

**“PETRONAS AutoExpert Service & Win Contest”  
TERMS AND CONDITIONS**

**1.0 Organizer:**

- 1.1 PETRONAS Lubricants Marketing (Malaysia) Sdn Bhd (“**PLMM**”) is the organizer of this “**PETRONAS AutoExpert Service & Win Contest**” (“**Contest**”).
- 1.2 The following terms and conditions apply in respect of this Contest. By participating in this Contest, you agree to be bound by these terms and conditions, including any amendments made from time to time, without limitation or qualification (“**Terms and Conditions**”).

**2.0 Eligibility:**

- 2.1 The Contest is open to all customers who spend a minimum of one ringgit Malaysia (RM1) per transaction at any PETRONAS AutoExpert outlets (“**Contestants**”).

**3.0 Contest Period:**

- 3.1 Unless otherwise notified by PLMM, the Contest will be conducted from 1 September 2024 to 31 October 2024 (“**Contest Period**”), both dates inclusive.

**4.0 Contest Mechanics:**

- 4.1 Contestants who spend a minimum of one ringgit Malaysia (RM1) per transaction at any PETRONAS AutoExpert outlets will earn a minimum of one entry per transaction. The number of entries qualified by each Contestant will be based on the total spending in each transaction, as evidenced by the official receipt(s) submitted to PLMM within the Contest Period. Each Contestant will earn one entry for every one-ringgit Malaysia (RM 1) spent at any PETRONAS AutoExpert outlets upon verification by PLMM. Contestants who book a vehicle service via the Setel app and successfully service their vehicles at any PETRONAS AutoExpert outlets will receive an additional hundred (100) entries upon verification by PLMM.

Refer to table below:

No of Entries	Spending Mechanism to Earn Entries
1x	Every RM1 spent at any PETRONAS AutoExpert outlets
Additional 100x	Every successful vehicle service booking via the Setel app

For amounts with decimals (cents), the entry will be rounded as follows:

Amount paid	Mechanism	Rounded amount	Total entry
RM1.40	Less or equal to ( $\leq$ ) forty cents	RM 1	1
RM1.50	more or equal to ( $\geq$ ) fifty cents	RM 2	2

4.1.1 To join the Contest, Contestants must:

- (a) Scan the QR code from the Point of Sales Material (POSM) available on the MyMesra website, PETRONAS Syntium social media and at all participating PETRONAS AutoExpert outlets;
- (b) Fill in their respective personal details, including but not limited to the information listed in Clause 5.1.2 herein;
- (c) Upload and submit any proof of purchase including but not limited to official receipt(s), on the website at <https://www.mymesra.com.my/>.

4.1.2 In accordance with Clause 7 herein, Contestants are required to fill in the requested details, including but not limited to:

- (a) Full name (as per IC);
- (b) Email address;
- (c) Mobile/Phone number;
- (d) Indicate if they are first-time or returning customers;
- (e) AutoExpert Outlet(s) visited;
- (f) Uploading proof of purchase and/or proof of vehicles service booking confirmation made via the Setel app (if applicable).

**4.2** All entries must be received by PLMM within the Contest Period. Contestants are allowed multiple entries with multiple receipts as proof of purchase, provided that each receipt meets the eligibility requirements and contest mechanics.

Refer to table below:

Transaction date	Amount paid	Total Entry
15/9/2024	RM200	200
29/9/2024	RM58.60	59
15/10/2024	RM280.40	280

## **5.0 Selection of Winners and the Contest Prizes**

**5.1** Successful Contestants will be shortlisted by PLMM's randomizer system for the respective Contest Prizes based on the prize categories outlined in Clause 6.2, according to the total number of entries compiled by PLMM ("Winners Selection"). Compilation will be done based on the date, time, item(s) purchased, and amount spent as captured by PLMM. Successful Contestants will be contacted by PLMM as outlined in Clause 6.3 and 6.4 herein ("Winners"). A total of One Hundred and Four (104) prizes will be awarded as Contest Prizes to the respective Winners.

