

Terms & Conditions **Tune Protect “WELCOME ONG-BOARD” Campaign.****1. Organizer & Contest Period**

Tune Protect’s “WELCOME ONG-BOARD” Campaign is organized by Tune Insurance Malaysia Berhad (“Organizer”, “We”, “Us”, “Tune Protect”). The Campaign will commence on 4th of February 2026 at 12.00am (GMT +8) and ends on 31st of March 2026 at 11.59pm (GMT +8).

2. Eligibility

- a. The Campaign is open to all Malaysians, Permanent Residents, Work Permit/Employment Pass Holders, or otherwise legally employed persons in Malaysia and their Dependents (Family Members) who are at least 18 years old as of the start of the Campaign Period.
- b. To be eligible to participate in the campaign, the Eligible Customer must purchase one of the Eligible Products stated below:

TRAVEL EASY (Comprehensive Travel Insurance)

3. Premium Amount based on Campaign Mechanics Table shown below.

4. Eligible Winners will then be chosen based on the Campaign Mechanics stated below:

A. Prizes & Campaign Mechanics

Prizes are as follows:

| Product | Prizes |
|----------------------------------|---|
| <i>Category A (Grand Prize)</i> | 1G Gold Bar x 3 Winners (Total Worth: RM2,250) (Premium of RM 100 & Above) |
| <i>Category B (Second Prize)</i> | INSTAX Mini 12 x 3 Winners (Total Worth: RM 1600) (Premium of RM50 – RM99) |
| <i>Category C (Lucky Draw)</i> | RM88 Shopee Voucher x 38 Winners (Total Worth RM 3,344) (Minimum premium of RM30 & Above) |

B. Campaign Mechanics:

- I. Customers must purchase **Travel Easy (Comprehensive Travel Insurance)** during the Campaign Period.
- II. Customers must meet the following criteria to be eligible to earn entries for the 3 categories:

| Prize Category | Category Mechanics |
|---|--|
| Category A (1G Gold Bar x 3 Winners) | <p>Customer must purchase Travel Easy during the campaign period.</p> <p>Customers will need to meet a minimum premium amount to earn entries to the Category A prizes.</p> <p>Premium of RM100 – RM200 (1 Entry to Category A)</p> <p>Premium of RM200 & Above (3 Entries to Category A)</p> <p>Customers who meet the criteria above will be eligible to join the giveaway & winners will be selected via a random lucky draw generator.</p> |
| Category B (INSTAX Mini 12 x 3 Winners) | <p>Customer must purchase Travel Easy during the campaign period.</p> <p>Customers will need to meet a minimum premium amount to earn entries to the Category B prizes.</p> <p>Premium of RM50-RM70 (1 Entry to Category B)</p> <p>Premium of RM 71-RM 99 (3 Entries to Category B)</p> <p>Customers who meet the criteria above will be eligible to join the giveaway for the category that they qualify for, based on their premium amount.</p> |
| Category C (Shopee Vouchers x 38 winners) | <p>Customers of Tune Protect who has purchase Travel Easy within the campaign period to be eligible for the RM88 Shopee Voucher.</p> <p>Customers will need to meet a minimum premium amount to earn entries to the Category C lucky draw.</p> <p>Premium of RM30 & Above</p> <p>Customers who meet the criteria above will be eligible to join the lucky draw for the category that they qualify for, based on their premium amount.</p> |

5. All Prizes will be paid out **within 60 days of the end of the campaign**.

6. Shopee Vouchers will be paid out via **Wogi**, our authorized rewards fulfilment partner. Kindly expect an email from **Wogi** if you have been notified that you are one of the winners.

7. Grand Prize (Category A) Terms & Conditions:

The prizes for Category A are as follow:

- a. 1G Gold Bar x 3 Winners

- b. The winners for the prize will be chosen in lucky draw fashion based on the campaign mechanics stated above.
- c. The prizes will be given out randomly & the winners are not allowed to select the prize that they will receive.
- d. The grand prizes stated above are **NOT** exchangeable for cash or any other prizes.

Prize collection Terms & Conditions:

- e. All Category A (Grand Prizes) Prizes **MUST** be collected in person from **Wisma Capital A**
- f. Once the winners are chosen, a form will be sent to the winner via e-mail & WhatsApp
- g. Once the form is filled, a representative from Tune Protect will contact the winner to schedule a pickup date & time for the Grand Prizes.
- h. Upon picking up the prize, the winner must sign an acknowledgement form & a picture will be taken as proof of collection.

8. Second Prize (Category B) Terms & Conditions:

The prizes for Category B are as follows:

- a. INSTAX Mini 12 x 3 Winners
- b. The winners for the prize will be chosen in lucky draw fashion based on the campaign mechanics stated above.
- c. The prizes will be given out randomly & the winners are not allowed to select the prize that they will receive.
- d. The prizes stated above are **NOT** exchangeable for cash or any other prize.

