

“Kasi Spin, Pasti Win!” CONTEST

TERMS & CONDITIONS

The “**Kasi Spin, Pasti Win!**” contest [“Contest”] is organized by Lotuss Stores (Malaysia) Sdn Bhd (Company No.: 200001018812 (5291419-K)) (“Lotus’s”) (“The Organiser”) in collaboration with Payments Network Malaysia Sdn Bhd (“PayNet”) (Company No.:200801035403 (836743-D)).

1. This Contest is open to all individuals who:
 - Make a minimum purchase of RM100 in a single receipt using a MyDebit card or DuitNow QR payment at any Lotus’s outlet across Malaysia during the Contest Period.

(“Participant”)

Contest Period

2. This Campaign will commence from 6th November 2025 at 8:00 AM until 7th January 2026 at 11:59 PM (Malaysian Time) ("Campaign Period"). Any entries received beyond the Campaign Period will be rejected and deemed invalid.
3. Only transactions made at any Lotus’s outlet throughout Malaysia will be accepted for this Contest.
4. If, for any reason (including but not limited to) the Contest cannot proceed as planned, such as computer viruses, hacking, unauthorized intervention, fraud, technical failures, government actions including but not limited to movement control orders, or any other causes beyond the control of the Organizer, the Organizer reserves the right at its sole discretion to terminate, postpone, modify, extend, or suspend the Contest at its absolute discretion.

Contest Mechanics

5. To participate in the Contest, participants must:

- Make a minimum purchase of RM100 in a single receipt using a MyDebit card or DuitNow QR payment at any Lotus's outlet across Malaysia during the Contest Period.
- My Lotus's member can get **TWO** (2x) spins throughout the campaign period.

6. Submit the purchase receipt using **ONE** of the following methods:

- Scan QR on POSM display at Lotus's stores or click on the campaign icon on Lotus's App
- Reply "Yes Proceed" to Agree on the T&C and join
- For an entry to be considered valid, customers must submit their entry with a clear receipt visual with the following information;



7. After a successful registration, winners will receive campaign link on WhatsApp to access the spin the wheel game and click spin to play
8. Lotus's eVoucher are issued within 1 calendar day and delivered to customer via WhatsApp
9. Participants who are not registered as My Lotus's Members will only be eligible for **ONE** (1) spin per valid entry.

10. All entries made through Lotus's Shop Online (LSO) are invalid and will not be accepted as eligible entries for this contest. Only purchases made at physical Lotus's outlets across Malaysia will be recognized.
11. Each phone number used for registration purposes is limited to a maximum of ten (10) receipt submissions throughout the Campaign Period. Any additional entries exceeding this limit will not be processed and will be deemed void.
12. The Organizer, at its sole discretion, may remove and/or disqualify any Participant and/or entry if found or suspected to have cheated/hacked/tampered with the Contest submission process, the operation of the Contest, or violated any of the Contest Terms and Conditions.

Prizes

13. The total value of prizes offered in the form of Lotus's eVoucher is up to RM462,000 throughout the Contest Period.
14. eVoucher will be awarded to eligible participants at random, based on the denominations predetermined by the Organizer, as follows:
 - RM3 eVoucher
 - RM5 eVoucher
 - RM10 eVoucher
 - RM20 eVoucher



15. This e-Voucher can be used in place of equivalent cash value to buy merchandise at any Lotus's outlet
16. The e-Voucher is non-exchangeable nor refundable (i.e., not returnable for cash or new voucher)
17. No change will be given if the purchase value is less than the value of this e-Voucher.
18. The e-Voucher can be used together with cash (legal tender), credit cards, or debit cards.
19. The e-Voucher is valid until the expiration date.
20. Strictly no extension provided for this e-Voucher.
21. Each e-Voucher is valid for one (1) redemption transaction only.
22. All e-Voucher are not valid at the Food Court or any outlets not operated by Lotus's Malaysia.
23. Lotuss Stores (Malaysia) Sdn Bhd reserves the right to amend these Terms and Conditions without prior notice.
24. Prizes are non-transferable and cannot be exchanged for cash (if applicable). The Organizer reserves the right to replace prizes with other prizes of equal value at its sole discretion.

25. To the extent permitted by law, the Organizer, PayNet, 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 Contest.
26. Images of prizes shown in any promotional materials, advertisements, publicity, and other materials related to this Contest are for illustration purposes only and may not represent the actual prizes.
27. Prizes are subject to terms and conditions set by the suppliers (if applicable). To the extent permitted by law, the Organizer, PayNet and its agents shall not be liable for any liability arising from any delay, cancellation, postponement, changes in prize details, or any unforeseen circumstances beyond the reasonable control of the Organizer, PayNet, and for any acts or defaults by any third-party vendors or suppliers.

Organizer's Rights

28. 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.
29. The Organizer reserves the right to amend the Contest's Terms and Conditions at any time at its sole discretion without prior notice.
30. In addition to these Terms and Conditions, any other rules or regulations of the Contest as stated at <https://corp.lotuss.com.my/for-you/campaigns/kasi-win-pasti-win> will also be binding on all Participants in their participation in this Contest.
31. In the event of any conflict between these Terms and Conditions and any terms contained in any promotional materials for this Contest, the terms stated at <https://corp.lotuss.com.my/for-you/campaigns/kasi-win-pasti-win> shall prevail.
32. If there is a discrepancy between the English and Malay versions of these Terms and Conditions, the English version shall prevail.
33. 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, PayNet, its affiliates, or authorized agents shall not be held liable in any way for such costs/charges/fees/expenses.

34. To the extent permitted by law, the Organizer, PayNet 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.

35. 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

36. 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, PayNet and its agencies from any and all claims arising from such liabilities.

37. To the fullest extent permitted by law, under no circumstances shall the Organizer, PayNet 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.

38. 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.

39. By participating in this Contest, Participants agree to comply with all the Terms & Conditions of the Contest and all decisions made by the Organizer.

40. 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

41. By participating in the Contest, Participants give their consent and allow the Organizer to collect, store, use, and process their names 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.
42. 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.
43. Under the Malaysian law, the Participant's rights include:
- a) 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;
 - b) The right to obtain a copy of the Personal Data held by the Organizer; and
 - c) The right to correct any inaccurate Personal Data.
 - d) Participants can refer to the Organizer's website at <https://corp.lotuss.com.my/for-you/campaigns/kasi-win-pasti-win> 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.**
44. 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.
45. 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.