

TERMS AND CONDITIONS

Organiser	Dutch Lady Milk Industries Berhad (196301000165/5063-V)															
Promotion Name	Dutch Lady® “Impian Besar, Menang Besar”– Exclusive at Lotus’s															
Promotion Period	The Promotion starts at 00:00:00 on 29 October 2026 and closes at 23:59:59 on 31 December 2026 .															
Eligibility	The Promotion is open to all Malaysian citizens and permanent residents in Malaysia aged 18 years and above with valid identification number (MyKad or MyPR) as of 29 October 2026 (“Participant”). The following groups of people shall not be eligible to participate in the Promotion: (a) Employees of the Organiser and its group of companies and their immediate family members (spouse, children, parents, siblings, and their spouses). (b) Employees of the Organiser’s agencies associated with the Promotion and their immediate families (spouse, children, parents, siblings, and their spouses).															
Entry Method	<u>WHATSAPP ENTRY</u> 1. Purchase minimum RM25.00 and above worth of any participating Dutch Lady® UHT Milk and/or Pasteurized Milk products (“Participating Products”) in a single receipt (“Proof of Purchase”). Purchase must be made during the Promotion Period at any Lotus’s outlets (in-store), including Lotus’s online store only. 2. The Dutch Lady® Participating Products List is as follows: <table><tr><td>Dutch Lady UHT Milk 1L x 12</td></tr><tr><td>Dutch Lady UHT Milk Full Cream 1L</td></tr><tr><td>Dutch Lady UHT Milk Low Fat 1L</td></tr><tr><td>Dutch Lady UHT Milk Chocolate Flavoured 1L</td></tr><tr><td>Dutch Lady UHT Milk Strawberry Flavoured 1L</td></tr><tr><td>Dutch Lady UHT Milk 200ml x 6 x 4</td></tr><tr><td>Dutch Lady UHT Milk Full Cream 6 x 200ml</td></tr><tr><td>Dutch Lady UHT Milk Low Fat 6 x 200ml</td></tr><tr><td>Dutch Lady UHT Milk Chocolate Flavoured 6 x 200ml</td></tr><tr><td>Dutch Lady UHT Milk Strawberry Flavoured 6 x 200ml</td></tr><tr><td>Dutch Lady UHT Milk Coffee Flavoured 6 x 200ml</td></tr><tr><td>Dutch Lady UHT Milk Banana Flavoured 6 x 200ml</td></tr><tr><td>Dutch Lady UHT Milk 125ml x 8 x 5</td></tr><tr><td>Dutch Lady UHT Milk Chocolate Flavoured 8 x 125 ml (Marvel)</td></tr><tr><td>Dutch Lady UHT Milk Chocolate Flavoured 8 x 125 ml (Princess)</td></tr></table>	Dutch Lady UHT Milk 1L x 12	Dutch Lady UHT Milk Full Cream 1L	Dutch Lady UHT Milk Low Fat 1L	Dutch Lady UHT Milk Chocolate Flavoured 1L	Dutch Lady UHT Milk Strawberry Flavoured 1L	Dutch Lady UHT Milk 200ml x 6 x 4	Dutch Lady UHT Milk Full Cream 6 x 200ml	Dutch Lady UHT Milk Low Fat 6 x 200ml	Dutch Lady UHT Milk Chocolate Flavoured 6 x 200ml	Dutch Lady UHT Milk Strawberry Flavoured 6 x 200ml	Dutch Lady UHT Milk Coffee Flavoured 6 x 200ml	Dutch Lady UHT Milk Banana Flavoured 6 x 200ml	Dutch Lady UHT Milk 125ml x 8 x 5	Dutch Lady UHT Milk Chocolate Flavoured 8 x 125 ml (Marvel)	Dutch Lady UHT Milk Chocolate Flavoured 8 x 125 ml (Princess)
Dutch Lady UHT Milk 1L x 12																
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Dutch Lady UHT Milk Low Fat 1L																
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Dutch Lady UHT Milk Chocolate Flavoured 8 x 125 ml (Marvel)																
Dutch Lady UHT Milk Chocolate Flavoured 8 x 125 ml (Princess)																

