

Frequently Asked Questions (FAQ)

General Contest Information

1. What is the "Menang Besar, Senyum Lebar" contest?

- "Menang Besar, Senyum Lebar" is a contest organized by Lotuss Stores Malaysia Sdn Bhd, offering participants the opportunity to win a range of exciting prizes by fulfilling the specified terms and conditions.

2. Who can participate?

- The contest is open to Malaysian citizens or permanent residents aged 18 and above who hold a valid identification card. Employees of the organizer and their immediate family members are not eligible to participate.

3. What is the Campaign Period?

- The campaign runs for four (4) weeks, from **7 May 2026, 8:00 AM to 3 June 2026, 11:59 PM (Malaysia Time)**.

Eligibility and Participation

4. Where are the participating channels for this campaign?

Customers can participate by making purchases through the following channels:

- **Offline:** Lotus's Physical Stores (In Store)
- **Online:** Lotus's Shop Online (LSO) - all orders are considered as member transactions.
- **Lotus's Mall:** Selected Tenants & Food Court (Medan Selera).

5. What is the minimum purchase requirement?

Participants get one (1) chance to win for **every RM40 spent in a single receipt**.

- **Standard Rule:** Receipts cannot be combined or cross-channel stacked. This applies to Lotus's physical stores, Lotus's shop online purchases and 25 selected Mall Tenants. (Example: A single receipt with RM100 spent qualifies for 2 entries.)
- **Food Court (Medan Selera) Exception:** 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.

6. How to participate and submit entries?

Participants can submit their entries through two channels:

- **Lotus's App**
- **QR Code on POSM:** Available in-store and at participating tenants.

7. Is there a limit to the number of chances a participant can earn?

- Yes, there is a limit. A maximum of **100 chances** is permitted per customer throughout the entire campaign period.

8. How can I earn extra chances to win?

Customers can earn extra chances through the following methods:

- **My Lotus's Members:** Members get an EXTRA ONE (1) chance as long as they scan their membership during in-store purchases (all online transactions are automatically entitled).
- **Lotus's Own Brand Products:** Purchasing any Lotus's own brand product in a receipt grants an EXTRA ONE (1) chance. Note: Even if there are multiple own brand products in a single receipt, the customer still gets a maximum of 1 extra chance per receipt.

Prizes and Winner Selection

9. What prizes are offered during the 4 weeks of the campaign?

There are various prizes offered across different tiers:

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

10. How are winners selected?

Winners will be selected from valid contest entries based on the denominations determined by the Organiser. The winners are categorized into three tiers:

- **Tier 1:** 1 Grand Prize (1 Winner)
- **Tier 2:** 1st, 2nd, and 3rd Prizes (9 Winners in total)
- **Tier 3:** Consolation Prizes (120 Winners in total)

11. Can participants win multiple prizes?

- No. Each participant is eligible to win **one prize tier only** during the campaign.

Contact and Support

12. Where can participants get more information or assistance?

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.

13. Is my personal data safe?

- Yes. By joining the campaign, participants consent to the use of their personal data (e.g. name, gender, age, etc) by Lotus's and their appointed parties for contest purposes only.