

“Match Menang Stress Hilang” Contest Terms & Conditions

The Contest Period

The “Match Menang Stress Hilang” Contest (“**Contest**”) is organised by Sun Life Malaysia Assurance Berhad [Registration No.: 199001005930 (197499-U)] and Sun Life Malaysia Takaful Berhad [Registration No.: 200501012215 (689263-M)] (hereinafter collectively referred to as the “**Company**”) from 25 March 2024 till 21 April 2024, 11:59PM (“**Contest Period**”).

The Company may, at its sole and absolute discretion, extend or hold the Contest Period at any time without prior notice.

Eligibility

The Contest is only open to Malaysian citizens and Permanent Residents (PR) with Malaysian identification card, aged 18 and above who have registered to participate in the Contest (“Participant(s)”) via the campaign page (“**Campaign Page**”).

The Company’s employees, agents, suppliers, advertising agencies and their immediate family members are **not eligible** to participate in the Contest.

Campaign Page:

<https://sunlifematchmenang.com>

Contest Mechanics

Participants are required to complete the following mechanics in the Campaign Page:

1. Register with their email, Facebook or TikTok account
2. Capture and upload videos/photos of their challenging moments during Ramadan and Raya to their Facebook, Instagram or TikTok feed*. The challenging moments to be captured are as specified within the Participant’s game dashboard on the Campaign Page.
3. Paste the link of their uploaded Facebook, Instagram or TikTok content into the dashboard’s respective boxes of the challenging scenarios.
4. Match all 9 scenarios and answer the question: Why should you be the Grand Prize Winner of Match Menang, Stress Hilang Ramadan/Raya Edition?
5. Participants are to ensure their account privacy setting for Facebook, Instagram or TikTok is set to “Public”.

**Instagram Stories entries are excluded from the contest*

Any entries outside the Contest Period shall be automatically disqualified.

Contest Editions

There are 2 game editions:

1. Ramadan edition (25 March 2024 – 7 April 2024)
2. Raya edition (8 April 2024 – 21 April 2024)

Participants may participate in both editions, but may only win once in either edition.

Judging Criteria

Ten (10) entries that match all 9 or the most boxes correctly against the respective scenarios will be shortlisted as winners. In the event of a tie, the Participant who most creatively answered why he/she should be the Grand Prize winner, as determined by the Company, will be the winner of the respective game editions (“Winners”).

All photo/video submissions will be subject to moderator’s review and approval, which will take place twice daily. Upon approval, the photo/video submission will be reflected in the respective boxes within the dashboard accordingly. Should the photo/video not meet the qualifying criteria or requirements,

Participant will be notified via email and Participant would be required to resubmit for moderator's approval.

Any and all decisions made by the Company in relation to every aspect of the Contest shall be final and conclusive. Any subsequent correspondences, disputes, appeal or enquiries disputing such decisions will not be entertained.

Prizes

Prizes ("Prize") will be awarded to the ten (10) Winners as follows:

Ramadan edition (25 March 2024 – 7 April 2024)	Raya edition (8 April 2024 – 21 April 2024)
1x Grand Prize: 2D1N at Banyan Tree, KL (Signature Sky Retreat - King) Worth RM1,400	1x Grand Prize: 2D1N at St Regis Hotel, KL (Deluxe Room - King) Worth RM1,600
4x Consolation Prizes: RM100 Grab vouchers x 4	4x Consolation Prizes: RM100 Grab vouchers x 4

Only one (1) Prize will be awarded per Winner.

The Company reserves the right at its absolute discretion to substitute the Prize with item(s) of equivalent value at any time without prior notice, liability or compensation to any Participant, Winner, or any other party.

The Prize is not transferable, redeemable and/or exchangeable for cash or credit of any kind.

The Company shall have no obligation to substitute the Prize with any alternative prize, cash equivalent or other compensation in the event the Winners fail to redeem or utilise the Prize for any reason whatsoever.

Winners

Winners will be notified by the Company via the private message/direct message on Facebook/TikTok/Instagram or email. If a Winner does not reply within three (3) working days of being notified in the manner stated above, at the absolute discretion of the Company, the Winner will be disqualified and another Participant that successfully meets the requirements mentioned in the Contest Mechanics above will be selected by the Company as a Winner. This selection process will be repeated until a Winner is successfully contacted.

Details and Conditions of the Ramadan Edition Grand Prize: 2D1N at Banyan Tree, KL (Signature Sky Retreat - King)

- Complimentary breakfast for 2 persons.
- In-room complimentary Wi-Fi.
- Complimentary use of gymnasium & swimming pool.
- When making a reservation, please inform the hotel that you will be redeeming your Room Voucher. The Room Voucher and identification must be presented upon registration prior to any services being used.
- This Room Voucher cannot be used in conjunction with other Promotions, Offer or Gift Certificates.

- This Room Voucher and cash voucher must be spent in one transaction. No change can be returned and the balance cannot be transferred to future purchases.
- This Room Voucher is non-refundable and cannot be exchanged for cash in part or in whole, and have no value unless redeemed.
- This voucher is only valid via direct reservations at Reservations-KualaLumpur@banyantree.com Not valid for redemption on third party platforms.
- Banyan Tree Kuala Lumpur reserves the right to amend these terms and conditions without notice.
- Blackout dates may apply.
- Voucher Validity is six (6) months from date of issuance.
- The physical voucher is required to be presented by guests upon redemption.

