

AIA REVITALISE & RECHARGE CAMPAIGN

TERMS AND CONDITIONS

This AIA Revitalise & Recharge Campaign ("Campaign") is organised by AIA Bhd. ("the Organiser", "AIA Malaysia", "we", "our" or "us"). Please read this Campaign's Terms and Conditions before deciding to join this Campaign. By joining this Campaign, you ("you", "your" or "customer") agree that you have read, understood and agreed to be bound by the Terms and Conditions of this Campaign and by any change or modification that we may make to this Campaign and/or the Terms and Conditions of this Campaign with prior notice to you.

1) Campaign Period:

- a) The Campaign will commence on **1 July 2026 to 31 August 2026**, both dates inclusive ("Campaign Period"), unless otherwise extended or terminated earlier by the Organiser at its sole discretion.

2) Eligibility:

- a) The Campaign is open to:
 - i) All eligible individuals aged 18 years old and above at the time of participation; and/or
 - ii) Existing AIA Corporate Solutions ("CS") Members, their registered dependents, and non-CS members who fulfill the Campaign's participation requirements.
- b) The following individuals are not eligible to participate in the Campaign:
 - i) Employees of AIA Bhd., its subsidiaries, or related companies;
 - ii) Immediate family members of such employees; and
 - iii) Vendors, agents, service, providers, or parties directly involved in the organization, administration, or execution of the campaign.

3) How to Participate:

- a) To participate, an eligible participant must:
 - i) Submit their participation via the official Campaign iCari link provided by AIA Life Planner during the Campaign Period; and
 - ii) Complete the participation form with true, accurate, complete, and up-to-date information.
 - iii) Provide correct answers to two (2) qualifying questions in the participation form.
- b) Only submissions received via the official Campaign iCari link will be considered valid.
- c) Submissions that are incomplete, duplicated, automated fraudulent, or submitted outside the Campaign Period will be disqualified.
- d) By completing and submitting the Campaign participation form, including responding to provide correct answers to the qualifying questions, participants confirm their participation in the Campaign and agree to be bound by these Terms & Conditions.

4) Definition of Valid Entry:

- a) A "Valid Entry" refers to a submission that:
 - i) Comply with all Campaign's participation requirements;
 - ii) Answer the qualifying questions in the participation form correctly.
 - iii) Has been successfully captured and recorded within AIA's system; and
 - iv) Is verified as unique and complete.
- b) Each eligible participant may submit one (1) valid entry only. Multiple submissions by the same individual will be treated as a single entry.

5) Campaign Mechanics – Lucky Draw Entries:

- a) Base Entry:
 - i) Each Valid Entry entitles the participants to one (1) lucky draw entry.
- b) Bonus Entries:
 - i) Participants may earn additional lucky draw entries as follows:
 - (1) AIA CS Member or registered dependent: Additional 2 lucky draw entries
 - (2) Existing or new AIA+ mobile application user (as defined and validated by AIA's system): Additional 1 lucky draw entry
 - ii) The maximum number of lucky draw entries per participants is four (4).
 - iii) Bonus entries are:
 - (1) Granted on top of the base entry;
 - (2) Automatically validated through system tagging, consent confirmation, or eligibility checks; and
 - (3) Subject to final verification by the Organiser

6) Prize categories:

- a) The Campaign's lucky draw prizes consist of:
 - i) Tier 1 Prize: Six (6) prizes to be awarded. Each prize consists of a 2-day, 1-night wellness retreat for two (2) persons
 - ii) Tier 2 Prize: Two (2) prizes to be awarded. Each prize consists of a 3-day, 2-night wellness retreat for two (2) persons
- b) Prize details, retreat locations, accommodation arrangements, and schedules shall be determined solely by the Organiser and/or its appointed vendors.