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	Dutch Lady UHT Milk 125ml x 4 x 10	
	Dutch Lady UHT Milk Full Cream 4 x 125 ml (Marvel)	
	Dutch Lady UHT Milk Full Cream 4 x 125 ml (Princess)	
	Dutch Lady UHT Milk Chocolate Flavoured 4 x 125 ml (Marvel)	
	Dutch Lady UHT Milk Chocolate Flavoured 4 x 125 ml (Princess)	
	Dutch Lady UHT Milk Strawberry Flavoured 4 x 125 ml (Marvel)	
	Dutch Lady UHT Milk Strawberry Flavoured 4 x 125 ml (Princess)	
	Dutch Lady Pasteurized Milk 1L x 12	
	Dutch Lady Pasteurized Milk Chocolate Flavoured 1L	
	Dutch Lady Pasteurized Milk Full Cream 1L	
	Dutch Lady Pasteurized Milk 100% Fresh 1L	
	Dutch Lady Pasteurized Milk Low Fat 1L	
	3. Submit the following information by scanning the QR code shown on the communication materials via WhatsApp to the Promotion Official WhatsApp Number at 012-825 5890. a. Clear photo of the Original Receipt (“Proof of Purchase”) b. Full Name (as per MyKad) c. MyKad/MyPR Number d. Mobile Phone Number (e.g., Picture of Receipt, Amirah Binti Ashraf, 9XXXXX-0X-5XXX, 012-XXX XXXX) (“Qualified Entry”) 4. Each valid entry, completed with the required picture of receipt, fulfilled purchase requirement, and personal information received and approved by the Organiser during the Promotion Period will be serialized at the back end for winners’ selection purposes (“Qualified Entry”). For every RM25.00 purchased of participating product(s) in a single receipt, ONE (01) serial number will be allocated to the Entry but limited to maximum of TEN (10) serial numbers per ONE (1) receipt. For example; a) A single receipt with RM50.00 of Participating Products, TWO (02) serial numbers will be given. b) A single receipt with RM300.00 of Participating Products, TEN (10) serial numbers will be given. 5. The serial number will not be given out, as it is for internal use for the winner’s selection. 6. Participants may submit as many entries as they want, but each Proof of Purchase along with complete required personal details is ONLY eligible for ONE [1] entry submission. Multiple entry(ies) by the same participant with different Proof of Purchase during the Promotion Period are allowed in accordance with these Terms and Conditions.	

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	7. Participants are required to keep the Original Receipt (“Proof of Purchase”) for verification purposes. 8. Each Entry received will be verified and approved by the Organiser to be a Qualified Entry throughout the Promotion Period [each a “Qualified Entry” and collectively the “Qualified Entries”]. 9. The Organiser will extract all Entries received for further processing, verification, and qualification. The Organiser reserves the right to disqualify any Entries with duplicated Proof of Purchase, incomplete Personal Details, unclear, suspicious or illegible Proof of Purchase, and containing more than one [1] Proof of Purchase. All Entries that do not meet the requirements stated herein shall be disqualified by the Organiser without further notification to the Participants. 10. Notwithstanding any of the above, upon receipt of the Entry and/or upon selection of the winners, as the case may be, the Organiser shall reserve the right to request further evidence in the processing of the Entry, including the original Proof of Purchase (hardcopy for physical purchase(s)) and the identification documents for verification prior to the delivery of the Prizes. Failure to produce any of the foregoing documents within the stipulated time frame will result in disqualification and forfeiture of the Prizes.
Entry Deadline	All qualified entries must be received by the Organiser on or before 23:59:59 on 31 December 2026 . Any Entry received outside the Promotion Period shall be automatically disqualified.
Judging Details	<u>VERIFICATION OF ENTRIES</u> 1. Clear picture of the Original Proof of Purchase indicating the Participating Product(s) and Values, Invoice/Receipt Number, Valid Purchase Date, Outlet Name, and Valid Payment Date/Time. 2. Valid required Personal Details. 3. Validity of purchase date and fulfilled purchase requirement. 4. No Duplication of Proof of Purchase. 5. No alteration of the receipt in any form: store name, items purchased, prices, and transaction time. 6. Any receipt from Lotus’s outlet (in-store and online store) will <u>ONLY</u> be accepted as Proof of Purchase.

