

## **LBS Anniversary Giveaway & LBS Share & Reward Campaign (“Campaign”)**

The Campaign is organised by **LBS BINA GROUP BERHAD** (hereinafter known as “the Organiser”).

By participating in the Campaign, you agree to be bound by the following terms and conditions as stipulated herein (consisting of the General Terms and Conditions and the Specific Terms and Conditions) between you and the Organiser (“**Campaign Terms**”). By participating in this Campaign, you are deemed to have read and agree to the Campaign Terms herein mentioned. You agree that the Organiser may include additional terms to and/or vary the Campaign Terms at our sole discretion at any point of time and any additional and/or variation of the terms shall be incorporated by reference immediately at the point of time in which it is implemented. You are advised to visit this page from time to time to be updated of the latest Campaign Terms.

In the event of any inconsistency between any terms and conditions stipulated in any of the Organiser’s marketing brochures, leaflets, buntings, or otherwise any other platforms and the Campaign Terms stipulated herein, the latest Campaign Terms shall prevail.

### **A. GENERAL TERMS & CONDITIONS**

#### **1. CAPACITY AND REPRESENTATION**

- 1.1 To be eligible to participate in the Campaign, you must be an **LBS and MGB Homeowner**, aged eighteen (18) or above in Malaysia, or have attained the age of majority in your jurisdiction to enter legally binding contracts..
- 1.2 You acknowledge and agree that all information provided by you which will be relied upon by the Organiser is true, accurate, and not misleading. The Organiser reserves the right to request for more information from you in the event the information provided by you is deemed insufficient failure by which may result in your disqualification from the Campaign.
- 1.3 You shall be responsible to update us immediately in the event that you discover that any information made by you is erroneous, outdated, or insufficient. Kindly note that failure by you to provide the necessary information to us may result in your disqualification from the Campaign.
- 1.4 You further acknowledge that we will rely on any information provided by you and that any false, inaccurate, and/or misleading information may cause losses and damage to us. As such, you agree to hold harmless and indemnify us, our directors, our employees, our agents, our affiliates,

and any other third parties facilitating the Campaign from the losses and damage suffered as a result of the false, inaccurate and/or misleading information provided by you.

- 1.5 You shall not use the Campaign as a means or manner to facilitate or promote any illegal, immoral, violence, hate speech, racially disparaging, defamatory and/or fraudulent content (hereinafter be referred to as “**Refrained Content**”) wherein any evidence of such Refrained Content occurring out of this Campaign, the Organiser shall not be made responsible whatsoever and you will be subjected to a disqualification by the Organiser.
- 1.6 By participating or entering this Campaign, you are not violating any constitutive documents, applicable law, policies, regulation, rules, other terms, and conditions, and/or contracts that you have entered, agreed, or bound into with any third parties in any jurisdiction.
- 1.7 You will comply with all applicable laws, by-laws, rules, regulations, policies, instructions, directions, orders and/or directives from the Organiser, any governmental organization, and/or relevant authorities.

## **2. PRIVACY**

- 2.1 All information provided by you shall be collected, stored, used, and retained by us in accordance with our Personal Data Protection Act Notice. You are to read, acknowledge and accept our Personal Data Protection Act Notice which is incorporated by reference herein and can be found at <https://lbs.com.my/pdpa-notice/>

## **3. TAX AND DISBURSEMENTS FEES**

- 3.1 You shall bear all expenses including but not limited to transportation, personal expenses, insurance, stamp duties, transfer fees, taxes, any other duties and/or any other costs, fees and/or related expenses incurred pertaining to the Prize (hereinafter defined).
- 3.2 You shall be solely responsible to declare your Prize winnings with the relevant tax authorities and pay for any levy, duty, charges, and tax that is imposed (if any). The Organiser shall not in any way be held liable to pay any charges, tax, levy, fines and/or duty that are imposed on the Winners by the relevant tax authorities for the Prize winnings.

## **4. PRIZES**

- 4.1 The Organiser and/or Sponsors (“**Sponsors**”) shall not assume any liability and responsibility whatsoever in the event of any mishaps, injuries, damages, death, claims and/or accidents suffered by your participation in the Campaign and/or from the use of the Prizes (“**Prizes**”).

- 4.2 You shall hold the Organiser harmless against any liability and claims and agree to indemnify the Organiser completely for any claims, damages, losses, and liability arising from and/or in relation to your use of the Prizes.
- 4.3 You agree and acknowledge that the Organiser and/or Sponsors provides no representation or warranty of any kind whatsoever in respect of any defect or other faults in relation to the Prize, and that the Prize displayed in any marketing or promotional materials are for illustration purposes only which may not depict the actual color, material, model, and/or specification of the actual Prize.
- 4.4 The Organiser and/or Sponsors shall not be liable to compensate and/or rectify any defect or other faults in the Prizes. You shall contact and refer to the supplier, manufacturer, distributor and/or reseller of the Prizes in the event that you have any queries, concerns, and issues regarding the Prizes.
- 4.5 The Organiser shall not be liable to compensate and/or rectify any defect or other faults in the Prizes. You shall contact and refer to the supplier, manufacturer, distributor and/or reseller of the Prizes in the event that you have any queries, concerns, and issues regarding the Prizes.
- 4.6 You agree that the Prize is non-transferable, non-refundable, non-exchangeable for cash without the Organizer's express written consent. The Organiser reserves the right to substitute any Prize without prior notice to you.