7) Winners Selection & Notification:

- a) There will be two (2) rounds of the Lucky Draw, scheduled as follows:
 - i) First Lucky Draw: to be held on 15 August 2026 for all valid entries submitted during the Campaign's period from 1 July 2026 to 31 July 2026.
 - ii) Second Lucky Draw: to be held on 15 September 2026 for all valid entries submitted during the Campaign's period from 1 August 2026 to 31 August 2026.
- b) Winners will be selected via a lucky draw randomization program from the pool of valid lucky draw entries.
- c) Each valid lucky draw entry carries an equal chance of winning, subject to the number of entries accumulated by the participant.
- d) Winners will be notified using the valid contact details provided during submission ("Winner")
- e) If a selected winner:
 - i) Cannot be contacted within a reasonable period;
 - ii) Is found to be ineligible; or
 - iii) Declines or fails to accept the prize,The Organiser reserves the right to select an alternative winner at its discretion.
- f) The list of Winner(s) will also be published on AIA's official website.
- g) The Winner(s) agrees and authorise AIA Malaysia to disclose their personal information (including but not limited to name, NRIC number, mailing address, contact number and email address) to the vendor/distributor/agent who would then contact the Winner(s) regarding the delivery of their Lucky Draw Prize.
- h) The Winner(s) shall be responsible to make the necessary arrangements with the vendor/distributor/agent for the delivery of the Lucky Draw. All taxes, charges and incidental costs in this regard shall be borne by the winner(s).
- i) AIA Malaysia may extend the timeline and methods of delivery of the Lucky Draw Prize with prior notice.

8) Prize Redemption & Condition:

- a) All prizes are:
 - i) Non-transferable;
 - ii) Non-exchangeable; and
 - iii) Not redeemable for cash or any alternatives.
- b) Any costs not expressly stated as included in the prize, including but not limited to transportation, travel insurance, personal expenses, medical costs, or additional accommodation, shall be borne solely by the Winner(s).
- c) The Organiser shall not be responsible for any loss, damage, injury, or inconvenience suffered by the Winner(s) arising from the redemption or use of the prize.

9) Disqualification:

- a) The Organiser reserves the right to disqualify any participant who:
 - i) Breaches these Terms & Conditions;
 - ii) Provides false, misleading, or inaccurate information; or
 - iii) Failure to answer the qualifying questions in the participation form correctly
 - iv) Engages in any conduct deemed improper, fraudulent, or prejudicial to the Campaign.

10) General Terms and Conditions:

- a) All costs incurred by the participants in relation to the Campaign shall solely be borne by the participants. The Organiser shall not be under any obligation to reimburse the participants for any cost and expenses incurred thereof.
- b) The Organiser reserves the right (upon giving reasonable notice) to amend the terms and conditions of the Campaign, shorten, cancel, suspend, or terminate the Campaign or any part thereof at any time at its absolute discretion. Such notice may be sent to all participants via email and/or through any other mode of communication the Organiser determines in its absolute discretion.

- c) For the avoidance of doubt, any changes, cancellation, suspension, or termination of the Campaign by the Organiser shall not entitle the participants or any other persons whatsoever to any claim or compensation against the Organiser for any losses or damages suffered or incurred as a direct or indirect result of such amendment, shortening, cancellation, suspension, or termination.
- d) The Organiser shall not be liable for any losses, damages or costs incurred or suffered by any customer as a result of the customer's participation in the Campaign. Furthermore, the Organiser shall not be liable for any default of its obligations under the Campaign due to any force majeure event which includes but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm or any event beyond the reasonable control of the Organiser.
- e) The terms and conditions stated herein shall be governed by the Laws of Malaysia and subject to the jurisdiction of the Courts of Malaysia.
- f) By participating in this Campaign, Participants agree and consent to the collection, use and processing of his/her personal data by AIA Malaysia in accordance with AIA Malaysia's Privacy Statement available at <https://www.aia.com.my/en/index/privacy-statement.html>.
- g) In addition and without prejudice to the foregoing, Participants further agree and consent that AIA Malaysia may use and/or disclose his/her personal data to its related companies and authorized agents for purposes including but not limited to the administration of this Campaign and for marketing and promotional activities relating to AIA Malaysia's products and services. This includes contacting Participants via telephone, email or other communication channels. Participants may at any time request to withdraw or limit such consent in accordance with the Privacy Statement.
- h) The Organiser at its absolute discretion may disqualify or otherwise reject any participant who does not comply with the Terms and Conditions stated herein and/or are found or suspected of being tampering. Tampering shall include fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.
- i) Any variation of any of the terms and conditions stated herein shall be binding on the participants and be deemed to be brought to their attention through any e-mail sent via email and/or through any other mode of communication as determined at the absolute discretion of the Organiser.
- j) For more information, enquiries, feedback and/or complaints related to the Campaign, please contact AIA at 1300-88-8922.