

## Frequently Asked Questions (FAQs)

### Nestlé Home of Good Peraduan Rezeki Berganda

#### 1. How do I participate in the Nestlé Home of Good Peraduan Rezeki Berganda?

To participate, you must:

- Purchase a minimum of RM10.00 worth of Participating Nestlé products in a single receipt from any in-store outlet or online platform during the Promotion Period.
- You can click on the Contest's promotional material from the Meta Ads or Nestlé Home of Good Click-to-WhatsApp (CTWA) number: +6011 3011 6524 to join the contest.
- You will need to complete the entire submission process for it to be considered as a valid entry:
  - Agree to be a Nestlé Home of Good member.
  - Agree to the Contest Terms & Conditions and Privacy Policy.
  - Fill in the mandatory fields and upload a single receipt in JPG/ PNG/ PDF, within 5Mb.
  - Submit via Nestlé Home of Good Click-to-WhatsApp (CTWA) number: +6011 3011 6524

#### 2. What if my receipt exceeds RM10.00?

- Every RM10.00 spent on Participating Products within a single receipt is equivalent to one (1) serial number. Any additional RM10.00 spent on Participating Products within the same receipt qualifies for one (1) additional serial number.
- The maximum serial number that can be allocated per Receipt/Proof of Purchase is 15 serial numbers, which is equivalent to RM150.00. Any amount exceeding RM150.00 per receipt shall not be eligible for additional entries.  
For example:
  - RM15.00 = 1 serial number.
  - RM39.90 = 3 serial numbers.
  - RM189.30 = 15 serial numbers
- Each submission must include only one (1) receipt. One submission with multiple receipts will be disqualified.

#### 3. What are the Participating products for this Contest?

**ALL** Nestlé's products except:

- PURINA;
- NESPRESSO;
- NESCAFÉ Starbucks;
- NESCAFÉ Dolce Gusto;
- All Nestlé Health Science products;
- All Nestlé Infant Formula products;
- All Nestlé Professional products (including but not limited to MAGGI Catering Pack, MILO 3.2kg, NESCAFÉ 500g.)

#### **4. Are there any participating retailers?**

- You may purchase from any retailer, whether in-store or online, as long as they carry the Participating Nestlé Products.

#### **5. How do I submit my entry?**

To submit an entry, you will need to:

- Purchase a minimum of RM10.00 worth of Participating Products in a single receipt.
- Complete the CTWA process during the Promotion Period via Nestlé Home of Good WhatsApp Business mobile number: +6011 3011 6524, and:
  - Agree to be a member of Nestlé Home of Good (if applicable) and agree to the Contest Terms & Conditions and Privacy Policy.
  - Fill in the mandatory fields and upload a single receipt in JPG/ PNG/ PDF, within 5Mb.
  - Insert the total amount of Participating Nestlé Products purchased and purchased date, and Submit.
- The Organiser will display a “Thank You” message for each successful Entry received. Acknowledgement of submission does not constitute winning of any prizes.

#### **6. Is there a time limit to complete my submission?**

- Each submission must be completed within one (1) hour from the time the CTWA process is initiated. Failure to complete the submission within the stipulated time will result in the submission being deemed invalid and disqualified, and you will be required to initiate a new submission.

#### **7. What constitutes a valid receipt?**

- The receipt must show a clear itemised purchase of a minimum of RM10.00 worth of Participating Products from any online or offline retailer during the Promotion Period.
- The receipt must clearly display the purchase date, product details, and retailer information such as the name and/or logo of the outlet at which the purchase was made.
- Handwritten receipts, or receipts without clear product details, retailer information, or purchase date, will not be accepted.

#### **8. Should I enter the total receipt amount or only the amount spent on Participating Nestlé Products?**

- Please enter only the total amount spent on Participating Nestlé Products, not the overall receipt total.
- The total eligible amount recorded will be based on the listed product price and not the discounted price.
- Refer to the sample receipt image below for guidance.

Scenario 1:



- Total value of participating Nestlé products purchased: **RM14.15**
- Total eligible amount recorded: **RM14.15**

## Scenario 2:



- Total value of participating Nestlé products purchased: **RM30.35**
- Total eligible amount recorded: **RM30.35**

### 9. What is the Promotion Period?

- The Promotion Period is from 2 March 2026 - 12 April 2026.

### 10. Who is eligible to join?

- The contest is open to all legal residents of Malaysia with a valid identification document, aged 18 years and above, as at the start of the Contest.