**5.2 Below are the prizes for the Contest ("Contest Prizes"):**

Prize categories	Items
1 <sup>st</sup> Prize	1 x 75-inch 4K Android TV Panasonic
2 <sup>nd</sup> Prize	1 x Iphone 15 pro max - 256GB
3 <sup>rd</sup> Prize	2 x Ipad Air (wifi) - 256GB
4 <sup>th</sup> Prize	30 x Vehicle Service Vouchers worth of RM 200 (Valid for 1 year)
Consolation Prize	70 x RM 50 E-wallet cash credit (Touch N'Go, Setel & S Pay Global)

### 5.2.1 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> Prize (“Main Prizes”)

- a) Winners Selection will be carried out after the end of the Contest Period. Consolation Prizes Winners may still be considered for Main Prizes Winner Selection.
- b) In accordance with the selection sequence by PLMM's randomizer system, the first thirty-four (34) shortlisted Contestants will be deemed the final Winners, witnessed by the appointed authorized internal auditor.

### 5.2.2 Consolation Prizes

- a) Winners Selection will be carried out according to the following timeline:  
Selection 1: 1 Sep - 14 Sep 2024;  
Selection 2: 15 Sep – 28 Sep 2024;  
Selection 3: 29 Sep – 12 Oct 2024;  
Selection 4: 13 Oct – 26 Oct 2024;  
Selection 5: 27 Oct – 31 Oct 2024
- b) In accordance with the selection sequence by PLMM's randomizer system, the first seventy (70) shortlisted Contestants will be deemed the final Winners, witnessed by the appointed authorized internal auditor.
- c) Consolation Prizes will be credited into the respective Winners’ preferred e-wallet account, either via Setel, Touch N’Go or S Pay Global, within fourteen (14) working days from the date of the Winners’ announcement.

- 5.3** Winners will be announced and/or published on [www.mymesra.com.my](http://www.mymesra.com.my) or any other medium deemed fit by PLMM at its absolute discretion. Main Prizes Winners will be announced thirty (30) working days after the Contest Period ends. Consolation Prizes Winners will be announced seven (7) working days after the end of each selection week (refer to clause 6.2.2(a)).
- 5.4** For the Main Prizes, Winners will be informed through their registered email address and/or phone call via their registered mobile number within seven (7) working days from the date of the Winners announcement. Winners will be required to provide the requested personal details as set out in Clause 5.1.2 for verification purposes.
- 5.5** For the Consolation Prizes, Winners will be informed through their registered email address and/or phone call via their registered mobile number within three (3) working days from the date of the Winners’ announcement. Winners will be required to provide the requested personal details as set out in Clause 5.1.2 for verification purposes.
- 5.6** Only Contestants who comply with these Terms and Conditions shall be eligible to win the Contest Prizes. Incomplete entries and/or Contestants who fail to comply with these Terms and Conditions will automatically be disqualified from the Contest without further notice.
- 5.7** Should there be no response from the Winners for any reason, PLMM will make two (2) additional attempts to contact the Winners through phone call via their registered mobile number. Should there still be no response from the Winners after these two additional attempts for any reason, the Winners will be disqualified from winning any of the Contest Prizes and PLMM reserves the right to shortlist the next-in-line successful Contestants, who will then be contacted by PLMM via the same method outlined in Clause 6.4 and Clause 6.5 above and may potentially be awarded the Contest Prizes as the Winners.

- 5.8** All Main Prizes will be awarded at a prize-giving ceremony organized by PLMM. Winners will be informed through their registered email address and/or phone call via their registered mobile number with instructions to attend the prize-giving ceremony. Winners must confirm their attendance prior to the prize-giving ceremony. In the event Winners are unable to attend the prize-giving ceremony for any reason, they must nominate a representative to receive the Contest Prizes on their behalf. The designated representative must bring an authorization letter from the Winner or a photocopy of the Winner's IC for the acceptance and/or collection of the Contest Prizes. PLMM reserves the right to disqualify any Winners if the Winners or their representatives are unable to attend the prize-giving ceremony, and PLMM reserves the right to re-select the Winners subsequently.
- 5.9** PLMM reserves the right to appoint a third party to conduct the verification of Winners and to fulfill the delivery of Contest Prizes to respective Winners. Winners agree that PLMM may provide information of Winners, including personal data to such third parties to facilitate such services.
- 5.10** All Contest Prizes are accepted entirely at the risk of the Winners, and PLMM excludes all warranties in connection with any Contest Prizes to the extent permitted by law. PLMM will not be held liable for the non-receipt of Contest Prizes or any loss or damage caused during the delivery process. No replacement and/or exchange of Contest Prizes will be entertained under any circumstances.
- 5.11** In the event that a Winner chooses not to accept the Contest Prize(s), the Winner is deemed to have forfeited any and all claims to that Contest Prize(s). The Contest Prize(s) will then be handled at the absolute discretion of PLMM, including but not limited to the possibility of selecting an alternate winner or retaining the Contest Prize(s) for future use.
- 5.12** PLMM's decision on all matters relating to this Contest, including the selection of Winners shall be final, conclusive and binding. No enquiries, correspondence or dispute will be entertained. Unclaimed or unused Contest Prizes will not be extended.