Details and Conditions of the Raya Edition Grand Prize: 2D1N at St Regis Hotel, KL (Deluxe Room - King)

- Complimentary breakfast for 2 persons.
- In-room complimentary Wi-Fi.
- Complimentary use of gymnasium.
- In-room butler check in.
- Personalised butler service.
- Complimentary morning coffee and tea served by a personal butler.
- Daily complimentary local or international newspaper of Winner's choice.
- Blackout Dates may apply.
- Voucher Validity is six (6) months from date of issuance.
- The physical voucher is required to be presented by guests upon redemption.

Other Conditions

By participating in the Contest, Participants are deemed to have read, understood and agreed to be bound by the Terms and Conditions stipulated herein and will abide by all decisions made by the Company.

By participating in the Contest, Participants agree to the Company storing and using the Participants' information as well as any images shared for any marketing purposes. The Company will not share the Participants' information with third parties unless it is specifically agreed by the Participants and the Participants can opt out at any time by emailing the Company at social.media@sunlifemalaysia.com directly.

By participating in the Contest, Participants agree to allow the Company, at its absolute discretion, to use the Participants' name, photographs, voice and/or video recordings and entries for publicity, advertising or the Contest purposes in any manner it deems appropriate, without first obtaining any further consent nor making any payment whatsoever to the Participants.

Participants and/or Winners shall assume full liability in the event of any injury, damage or claim resulting from participation in the Contest and/or use and/or redemption of their Prize and/or infringement of a third party intellectual property rights.

The Company reserves the right to disqualify any Participant if it has reasonable grounds to believe that a Participant has breached any of the Terms and Conditions of the Contest or if any Participant has provided inaccurate information whilst participating in the Contest.

The Company shall not be held liable or responsible for any delay and/or failure due to any internet service provider-related issues; including but not limited to any delay and/or failure of the system to capture the Participants' participation in the Contest and/or the end of the Contest Period due to, including but not limited to, an internet error or glitch, poor internet connection and web page glitch. No proof of entries to show the Participants' participation in the Contest will be entertained.

The Company has the absolute discretion to change, delete or add to any of these Terms and Conditions and/or to terminate, suspend or cancel the Contest at any time without prior notice. For the avoidance of doubt, termination, suspension or cancellation of the Contest shall not entitle any of the Participants and/or the winners to claim compensation against the Company for any and all losses or damages suffered or incurred by the Participants and/or the winners as a direct or indirect result of such act of termination, suspension or cancellation.

The Participants acknowledge, understand and agree that their details may be shared by the Company for the purposes of the Contest. Any Participants' information or personal data ("**Personal Data**") provided by the Participants to the Company in connection with the Contest shall be kept confidential except to any activities mentioned thereto. The Company shall take all reasonable precautions to preserve the integrity and prevent any corruption or loss, damage or destruction of Participants' Personal Data and shall at all times comply with the requirements of the Personal Data Protection Act 2010. The Company shall at all times ensure that the Participants' Personal Data is processed diligently in compliance to existing laws and in accordance with the Company's Privacy Notice accessible from the Company's website at www.sunlifemalaysia.com.

The Company shall not be held liable or responsible for any damage and/or missing of items of the Prize once they are delivered to and/or collected and/or accepted by the winners.

All personal information provided by the qualifying Participants and Winners will be kept in confidential and will be used by the Company for the purposes of identity authentication and Prize distribution only.

The Company shall not be held liable in any manner whatsoever to the Participants for any loss or damages howsoever arising in connection with the Contest (including loss of opportunity and consequential loss flowing therefrom) and damage suffered in the event the Winners cannot be reached. Furthermore, the Company shall not be liable for any default in respect of the Contest due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought, storm, pandemic and/or any event beyond the reasonable control of the Company.

Participants are participating in the Contest at their own risk. The Company and their affiliated partners will not be responsible or held liable, and the Participants agree to waive, release, absolve and discharge the Company and their affiliated partners from any and all liability, for any injury or death, disability, damage or loss of property, whether personal or otherwise, suffered or caused, howsoever during the participation, or after the participation, in the Contest.

Participants shall indemnify and hold harmless the Company and their affiliated partners from any and all liabilities or claims, actions, lawsuits, damages and judgement, including solicitor's fees, arising out of or relating to the Participants' participation in the Contest, acceptance of any Prize, and/or the use of the Participants' entry and/or likeness in connection with the Contest, whether caused by the negligence of the Company and their affiliated partners or otherwise, or violation of these Terms and Conditions,

The Company shall not be liable to any Participant, Winner or any other person for any failure to supply or provide the Prize due to reasons or circumstances beyond its control.

The Contest is in no way sponsored, endorsed or administered by, or associated with, Facebook, TikTok and Instagram, and by participating in the Contest, the Participants agree to a complete release of Facebook, TikTok and Instagram from any claims whatsoever.

In the event of any complaints related to the Contest, Participants may contact the Company via private message on Facebook @SunLifeMalaysia.

These Terms and Conditions shall be governed by and construed in accordance with the laws of Malaysia and the Participants agree to submit to the exclusive jurisdiction of the Courts of Malaysia.