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7. Handwritten Receipt, Purchase Order, and Delivery Note will **NOT** be accepted as Proof of Purchase.
8. Disqualified receipt/document as Proof of Purchase include:
- i. Credit Card Slips
 - ii. Handwritten Receipts
 - iii. Refund/Return of Purchase Slips
 - iv. Delivery Note
 - v. Receipts Not Printed from a Cash Register (POS system for physical purchase(s))

SHORTLISTED WINNER SELECTION METHOD

Grand Prize: 1 Winner x iPhone Duo 2TB worth RM15,499

There is one [1] Grand Prize to be won throughout the Promotion Period.

As part of the Grand Prize shortlisting winner selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout the Promotion Period [each a “Qualified Entry” and collectively the “Qualified Entries”]. A set of serial numbers will be allocated for the Qualified Entries starting from serial number “1”.

The serial numbers allocated to each Qualified Entry will be tabulated and added up to derive the total number of Qualified Entries [“Total Qualified Entries”]. Assuming the Total Qualified Entries received throughout the Promotion Period is 47,776, the Organiser will compute and select the shortlisted winners based on the following example:

$$47,776 \div 2 = \underline{23,888^*}$$

The Grand Prize shortlisted winner is the entry with serial number **23888th**.

A total of **1 Grand Prize Winner** will be selected throughout the Promotion Period.

The rounding formula will be performed where the decimal value arises, the number will be rounded down to the nearest single digit number.

First Prize: 2 Winners x iPhone 18 Pro 256GB worth RM5,499

There are two [2] First Prizes to be won throughout the Promotion Period.

As part of the First Prize shortlisting winner selection process, the Organiser will allocate serial numbers for each Entry received and

