

“AXA&U CUSTOMER REWARDS CAMPAIGN 2021”

TERMS AND CONDITIONS

DEFINITION

In this Terms and Conditions, except where the context otherwise requires or where it is otherwise expressly provided, the following words and expressions shall have the meanings respectively set out below:

“AXA, AXA Affin General Insurance”, “We”, “Our”, “Us”, “Company” refers to AXA Affin General Insurance Berhad (Company No: 197501002042) and its successors and assigns.

“Campaign” refers to “AXA&U Customer Rewards Campaign 2021”.

“Existing Policy(ies)” refers to all AXA Affin General Insurance products in the following categories:

- Private Car & motorcycle
- Home
- Individual Personal Accident
- Annual Travel
- Individual Health

“Existing Customer(s)” refers to all existing Customer of AXA Affin General Insurance who is holding at least one (1) Existing Policy.

“Eligible Product(s)” refers to the following products:

- SmartHome Optimum
- SmartHome Optimum Enhanced
- Houseowner/Householder
- SmartCare VIP
- SmartPA Enhanced

“Eligible Customer(s)” refers to Existing Customers who purchased new policies for Eligible Products.

CAMPAIGN PERIOD

1. The Campaign is valid from **1st January 2021** to **31st December 2021** (“**Campaign Period**”).

ELIGIBILITY

2. The Campaign is applicable to the Existing Customers who sign up for any of the Eligible Products with the new policy(ies) incepted before the expiry date of the Existing Policy(ies) and within Campaign Period thus fulfilling the Terms and Conditions hereinafter appearing (“Eligible Customers”).

CAMPAIGN OFFER

3. All Eligible Customers are entitled to receive one (1) Lazada e-Voucher worth RM50 (“e-Voucher”) for each of the approved policy(ies) based on the following conditions:
 - i. The annual premium of the Eligible Product(s) is(are) RM300 and above; and
 - ii. Payment(s) has(have) been received by AXA
4. Eligible Customers may purchase multiple policies with no limit for the e-Voucher entitlement.
5. The Campaign offer cannot be combined with any other on-going offer, promotion or discount.
6. The e-Voucher is in digital code form and will be sent via SMS to the Eligible Customer’s mobile number within sixty (60) days upon meeting the eligibility criteria. Customer must redeem their e-Voucher on Lazada website or mobile app.
7. Eligible Customers are responsible to provide accurate and full contact details as required in the proposal form. We shall not be held responsible if We are unable to contact the Customers with the information provided by the Customers in the proposal form. In the event that the Customers did not receive the e-Voucher due to the inaccurate contact information or non-contactable through adequate means possible and reasonable best efforts, We reserve the right to forfeit the e-Voucher.
8. The e-Voucher(s) is(are) **ONLY** redeemable after a Lazada account is created or logged into.
9. Each e-Voucher is redeemable for **ONE (1)** time only with no minimum purchase

required.

10. The e-Voucher(s) cannot be combined or accumulated with any other e-Voucher(s).
11. Multiple e-Vouchers are NOT acceptable within a single transaction.
12. NO refund will be given should the purchase amount be lesser than the e-Voucher value.
13. The e-Voucher(s) is(are) not valid in conjunction with any other offer, discount or promotions and NO cash alternatives or refund will be offered in lieu of Promotion entitlement.
14. The e-Voucher(s) cannot be resold, or exchanged for cash, or any other forms of legal tender.
15. All e-Voucher(s) has(have) a validity period of FIVE (5) months from the date issued to the customers. It is the responsibility of the customer to utilise the e-Voucher before it expires.
16. Lazada Voucher Terms and Conditions apply (<https://www.lazada.com.my/terms-of-use>).
17. Lazada reserves the right to alter, cancel, terminate or suspend the Promotion or any part thereof or any part of the applicable terms and condition from time to time, with or without any prior notice.
18. Contact Lazada customer service hotline at 03-86011888 for any issues pertaining to the usage of the e-Voucher.
19. We shall not be responsible for any expired, lost or stolen e-Voucher, and it shall not be replaced.
20. We reserve the right to substitute the e-Voucher with one of similar value at our absolute discretion without prior notice.
21. AXA Affin General Insurance shall have the right and absolute discretion to vary,

amend, delete or add to any of the Terms and Conditions specifically set out herein, in whole or in any part from time to time including to vary the Campaign Period as it deems necessary and appropriate with notice via the AXA Affin General Insurance's official website or notices at AXA Affin General Insurance's branches.

22. By participating in the Campaign, the Eligible Customer and/or any parties related herein agree to be bound by this Terms and Conditions.
23. All personal data provided to Us for the purpose of this Campaign, shall be deemed to have been given with consent you. We may disclose or share your personal data vide www.axa.com.my, to AXA Affin General Insurance's affiliate, business partner and associates. We make it a priority to keep secure the personal data of individuals and the said personal data in relation to the participation in this Campaign, will be processed in accordance with the relevant Personal Data law.
24. You further agree and consent for Us to utilise your personal information for future marketing and promotional purposes.
25. Please visit <https://www.axa.com.my/personal-data-policy> to review and read the AXA Privacy and PDP Policy. Customer acknowledge that they have read and accepted the AXA Privacy and PDP Policy.
26. AXA shall not be liable for any default in respect of the Campaign due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought, storm, virus outbreak, technical or system failures or any event beyond the reasonable control of AXA Affin General Insurance.
27. This Terms and Conditions are governed by and construed under the laws of Malaysia.
28. For any assistance and/or feedback related to the Campaign, Customer may refer to our agent or walk in to the nearest AXA Affin General Insurance branch or speak to our Customer Care at (+603) 2170 8282 or email us at customer.service@axa.com.my.

Updated as of 11th December 2020