## **5. INDEMNITY**

- 5.1 You agree to indemnify and keep indemnified the Organiser, its directors, employees, agents, affiliates, and any other third parties facilitating the Campaign against all liabilities, losses, damages, and expenses which the Organiser may incur or suffer as a result of or in connection with and any breach and violation of Campaign Terms herein or any representation or warranty given by you.

## **6. PROMOTIONAL MATERIALS**

- 6.1 You agree that the Organiser and/or Sponsors shall have the right to interview you, take photographs, and videos as well as use your personal details which shall include your name(s) for our marketing campaign materials for the purposes of advertising, trade and/or publicity in accordance to the Privacy clause above. You acknowledge that any interview results, photographs and videos shall be solely owned by us.

## **7. MISCELLANEOUS**

- 7.1 The Organiser reserves the right at its sole discretion to suspend, modify, extend, delay, or terminate the Campaign at any time without prior notice to you.
- 7.2 Any decisions taken by the Organiser are final and binding on you and the Organiser shall not be obliged to entertain any queries, claims, requests, or correspondences after the decision of the Organiser has been made.
- 7.3 The Organiser shall have the absolute right to disqualify any individual that it determines to be tampering with and/or disrupting the operations of the Campaign, and/or to be acting in breach or potential breach of these Campaign Terms.
- 7.4 Any provisions applicable to this campaign which is prohibited or unenforceable under any law or regulation shall be ineffective to the extent of such illegality, voidness, prohibition, or unenforceability without invalidating the remaining provisions.

## **8. DISCLOSURE**

- 8.1 This Campaign is in no way sponsored, endorsed or administered by, or associated with Meta Platforms, Inc (formerly known as Facebook, Inc). The Organiser expressly excludes any losses, claims, and/or actions arising from any glitch, malfunction, shut down, and/or otherwise use arising specifically from Facebook, Instagram or any platform (whether or not derivative) from Meta Platforms Inc.

## **B. SPECIFIC TERMS AND CONDITIONS**

### **a) LBS Share & Reward Campaign**

#### **The Campaign Period**

The Campaign period shall commence from 1<sup>st</sup> September – 31<sup>st</sup> October 2024 at 11:59 PM (“Campaign Period”). The Organiser in its sole discretion reserves the right to extend or vary the Campaign Period. All entries received before or after the Campaign Period shall be invalid and will not be entertained.

#### **Method of Participation**

This Campaign is open to LBS and MGB Berhad homeowners who have registered for the LBS Perks & Plusses Membership via <http://reward.lbs.com.my>. The Campaign will be officially announced by the Organiser on or before July 26, 2024, as a teaser through email direct marketing (eDM).

To enter the contest, LBS and MGB homeowners must:

Flow	Descriptions
<b>Visit the Landing Page</b>	<ul style="list-style-type: none"> <li>a) Go to LBS Rewards or access the campaign through any alternative link provided by the Organiser.</li> <li>b) Log in using your registered username and password.</li> </ul>
<b>Access the Campaign</b>	<ul style="list-style-type: none"> <li>a) Within the website interface, click the campaign icon labeled “<b>LBS Share &amp; Reward</b>” to proceed with the Satisfaction Survey</li> </ul>
<b>Complete the Survey</b>	After finishing the survey, click the “ <b>NEXT</b> ” button to proceed to the “ <b>Spin &amp; Win</b> ” game.
<b>Play the Spin &amp; Win Game</b>	<ul style="list-style-type: none"> <li>a) Spin the wheel and wait for it to stop, revealing the prize you’ve won.</li> <li>b) Before completing the game, fill in the form provided by the Organizer to confirm your email address for prize redemption purposes. Subsequent submissions from the same Participant will be disregarded.</li> </ul>

### The Satisfaction Survey Questionnaire

- I. How was your experience using the benefits given in LBS Perks & Plusses loyalty program?
- II. How interesting are the partners offers in LBS Perks & Plusses?
- III. How interesting are the partners offers in LBS Perks & Plusses?
- IV. How beneficial are the offers given from our partners?
- V. Would you recommend other purchasers to be an LBS Perks & Plusses member?

The scoring or measurement to evaluate satisfaction will be determined using the Net Promoter Scoring (NPS) methodology..

