



FREQUENTLY ASKED QUESTIONS

SCAN, PAY AND WIN CASH WITH AGROBANK DUITNOW QR

NO.	QUESTION	ANSWER								
1	Who is the organizer of this Campaign?	This Campaign is organized by Agrobank.								
2	What is the purpose of launching this Campaign?	This campaign aims to encourage all Agrobank Customers to use Agrobank's DuitNow QR as their main payment method for paying and in addition having a chance to win cash prizes offered through this Campaign.								
3	How long will this Campaign run?	This Campaign will run from 1 September 2024 until 30 November 2024.								
4	What is the concept of this Campaign and is it Shariah compliant?	The Shariah concept of this Campaign is Hibah Mu'allaqah (Conditional Gift) . Based on the Hibah Mu'allaqah principle, Agrobank will provide reward in term of gifts to Customers who successfully fulfil all the Terms and Conditions set by Agrobank and are identified as winners.								
5	Who is eligible to participate in this Campaign?	<p>i. This campaign is open to new and existing DuitNow QR Agrobank Customers aged 18 and above, excluding Agrobank staff.</p> <p>ii. This campaign is specifically for Agrobank Customers who register Agrobank's DuitNow QR by making payments using Agrobank's DuitNow QR for all types of food, drinks, goods and services that are halal from an Islamic point of view.</p>								
6	How can Customers participate in this Campaign?	<p>i. Customers need to make a minimum DuitNow QR transaction of RM20 in one (1) in a single receipt to get Entry Points to qualify for the lucky draw.</p> <p>Campaign Mechanism:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #c0392b; color: white;"> <th style="text-align: center;">How To Gain Entries?</th> <th style="text-align: center;">Entry Points</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Minimum spend of RM20 in a single receipt with Agrobank DuitNow QR</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">New Customers: Apply and spend a minimum of RM20 in a single receipt with Agrobank DuitNow QR</td> <td style="text-align: center;">3**</td> </tr> <tr> <td style="text-align: center;">Inactive Customers*: Minimum spend of RM20 in a single receipt with Agrobank DuitNow QR</td> <td style="text-align: center;">3**</td> </tr> </tbody> </table>	How To Gain Entries?	Entry Points	Minimum spend of RM20 in a single receipt with Agrobank DuitNow QR	1	New Customers: Apply and spend a minimum of RM20 in a single receipt with Agrobank DuitNow QR	3**	Inactive Customers*: Minimum spend of RM20 in a single receipt with Agrobank DuitNow QR	3**
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		<p><i>*Inactive Customers means Customers who have not made any transaction within 3 months prior to the Campaign Period.</i></p> <p><i>**Only for the first transaction. Subsequent transactions with a minimum spend of RM20 in one transaction will be counted as one (1) Entry Point.</i></p>												
7	What prizes are offered for this Campaign?	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #c00000; color: white;"> <th>Prize Category</th> <th>Prize*</th> <th>No. of Winner</th> <th>Total Prize</th> </tr> </thead> <tbody> <tr style="background-color: #f2d2d2;"> <td>Main Prize</td> <td>RM1,000</td> <td>10</td> <td>RM10,000</td> </tr> <tr style="background-color: #f2d2d2;"> <td>Consolation Prize</td> <td>RM500</td> <td>20</td> <td>RM10,000</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <i>*Terms and Conditions apply.</i> <i>Each Customers can have as many entries but can only win one (1) prize during the entire Campaign Period.</i> <i>The prize will be credited into the winner's CASA Tawarruq Account</i> 	Prize Category	Prize*	No. of Winner	Total Prize	Main Prize	RM1,000	10	RM10,000	Consolation Prize	RM500	20	RM10,000
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Main Prize	RM1,000	10	RM10,000											
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8	Can Customers win more than ONE (1) prize in this Campaign?	Winners are only eligible to win ONE (1) prize for this Campaign.												
9	How will Customers be informed if they are selected as winners in this Campaign?	Names of winners will be published on Agrobank's official website at www.agrobank.com.my . Winners will be contacted using the latest information provided to the Agrobank through telephone calls, with a minimum of three (3) call attempts. If the winner is unable to be reached after the calls have been made, the Bank reserves the right to offer the won prize to a reserve winner.												
10	Will Agrobank inform the Customers if there is a change to the Terms and Conditions of the Campaign?	Agrobank reserves the right to cancel, suspend, or modify any Terms and Conditions for this Campaign with notice of at least twenty one (21) days before any cancellation, suspension, and intended changes take effect. Notice will be communicated to Customers through methods and channels identified by Agrobank, including but not limited to mails, notices at Agrobank branches, through electronic transactions, or on Agrobank's official website at www.agrobank.com.my .												



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11	Are winners allowed to exchange the prize obtained with other forms of goods?	Winners are not allowed to exchange the prize obtained for other forms of goods and the prize won cannot be transferred to third party.
12	Who should Customers contact if they need further clarification or additional questions regarding this Campaign?	<p>Customers may contact Agrobank through the following mediums:</p> <ul style="list-style-type: none"> i. Agrobank Call Center at 1-300-88-2476 or ii. Visit Agrobank's official website at www.agrobank.com.my; or iii. Visit the nearest Agrobank branch.

Note: Subject to the Terms and Conditions of the Campaign.