### 11. Can I participate more than once?

- Yes, you may submit more than one (1) Entry for this Contest. However:
  - Each submission must be accompanied by a unique receipt.
  - Each receipt can only be used for one (1) Entry.
  - Receipts submitted in separate entries will not be combined or cumulative.

## 12. What are the prizes?

- Three (3) Grand Prize throughout the Promotion Period: POH KONG 5g 999.9 Gold Bar (Bunga Raya Collection), with a purity of 999.9 Fine Gold and a weight of 5g each, valued at RM3,730.00 per unit. The value of the gold bar is subject to daily fluctuations and may vary based on international gold prices, supply and demand, currency exchange rates, and other market factors.
  - The Organiser reserves the right, at its sole discretion, to substitute the Grand Prize with another prize of similar value, which may not necessarily be from the same provider or collection as stated in these Terms & Conditions.
- Thirty-six (36) Weekly Consolation Prize: Cash prizes valued at RM250.00 each, with six (6) winners selected every week throughout the Promotion Period. Weekly Consolation Prizes that are not awarded in any given week will not be carried forward to subsequent weeks.

## 13. What is the weekly allocation for the Weekly Consolation Prize?

The pool of Entries is based on the submission date, and the six (6) weekly periods are as follows:

- Week 1: 2 March 2026, 00:00:00 - 8 March 2026, 23:59:59
- Week 2: 9 March 2026, 00:00:00 - 15 March 2026, 23:59:59
- Week 3: 16 March 2026, 00:00:00 - 22 March 2026, 23:59:59
- Week 4: 23 March 2026, 00:00:00 - 29 March 2026, 23:59:59
- Week 5: 30 March 2026, 00:00:00 - 5 April 2026, 23:59:59
- Week 6: 6 April 2026, 00:00:00 - 12 April 2026, 23:59:59

## 14. Can I win more than one (1) prize?

- No. Each participant can only win one (1) Prize throughout the Promotion Period.

## 15. How will I be contacted if I am shortlisted for a Prize?

- Finalists will be contacted via WhatsApp Business from +6011 1108 0268 (managed by our service provider, MediaCliQ) and must respond with the correct answer to a skill-based question within 48 hours of the message sent.
- Only shortlisted finalists will be contacted.

## 16. What if I submitted incomplete or incorrect information?

- Incomplete, illegible, duplicated, or falsified entries will be disqualified without prior notice. Please ensure all details submitted are correct.

## 17. Do I need to keep the receipt(s) that I submitted?

- Yes. You are required to keep all original receipt(s) submitted for this Contest. The Organiser reserves the right to request the original receipt(s) for verification purposes. Failure to provide the requested receipt(s) may result in disqualification.

## 18. What do I need to do if I am shortlisted as a Grand Prize winner?

- The Organiser will contact you via WhatsApp from +6011 1108 0268 (managed by our service provider, MediaCliQ) on the mobile number you submitted through the CTWA to answer one (1) skill-based question within forty-eight (48) hours of the message sent.

- Failure to respond within the time frame or with the correct answer will result in forfeiture of the prize.
- If you answer correctly within the stipulated time, you will be considered a Winner. The Organiser will then request the following details via WhatsApp for delivery purposes:
  - Your full name as per NRIC
  - NRIC number (in text format)
  - Mailing address
- Only one (1) Grand Prize may be awarded per household, as determined by the same mailing address.

#### **19. What do I need to do if I am shortlisted as a Weekly Consolation winner?**

- The Organiser will contact you via WhatsApp from +6011 1108 0268 (managed by our service provider, MediaCliQ) on the mobile number you submitted through the CTWA to answer one (1) skill-based question within forty-eight (48) hours of the message sent.
- Failure to respond within the time frame or with the correct answer will result in forfeiture of the prize.
- If you answer correctly within the stipulated time, you will be considered a Winner. The Organiser will then request the following details via WhatsApp to facilitate the Online Bank Transfer:
  - Full name as per NRIC
  - NRIC number (in text format)
  - Bank name
  - Bank account number

#### **20. Where will the winners be announced, and when?**

- The announcement of the Winners will be published on the Organiser's social media page at: <https://www.facebook.com/nestlehomeofgood> and Organiser's website at: <https://www.nestlehomeofgood.com.my/good-deals/peraduan-rezeki-berganda> six (6) to eight (8) weeks from the closing date of the Promotion Period.