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	approved by the Organiser throughout the Promotion Period [each a “Qualified Entry” and collectively the “Qualified Entries”]. A set of serial numbers will be allocated for the Qualified Entries starting from serial number “1”. The serial numbers allocated to each Qualified Entry will be tabulated and added up to derive the total number of Qualified Entries [“Total Qualified Entries”] and the subtraction of the Grand Prize Winner’s Entry/ies. Assuming the Total Qualified Entries received throughout the Promotion Period is 47,776, the Organiser will compute and select the shortlisted winner based on the following example: Assuming Grand Prize Winner’s Entries = 500 entries; $47,776 - (500) = 47,276 \div 2 = 23638^*$ The First Prize shortlisted winners are the entries with serial number 23638th and 47276th. A total of 2 First Prize Winners will be selected throughout the Promotion Period. The rounding formula will be performed where the decimal value arises, the number will be rounded down to the nearest single digit number. Consolation Prizes: 60 winners x Lotus’s Cash Voucher worth RM100 There are sixty [60] Consolation Prizes to be won throughout the Promotion period. As part of the Consolation Prize shortlisting winners’ selection process, the Organiser will allocate serial numbers for each Entry received and approved by the Organiser throughout the Promotion Period [each a “Qualified Entry” and collectively the “Qualified Entries”]. A set of serial numbers will be allocated for the Qualified Entries starting from serial number “1”. The serial numbers allocated to each Qualified Entry will be tabulated and added up to derive the total number of Qualified Entries [“Total Qualified Entries”] and the subtraction of the Grand Prize and First Prize Winner’s Entry/ies. Assuming the Total Qualified Entries received throughout the Promotion period is 47,776, the Organiser will compute and select the shortlisted winners based on the following example: Assuming Grand Prize Winner’s Entries = 500 entries;
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	Assuming First Prize Winner's Entries = 300 entries; $47,776 - (500* + 300*) = 46,976 \div 60 = 782.93*$ Example of the winning serial numbers for Consolation Prize shortlisted winners: 782*, 1564*, 2346*, 3128*, 3910*, 4692*, 5474*, and so forth. A total of 60 Consolation Prize Winners will be selected throughout the Promotion Period. The rounding formula will be performed where the decimal value arises, the number will be rounded down to the nearest single digit number. <u>SHORTLISTED WINNER</u> All selected shortlisted participants will be contacted via WhatsApp from the Promotion Official WhatsApp number 012-8255890 to the contact number which the Organiser received in the Qualified Entries. Each shortlisted winner will be required to answer one (1) simple question. Promotion Question: <i>"Dutch Lady Milk Industries Berhad's purpose is to nourish Malaysians with quality dairy nutrition to help them move forward in life." (True/False)?</i> Shortlisted winners must reply to provide the correct answer and/or their delivery address for prize fulfilment via WhatsApp to the Promotion Official WhatsApp number 012-8255890. Winners must respond within TWO (2) days of the notification to remain eligible to win the prize. If the shortlisted winner cannot be contacted for any reason or fails to respond in time, the shortlisted winner will be disqualified, and the prize will be forfeited and awarded to the next eligible winner. The Organiser reserves the right to select the next eligible shortlisted entry as a replacement winner. The Organiser will not be held liable for any failure to contact the Qualified Winners. <u>WINNER ANNOUNCEMENT</u> The list of winners will be announced on the Organiser's social media on Facebook https://www.facebook.com/spread.the.goodness.of.milk and
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	official website at https://www.dutchlady.com.my/campaigns-promotions/ The Organiser reserves the right to request evidence for a photo of the receipt (Proof of Purchase), the original receipt and/or a hard copy of the receipt for verification and Prize redemption purposes. The Participant must provide a photo clearly showing the Participant together with the receipt for verification purposes. Failure to provide any of the requested documents and/or photo within the stipulated timeframe may result in disqualification and forfeiture of the Prize.
Prizes	A total of sixty-three [63] Prizes to be won throughout the Promotion Period. <u>GRAND PRIZE</u> 1 Winner x iPhone Duo 2TB (<i>random color</i>) worth RM15,499 (Total of 1 Grand Prize throughout the Promotion Period) <u>FIRST PRIZE</u> 2 Winners x iPhone 18 Pro 256GB (<i>random color</i>) worth RM5,499 each (Total of 2 First Prizes throughout the Promotion Period) <u>CONSOLATION PRIZE</u> 60 Winners x Lotus's Cash Vouchers worth RM100 each (Total of 60 Consolation Prizes throughout the Promotion Period) Each participant is only eligible to win a maximum of ONE (01) prize during the Promotion Period. ☒ 1 x Grand Prize, OR ☒ 1x First Prize, OR ☒ 1x Consolation Prize
Prize Claim/Delivery Date	- The Organiser, its agents, sponsors, and representatives shall have no liability to any Participant who defaults in collecting the Prizes in accordance with the Prize Claim/Delivery Date in any respect whatsoever. - Prizes are strictly not transferable, assignable, exchangeable, or redeemable by the Participant in any other form or manner other than that specified by the Organiser. All the Grand Prize and First Prizes will be given out at random. Requests for specific colours or designs will not be entertained. - All prizes will be processed for collection or delivery within 45 working days from the end of the Promotion Period, 31 December 2026. The Organiser reserves the right to extend the timelines stated under this clause owing to reasons beyond the control of the Organiser.