The responses are categorized into three groups:

1. **Promoters (score 9-10):** These are loyal enthusiasts who will keep buying and refer others, fueling growth.
2. **Passives (score 7-8):** These are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
3. **Detractors (score 0-6):** These are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.

### **The Prizes**

The allocation of prizes for LBS Share & Reward Campaign will be limited to the **first 350 Purchasers** that successfully complete the survey and play the game.

<b>List of Prizes</b>	<b>Total Allocation</b>
Watsons E-Voucher – RM20	150
Watsons E-Voucher – RM50	100
Samsung Microwave Oven	1
Hisense 1HP Non-Inverter Air Conditioner AN09CBG	1
Khind Electric Oven	1
Sharp Microwave Oven	1
Goodnite Statfree® Car Seat Mat	2
Mi Smart AIR Fryer 3.5L	1
Midea 1.0HP XTREME DURA Wall Mounted Air Conditioner MSGD-09CRN8	1
Goodnite Sky Foldable Mattress (2.5 Inch), Removable Zip Cover	1
Panasonic Electric Kettle NC-K101	1
Xiaomi Smart Air Purifier 4 Pro	1
Vees Premium Electric Cooker VIC-188KP	1
Future Lab Nion Negative Ion Comb	3
Hair Dryer EH-ND21-p	1
Future Cold White Ultrasonic Toothbrush	1
Xiaomi Smart Blender (MPBJ001ACM-1A)	2
Digital Electric Kettle MMEK1500D	1
SKYWORTH 43" 43STD6500 FULL HD ANDROID TV	1
ELBA Electric Pressure Cooker EPC-N6082(BR)	1
SHARP Microwave Oven R219EK	1
ELECTROLUX [ Z1220 ] Vacuum Cleaner 1600W Bagged Hygiene Filte	2
KHIND 400W Corded Vacuum Cleaner VC500	2
Beko Cordless Vacuum Cleaner VRT61814VR	1
Xiaomi Robot Vacuum S10	1
Samsung MS23K3513AK/SM Mwo G23L 1150W Ceramic Enamel	1
Philips HD-2581 Toaster	1
Philips GC482 Garment Steamer Easy Touch	1
Philips 3000 Series Blender with Twin Jug (HR-2041)	1
Panasonic F-PXV50AKM Air Purifier Cover Area 36M2	1
ACSON USB Table Fan	1
PANASONIC NN-ST25JB Solo Microwave Oven 20L	1

### **Selection of Winners**

The prizes will be selected randomly for each purchasers that participate in the “LBS Share & Reward” Campaign.

### **Prize Redemption Details**

- The purchasers will be contacted by the Organiser within **(14) working days** to the email provided by the winners in the Submission Form.
- The Organiser will not be held responsible and reserves the right to forfeit and/or assign the prizes to another participant should the initial winner(s) fail and/or neglects to collect the prizes and/or provide their respective contact details via direct message within 60 days from date of Winner Announcement Date.

### **b) LBS Anniversary Giveaway**

#### **The Campaign Period**

The Campaign period shall commence from 1<sup>st</sup> August – 15 August 2024 at 11:59 PM (“Campaign Period”). The Organiser in its sole discretion reserves the right to extend or vary the Campaign Period. All entries received before or after the Campaign Period shall be invalid and will not be entertained.

#### **Method of Participation**

This Campaign is open to LBS and MGB Berhad homeowners who have registered for the LBS Perks & Plusses Membership via <http://reward.lbs.com.my> or non register purchasers. The Campaign will be officially through email direct marketing (eDM) to purchasers that generated from CRM system.

To enter the giveaway, LBS and MGB homeowners must:

- i. Visit Reward page at <http://reward.lbs.com.my> or access the campaign through any alternative link provided by the Organizer
- ii. Click the icon “**LBS Anniversary Giveaway**” to redeem the prizes.
- iii. Congratulate message from web system
- iv. Organiser will contact the lucky 200 purchasers within 14 working days.

#### **The Prizes**

The allocation of prizes for LBS Share & Reward Campaign will be limited to the **first 200 Purchasers** with total RM20 Watsons e-wallet those visit LBS Reward page and click to redeem the giveaway.

## **DISQUALIFICATION**

The Organiser reserves the right to disqualify: -

- a) Any submissions in the above-mentioned terms and conditions in the event that; the submission of any photo(s), screenshot(s) and/or image(s) relevant are manipulated, blur, unclear, and/or containing inappropriate content, including but not limited to vulgarity, obscenity, lewd, pornographic or violent material, or materials which promote violence or which disparages the Organiser or any other person or entity, or contain trademarked or copyrighted material.
- b) Any entry which the Organiser considers to have been made in breach of this Contest terms and conditions.
- c) Any entry which the Organiser suspects and/or determines to have been submitted via the assistance, facilitation and/or instruction by any programs, software, application and/or otherwise technological function (whether malicious or otherwise) including but not limited spamware and malware such that distorts the Contest, and/or is otherwise unethical, illegal, and immoral.