

## WIN CASH WITH IMAGINE LUCKY DRAW FAQ 2022

### **What is “WIN CASH WITH IMAGINE LUCKY DRAW” about?**

This is a lucky draw held by imagine, where imagine Dream Broadband, Dream Bundle and Biz Broadband Plan customers who participate in the selected activities will receive chances to win some amazing prizes.

### **What is the duration of this Lucky Draw?**

This Lucky Draw starts on 16th September 2022 and will run until 15th November 2022 (“the Campaign Period”). However, customers who participate in the activities eligible for the Lucky Draw from 1st September 2022 will be automatically included into the Weekly and Grand Draw.

### **Who is eligible for this Lucky Draw?**

New and existing Dream Broadband and/or Dream Bundle customers (Residential and Enterprise) who carry out the following activities during the Campaign Period will enjoy chances to enter the Lucky Draw:

- Port-in
- Sign Up
- Contract Renewal

### **What are the prizes?**

There are Weekly Prizes (10 weeks) and a Grand Prize for this Lucky Draw.

Prizes are listed below:

Weekly Prizes:

1. \$100 Cash Voucher (10 Winners)
2. Free 100GB Data (2 months for Data Plans) or \$4 rebate (for 2 months for UNL Plans) and Imagine Gift bag (5 winners)

Grand Prize

1. \$5,000 Cash (1 Winner)

### **For the activities required to be eligible for the lucky draw chances, which channels are applicable for me to participate in the lucky draw?**

imagine customers can perform the activities listed in Question 3 via the following business channels to collect the Lucky Draw chances: -

- Branches or imagine centres
- Online via imagine’s website
- Sales Agents
- imagine’s Whatsapp

**How many chances can I get based on the activities?**

The Lucky Draw chances awarded for the activities are as below:

<b>Activities</b>	<b>12-Month Contract</b>	<b>24-Month Contract</b>
Port-in	3 chances	6 chances
Sign Up	2 chances	4 chances
Contract Renewal	1 chance	2 chances

**If I am one of the weekly draw winners, am I still eligible for the Grand Draw?**

No. You can win only win one (1) prize during the Campaign Period.

**Will my lucky draw chances be accumulated for the Grand Draw?**

Yes. If you have not won any prizes during the Weekly Draw, your lucky draw chances will be accumulated for the Grand Draw.

**I have not won any of the Weekly Draw and I wish to downgrade/terminate my services. Will this affect my eligibility for the lucky Draw?**

Yes, any downgrade/termination will automatically forfeit your entry for the lucky draw and your chances will be deemed void.

**I have won the cash prize during the Weekly Draw/Grand Draw and would like to terminate my service. What penalty should I be aware of?**

In the event that you have won cash prizes either from the Weekly Lucky Draw or Grand Draw and have decided to port-out or terminate your Dream Broadband subscription (with a remaining period of more than six (6) months contract), imagine will add-on the amount of cash prize awarded to the customer, on top of the necessary fees and charges incurred.

**I am on a Dream bundle plan and have decided to terminate my mobile service, am I still eligible for the lucky draw?**

Your Lucky Draw chance(s) will still be applicable based on your ongoing standalone broadband contract.

**Are imagine’s corporate employee eligible for this Lucky Draw?**

No, customers under imagine’s corporate employee plans are not eligible to participate in this Lucky Draw.

**As an existing customer, what else should I be aware of to be eligible for this Lucky Draw?**

As an existing customer, you are required to remain ‘active’ with your service throughout the Campaign Period, otherwise your Lucky Draw chances will be deemed void.

**As a new customer, what else should I be aware of to be eligible for this Lucky Draw?**

If you are a new customer whose service status is ‘pending’, you will still be considered eligible for the Lucky Draw. However, if you are selected as a winner and decide to terminate or port-out your service, then imagine will add-on the amount of cash prize awarded to the customer, on top of the necessary fees and charges incurred.

**When are the Weekly Draw and the Grand Draw dates?**

The dates for Weekly Draw are as follows:

<b>Week</b>	<b>Date of Activities</b>	<b>Date of Draw</b>
1	01/09/22 – 17/09/22	19/09/22
2	01/09/22 – 24/09/22	26/09/22
3	01/09/22 – 30/09/22	03/10/22
4	01/09/22 – 08/10/22	10/10/22
5	01/09/22 – 15/10/22	17/10/22
6	01/09/22 – 22/10/22	24/10/22
7	01/09/22 – 30/10/22	31/10/22
8	01/09/22 – 05/11/22	07/11/22
9	01/09/22 – 12/11/22	*The Weekly Draw will be conducted during the Grand Draw Event.
10	01/09/22 – 15/11/22	

The Grand Draw will be held after the end of the Campaign Period, at a Grand Draw Event, which will be announced at a later date.

**If I am an eligible winner, how will I be contacted?**

You will be contacted at your mobile phone number registered with imagine. Therefore, you are required to ensure that your mobile phone numbers, recorded by imagine, are up to date.

However, please take note that imagine will attempt to contact you up to a maximum of three (3) times within three (3) weeks from the date of the draw, following which, the prize will be awarded to the next eligible winner.

**If I am an eligible winner for the cash prize, how will I receive it?**

If you are an eligible winner, the cash prizes will be transferred into your respective bank account. Hence, you must provide your full details including a copy of your Identification Card and Bank Account details upon contact by imagine. Account holders must be under the name of the winner. imagine may, at its discretion, consider awarding the prizes in cash if you do not hold any bank account. Attempting to claim prizes using a Bank Account with a different name is strictly non-negotiable.

**How will I know if I am eligible to be the Grand Prize winner?**

Potential winners will be invited to attend the Grand Draw Event and you will be contacted at the mobile phone numbers registered with imagine. Therefore, you are required to ensure that your mobile phone numbers, recorded by imagine, are up to date.

**If I was contacted by imagine and informed that I am one of the potential winners for the Grand Draw Prize, what happens if I cannot attend the event?**

You can assign an authorised representative to be present at the Grand Draw event on your behalf, in order to qualify for any prizes awarded during the event. Representatives must present your original signed identification document to claim any prizes won. Attempting to claim prizes without the signed original identification document is strictly non-negotiable.

**If I was contacted by imagine and informed that I am one of the potential winners for the Grand Draw Prize, what happens if no representative can attend on my behalf?**

Your name will be removed as a potential winner and the potential prize will be awarded to the next eligible winner.