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	4. Failure to provide the required details within the stipulated time frame for prize fulfilment will result in forfeiture of the prize. The Organiser will not be held liable in the event the winners cannot be contacted for whatever reasons. 5. Winners must comply with the terms and conditions of the party(ies) arranging and/or providing the prizes. 6. The Organiser reserves the right to substitute any prize with that of similar value at any time without prior notice. 7. The Prize must be claimed within THREE [3] months from the date of the letter or announcement or notice of the claim of the prize, whichever is earlier. 8. The Prize shall be used/taken entirely at the risk of the Participants, and the Organiser excludes all warranties and liabilities in connection with the Prize to the fullest extent permitted by law. 9. The Organiser reserves the right to determine how uncollected Prizes will be dealt with. 10. All Prizes value is correct at time of publication (as of December 2026) but may change without notice. 11. All prizes are awarded on an “as is” basis. Any issues, defects, or malfunctions arising from manufacturing defects shall be subject solely to the manufacturer’s warranty (if any). The Organiser shall not be responsible for any loss, damage, or malfunction of the prize after it has been awarded during the delivery process. 12. Prize Collection for Grand Prize – iPhone Duo 2TB; ❖ The winner will be issued a redemption letter valid for three (3) months from the date of issuance, bearing the appointed agency’s collection address, the winner’s name and a unique reference number. ❖ The winner must self-collect the Prize by presenting the original redemption letter together with his/her original MyKad/MyPR for verification upon collection of the Prize at the appointed agency’s office. ❖ Alternatively, the winner may authorize a third party to collect the Prize on his/her behalf by providing the Organiser with a written authorization letter stating the reason for such arrangement, together with the relevant supporting documents required by the Organiser. The authorised representative must also present their own identification document during prize collection. The Organiser reserves the right to approve or reject such requests at its sole discretion.
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	❖ The winner is responsible for collecting the Prize within the given Prize Collection Period, and the Organiser is not obliged to provide any extension or reminder notice. ❖ Any additional costs of hand delivery by the appointed agency shall be borne solely by the winner at their own expense (i.e., travel expenses, transportation costs, duties, taxes, accommodation and any other related expenses). 13. Lotus's Cash Voucher can be redeemed at any Lotus's Stores Malaysia check-out counters, except Lotus's Online Shopping. Usage is subject to Lotus's Stores (M) Sdn Bhd Terms & Conditions; https://corp.lotuss.com.my/voucher/terms-and-conditions
Additional Terms	1. The Organiser reserves the right in its sole discretion, without prior notice and without any liability to any person, at any time to change the Terms and Conditions, including to change the Promotion Period, make Prize substitutions, cancel, terminate or suspend the Promotion in whole or in part. In the event of any changes to the Terms and Conditions, Participants agree that their continued participation in the Promotion will constitute their acceptance of the Terms and Conditions. 2. The Organiser and/or representatives shall not be liable to any Participant in respect of any loss or damage whatsoever which is suffered, including but not limited to indirect or consequential loss, or for personal injury suffered or sustained by the Participant arising out of or in connection with the participation by the Participant in the Promotion, as well as the redemption and/or utilization of any Prize won. 3. The Organiser's decision on all matters relating to the Promotion, including judging and selection of winners will be final, binding and conclusive on all Participants, and no correspondence or appeals will be entertained. 4. The Organiser reserves the right to disqualify any Participant who is found to have, or is suspected of, undermining or attempting to undermine the operation of the Promotion through fraud, cheating, deception, or any dishonest means, and/or who is unable to provide satisfactory proof of eligibility or supporting documents for verification upon request by the Organiser. 5. By participating in this Promotion, participants consent to give their personal information, and the Organiser reserves the right to publish, use the participants and winners' names and/or photographs plus their entries for purposes of publicity, advertising and/or trade without further compensation or notice and each participant is not entitled to make any claims for the use of their entries by the Organiser.

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	6. By submitting an entry to the Promotion, Participants are deemed to have understood and agreed to be bound by the Terms and Conditions. 7. For a more detailed description of our privacy practices, please refer to our Privacy Policy at https://www.dutchlady.com.my/campaigns-promotions/ 8. You may access and request for correction of your personal data, limit the processing of your personal data, or contact us with any enquiries in respect of your personal data as follows: Dutch Lady Consumer Care: (WhatsApp at +6017 416 4787) 9. In the event of any inconsistency or conflict between the English version and the Bahasa Malaysia version of this Terms and Conditions, the English version shall prevail.
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