's e-Vouchers + 4,000 My Lotus's points
 - iii. 40x RM100 TrueMoney Wallet credit + 4,000 My Lotus's points

17. Only participants who have successfully answered the campaign-related question during the submission process will be eligible for the draw. Selected winners will be contacted via the details provided to verify their identity and arrange prize fulfillment.
18. All decisions made by the Organizer regarding this Contest, including but not limited to, shortlisting, winner selection, prizes, and prize cancellations, are final. No correspondence or appeals will be entertained. The selection of winners is subject to the eligibility requirements and criteria determined solely at the Organizer's discretion.

Prizes

19. Winners of specific physical prizes are required to provide complete and accurate information. This information will be used by the Organizer, its appointed agencies, and/or third-party prize sponsors to facilitate the registration, delivery, or handover of the prize.
20. Prizes are non-transferable, non-exchangeable, and not redeemable for cash (if applicable). The Organizer reserves the right to substitute the prize with another of equal value at its sole discretion.
21. To the extent permitted by law, the Organizer, agencies, affiliates, sponsors, and their representatives will not be responsible for any defects or misuse of the prizes, or for any claims, liabilities, losses, or damages related to this Campaign.

22. Images of the prizes shown in any promotional materials, advertisements, publicity, and other materials related to this Campaign are for illustration purposes only and may not represent the actual prizes.
23. Prizes are subject to the terms and conditions set by the supplier (if applicable). To the extent permitted by law, the Organizer and its agents are not responsible for any liability arising from any delay, cancellation, postponement, or changes to the prize details, or any unforeseen circumstances beyond the reasonable control of the Organizer, or for any actions or non-compliance by any vendor or third-party supplier.

Prize Redemption

24. During prize redemption, participants are required to provide the following details for verification purposes:
- Full Name
 - Phone Number
25. Specific Prize Fulfillment Journey:
- **Grand Prize (Proton e.Mas 5 Prime):** Winners will be selected via a live draw and will be contacted within five (5) working days from the draw date. EON will contact the winner for registration and to confirm the handover date.
 - **1st Prize (GINTELL B-Bravo 1 Massage Chair):** Gintell will contact the winner to arrange delivery within five (5) working days from the draw date. Delivery of goods to the customer will take approximately 4 weeks from the date contacted.
 - **2nd Prize (Samsung Galaxy Z Flip7):** Lotus's appointed agency (C27) will contact the winner to arrange for the dispatch or collection of the prize via registered post/delivery within five (5) working days from the draw date.
 - **3rd Prize (Berjaya Colmar Bukit Tinggi 3D2N Stay):** Winners will receive a Booking Code (with Terms & Conditions) via WhatsApp during the live draw. The booking code is valid until 18 December 2026.
 - **Consolation (CHAGEE 1 free drink & 5x Buy 1 Free 1):**
 - i. **18 June 2026:** Winners will receive a unique QR code (with Terms & Conditions) via WhatsApp to redeem on the CHAGEE app.
 - ii. **Validity:** Customers have from 18 June to 31 July 2026 to scan the QR code to lock the deal into their CHAGEE app. Upon scanning, customers have 30 days (1 month) to use the vouchers seen in their CHAGEE app.
 - **Consolation (RM100 Lotus's e-Vouchers):**
 - i. **18 June 2026:** Winners will receive a unique e-voucher barcode (with Terms & Conditions) via WhatsApp.
 - ii. **Validity:** Valid from 18 June 2026 until 18 September 2026.
 - **Consolation (RM100 TrueMoney e-Wallet Credit):**

- i. **18 June 2026:** Winners will receive the TrueMoney e-Wallet app download link via WhatsApp. Customers must download the app by **26 June 2026**; failure to do so will result in the cashback being forfeited.
 - ii. **30 June 2026:** TrueMoney will manually credit the cashback to the winners' account and send a Push Notification (PN) to notify winners.
 - o **My Lotus's Member Points (40,000 & 4,000 Points):**
 - i. **18 June 2026:** Winner will share the My Lotus's app download link via WhatsApp. Customers must download My Lotus's app by **26 June 2026**; failure to do so will result in the points being forfeited.
 - ii. **30 June 2026:** My Lotus's will manually credit the points to the winners' accounts and send a Push Notification (PN) to notify winners.
 - iii. **Validity:** Points are valid for 1 year from the issuance date.
26. The Organizer reserves the right to postpone the scheduled date and venue for prize redemption to a later date in the event of unforeseen circumstances.