Prize collection Terms & Conditions:

- e. All Category B (Second Prizes) Prizes **MUST** be collected in person from **Wisma Capital A**
- f. Once the winners are chosen, a form will be sent to the winner via e-mail & WhatsApp
- g. Once the form is filled, a representative from Tune Protect will contact the winner to schedule a pickup date & time for the Grand Prizes.
- h. Upon picking up the prize, the winner must sign an acknowledgement form & a picture will be taken as proof of collection.

9. Lucky Draw (Category C) Terms & Conditions:

The prizes for Category C are as follows:

- a. RM88 Shopee Voucher x 38 Winners.



- b. The RM 88 Shopee Voucher will be paid out through e-mail from our authorized rewards partner, Wogi.
- c. The prizes stated above are **NOT** exchangeable for cash or any other prize
- d. Any unclaimed/expired prizes will not be replaced.

10. Prize Fulfilment

- a. We will endeavour to contact and distribute the prizes to all Winners within 60 days after the Campaign Period ends and we have received all necessary details from the Winners. These details may include but are not limited to Name, IC, Telephone Number, Email and Policy Number. Prize fulfilment may be delayed in the event of any unforeseen or unexpected circumstances. We will contact the Winners through any mode of communication we deem appropriate.
- b. Only customers who have purchased a qualifying product, met the campaign qualifying criteria and completed the payment successfully will be eligible for a chance for the guaranteed prizes or lucky draw for the prizes mentioned above. The Organizer will not be responsible for any failure to complete the Winning Criteria.
- c. The Prizes will be chosen based on the campaign mechanics stated above. Tune Protect Malaysia has the rights to change the campaign mechanics when deemed necessary.
- d. Prizes will only be awarded to eligible customers who have completed payment successfully. Any transaction failure will be deemed to not be valid. The Organizer will not be responsible for any failure to purchase successfully for whatever reason during the Campaign Period
- e. Prizes will be forfeited if the eligible product purchased by the eligible customers is terminated before the Prize is sent out.
- f. The Organizer shall not be held responsible for any missing, damaged, delayed, lost, returned or uncollected Prizes for whatever reason.
- g. The Organizer shall not be responsible nor be liable if the Winner's contact details are not reachable or invalid. Winners are solely responsible to notify the Organizer via marketing@tuneprotect.com if they do not receive the prizes within 60 days after being contacted by the Organizer. All requests/claims after 60 days will not be entertained.
- h. All Prizes are non-refundable, non-returnable and not exchangeable for cash or any other benefits in kind.
- i. Prizes must also be taken as stated and no compensation will be payable if the Winner is unable to use the Prize.
- j. Failure to claim your prize due to no response, unreachable contact details or expiry of prize will deem your prize invalid & no compensation will be provided.
- k. The Organizer, its agencies, its directors, its affiliates, and representatives shall not be liable for any damage relating and/or arising to the prizes or misuse of the Prizes, or any claims, liabilities, expenses losses or damages be it directly or indirectly, arising out of or in connection with this Campaign and/or the Prizes.
- l. Winner(s) shall be responsible for any additional costs, duties, taxes and/or other incidental expenses which may be incurred because of and/or related to their acceptance or use of the Prize.

11. Rights of the Organizer



- a. The Organizer reserves the right to replace or substitute the Prizes with other items of equivalent value at any time before, during or after the Campaign, without any notice to the Winners. If the prizes mentioned are replaced, the new prize value shall not be more than the purchase price of the previous prizes stated at the time of writing.
- b. The Organizer reserves its right to cancel, terminate or suspend the Campaign at any time before, during or after the Campaign has commenced, with or without any prior notice and reason. For the avoidance of doubt, cancellation, termination, or suspension by the Organizer shall not entitle the customers to any claim or compensation against the Organizer for all losses, damages, and/or costs suffered or incurred as a direct or indirect result of the act of cancellation, termination, or suspension.
- c. The Organizer reserves its right to vary, delete or add to any of these Terms and Conditions and/or substitute or change or replace the Prizes from time to time without any prior notice.

12. Personal Data Protection Act 2010

- a. The Organizer reserves its rights to publish or display materials or information, including but not limited to the names of all Customers for marketing, advertising, and publicity purposes in any manner it deems appropriate. By participating in the Campaign, Customers shall also confirm that they have read, understood, and accepted Tune Protect's Privacy Policy at <http://www.tuneprotect.com/privacy-policy>.
- b. By participating in this Campaign, customers are deemed to agree to be bound by the Terms and subject to the Conditions set out herein. The Terms and Conditions herein shall prevail over any inconsistent terms, conditions, provisions, or representations contained in any other promotional or advertising materials for the campaign. In the event of any inconsistency, conflict, ambiguity or discrepancy between the English version and any other language version of these terms and conditions, the English version shall always prevail.

13. Liability & Responsibility

Tune Protect shall bear no responsibility for any damage, loss (including but not limited to direct, indirect and consequential loss), expenses, liability, injury or disappointment incurred or suffered by the customers with this Campaign, the promotion of this Campaign or the use of any prize, except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law).

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