## **6.0 Miscellaneous:**

- 6.1** PLMM reserves the right, at its absolute discretion, to disqualify any entries that are deemed ineligible or for any other reasons PLMM may deem fit. In the event a Contestant is found to be ineligible at any time during or after the Contest Period, PLMM reserves the right, at its sole discretion, to disqualify the said Contestant and to cancel, withdraw and/or recall any Contest Prizes won by and/or awarded to the Contestant. If the said Contestant has used or enjoyed the Contest Prize(s), the Contestant agrees and undertakes to indemnify PLMM for the costs of such Contest Prize(s) and PLMM reserves the right to initiate any necessary action against the said Contestant.
- 6.2** PLMM reserves the right at any time, at its absolute discretion and without prior notice, to substitute any Contest Prizes with items of similar or higher value. All Contest Prizes are given on an "As is" basis and are not exchangeable for or redeemable in cash, credit, other items or vouchers in part or in full and are non-transferable to any other person.
- 6.3** PLMM reserves the right to cancel, shorten, extend, suspend, or terminate the Contest at any time prior to the expiry of the Contest Period without prior notice to the

Contestants. For the avoidance of doubt, any cancellation, extension, suspension or termination of the Contest at any time prior to the expiry of the Contest Period shall not entitle the Contestants to claim any compensation from PLMM for any and all losses or damage suffered or incurred by the Contestants as a result of the said cancellation, extension, suspension or termination. PLMM also reserves the right to amend, modify, delete, or change any of the Terms and Conditions herein contained at any time, at its absolute discretion without prior notice. Continued participation in the Contest following any such amendments, modification, deletion or changes shall constitute the Contestants' unconditional acknowledgment, understanding, agreement and acceptance of such amendments, modification, deletion or changes in respect of the Terms and Conditions.

- 6.4 PLMM reserves the right to use the names, addresses, photographs, information, and documents of the Contestants as materials in advertisements and other forms of publicity for current and future marketing purposes from time to time without prior notice to the Contestants and the Contestants shall not claim ownership of the material. Participation of the Contestants in the Contest constitutes their consent to such use, without further notice, payment, or consideration.
- 6.5 PLMM shall not be held responsible or liable for any injuries, damages, or claims whatsoever resulting from participation in the Contest, the use of the Contest Prizes, and/or the collection of the Contest Prizes. All transportation, accommodation, personal costs, and any other related expenses incurred in the participation of anything related to this Contest and/or redemption of the Contest Prizes are the sole responsibility of the Contestants.
- 6.6 PLMM, its employees, its affiliates companies, employees of the PETRONAS group of companies, participating partners and its relevant service providers shall not be liable for any default due to any act of natural calamities, war, riot, strike, lock out, industrial action, fire, flood, drought, storm or any event beyond their reasonable control.
- 6.7 These Terms and Conditions prevail over any provisions or representations contained in any brochure or other Contest materials advertised under this Contest.
- 6.8 PLMM is the final authority to decide on the interpretation of these Terms and Conditions and any other matters relating to this Contest.
- 6.9 For any further inquiries regarding the Terms and Conditions, please contact us via the contact information provided at <http://www.mymesra.com.my>.

## **7.0 Personal Data**

By participating in the Contest, Contestants are deemed to have irrevocably agreed and consented to the collection, processing, use, disclosure and retention by PLMM, its employees, its affiliates companies, employees of the PETRONAS group of companies, participating partners and its relevant service providers of their personal data in the manner as set out in the Personal Data Notice given pursuant to Section 7 of the Personal Data Protection Act 2010, which can be viewed at <http://www.mymesra.com.my/pdpa>.