Organizer's Rights

27. By participating in this Contest, Participants grant the Organizer the right to use any photos and/or other materials received during the Contest (including the Participant's name, email address, phone number, photos, etc.) for Contest-related purposes as well as for advertising, marketing, and communication purposes by the Organizer without any compensation to the Participant, their heirs or assigns, or any other entity.
28. The Organizer reserves the right to amend the Contest's Terms and Conditions at any time at its sole discretion without prior notice.
29. By entering this campaign, all Participants agree to be bound by the specific Contest Rules and Regulations found at [<https://corp.lotuss.com.my/for-you/campaigns/kongsi-ceria-4>]. Should any discrepancy arise between these terms and the information found in promotional advertisements or posters, the official contest terms hosted on the website will take precedence.
30. Participation is subject to Lotus's standard Privacy Policy and General Terms of Use available at [<https://www.lotuss.com.my/en/mylotuss/privacy-policy>]. These overarching policies govern all interactions with Lotus's digital platforms; in any instance of conflict regarding data handling or general conduct, these primary policies shall serve as the final authority. If there is a discrepancy between the English and Malay versions of these Terms and Conditions, the English version shall prevail.
31. Unless otherwise stated, all transportation costs, internet charges, personal expenses and/or any other costs, fees, and/or types of expenses incurred by the Participant in connection with this Contest (whether for the purpose of entering, participating in, or receiving any benefit or prize from the Contest) shall be the sole responsibility of the

Participant/winner. The Organizer, its affiliates, or authorized agents shall not be held liable in any way for such costs/charges/fees/expenses.

32. To the extent permitted by law, the Organizer, its affiliates, or any authorized third parties shall not be responsible in any way for any participation issues, including but not limited to lost, damaged, delayed entries, or any technical errors.
33. The Organizer would like to remind Participants to take reasonable precautions when receiving any phone calls or messages requesting personal information during and/or after the Contest. The Organizer also advises our valued Participants to contact the Organizer directly for verification regarding the Contest.

Liability and Responsibility

34. To the extent permitted by law, Participants and winners shall bear full liability and responsibility for any negligence or willful misconduct arising from their participation in this Contest and/or redemption and/or use of the prizes. Participants and winners agree to release the Organizer and its agencies from any and all claims arising from such liabilities.
35. To the fullest extent permitted by law, under no circumstances shall the Organizer or any of its officers, employees, representatives and/or agents (including any third-party agencies engaged by the Organizer for the purpose of this Contest) be held liable for any loss or damage arising from any negligence or willful misconduct by the Participants in connection with this Contest.
36. The Winners shall be responsible both for complying with all legislation or regulations and for payment of all taxes and duties which the Winners should satisfy as to all the taxation implications of the Contest Prizes and take all appropriate taxation advice. If the Products are used as benefits-in-kind, a personal tax liability may be payable by the Winner. Lotus's will not be liable for any taxation charge to the Winners which they are obliged to pay for the Prizes won.
37. By participating in this Contest, Participants agree to comply with all the Terms & Conditions of the Contest and all decisions made by the Organizer.
38. These Terms and Conditions shall be governed by the laws of Malaysia and subject to the exclusive jurisdiction of the courts of Malaysia.

Privacy Notice

39. By participating in the Contest, Participants give their consent and allow the Organizer to collect, store, use, and process their names, masked Identification Number (IC), and other personal details ("Personal Data") for the purpose of executing the Contest,

including but not limited to announcing and publishing the Participants' Personal Data and/or photos on the Organizer's website for advertising and publicity purposes.

40. By participating in the Contest, Participants also consent and allow the Organizer to engage third-party services to process their Personal Data. All such third parties are contractually obligated not to use the Participants' Personal Data in any manner other than as stated herein.
41. Under Malaysian law, the Participant's rights include:
 - The right to withdraw consent for the use of Personal Data at any time by contacting the Organizer at the contact details provided below and providing the Organizer with the Participant's name and email address for the removal of the Personal Data;
 - The right to obtain a copy of the Personal Data held by the Organizer; and
 - The right to correct any inaccurate Personal Data.
42. Participants can refer to the Organizer's website at <https://corp.lotuss.com.my/for-you/campaigns/kongsi-ceria-4> or email Lotus's contest management partner J&C customer service at support@jcpacific.com.my or WhatsApp at 011-6974 3949 from Monday to Sunday, 8:00 AM – 10:00 PM.
43. The Organizer will take reasonable precautions to ensure the safety of Participants' Personal Data and will require third-party processors to manage the competition. However, the Organizer may disclose Participants' Personal Data if required by law, search warrant, subpoena, or court order.
44. Any matters related to Personal Data concerning this competition shall be governed by and handled in accordance with the Personal Data Protection Act 2010 and any other relevant laws in Malaysia.