



## **Samsung TV Stand a Chance to Win Touch 'n Go E-Wallet Credit Contest**

### **CONTEST PARTICIPATION PROCESS & FAQs**

Contest Submission Period: **From 15<sup>th</sup> April – 15<sup>th</sup> July 2021**

For participation of this “Touch ‘n Go e-Wallet Credit” contest, customer is required to have an account with Samsung Redemption Portal. If you have an existing account, please proceed with the contest submission process. For new customer, please refer to below account registration steps.

#### **Account Registration**

##### **Q1: What is Samsung Redemption?**

Samsung Redemption is customer redemption portal for you to submit your redemption claim/ contest participation, keep track on your redemption/contest status and view your redemption/contest history.

##### **Q2: How to register a Samsung account?**

You are required to register a Samsung account in order to proceed online redemption claim/ contest submission. Log on to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-188> click “redeem now” and click on “Sign up here”. Complete the registration form and you will receive an email notification to complete your account activation. Once the account is activated successfully, you may proceed to log into Samsung Redemption Portal for contest submission.

##### **Q3: I forgot my ID/password. How do I reset it?**

Go to <https://samsung-redemption.com/customer/#/sasso/MY-gwp-188> click “redeem now” and click on ‘Find ID or Reset password?’.

1. Find ID: The system will prompt you to enter your information that you filled in during account registration. System will show your email ID based on the detail provided.

2. Set a password: The system will prompt you to enter your email account that need to reset password and you will receive reset email in the inbox of the email account you entered. Click the 'Reset Password' link in the email and you will be taken to the page where you can create a new password. Once you have completed the reset process, you will be able to sign in using your new password.

### **Contest Participation Process**

#### **Q4: How do I participate in this contest?**

1. Purchase one of the promotional products between **15<sup>th</sup> April 2021 and 30<sup>th</sup> June 2021** at any participating Samsung authorized stores.
2. Following your purchase, visit <https://samsung-redemption.com/customer/#/sasso/MY-gwp-188> and click "redeem now" to complete the online contest form and submit within contest period.
3. You will need to enter the following information: -
  - i. Email
  - ii. Store of purchase
  - iii. Date of purchase
  - iv. Invoice number
  - v. Model purchased Serial Number
  - vi. Recipient Name
  - vii. Email Address
  - viii. Contact Number
  - ix. Identified Number
  - x. Upload a copy of Proof of Purchase (the Receipt with Model Code)
  - xi. Letter of authorization (if necessary)
  - xii. Upload a Creative picture of "You and Your family celebrating Raya with Samsung TV" ("Creative Raya Photo Picture")**

Please refer to the Term and Conditions for full eligibility details at [Terms and Conditions page](#).

#### **Q5: How long is the Contest Period?**

You must complete and submit your online contest form between **15<sup>th</sup> April 2021 and 15<sup>th</sup> July 2021**. In case there is any problem with your submission, you should receive an email within 10 business days from your submission date.

#### **Q6: How do I find my TV Serial number?**

You can find your TV Serial Number in the following ways:

- i. Sticker at the back of the TV
- ii. You can get the TV information from the TV menu. To get the info, press "**Menu**" on your remote control, choose "**Support**" and then choose "**Contact Samsung**". The information will be displayed. Use arrow up and down key to find the serial number.
- iii. Alternatively the TV serial number is also on the sticker outside the packaging box.

**Q7: How do I prepare my Receipt for upload as part of the redemption process?**

- i. Uploaded document must be a PDF document or in an image format (jpg, jpeg or png format). Maximum size of each document is 5MB.
- ii. If you have a scanner, scan your receipt and save to your computer then ready to upload.
- iii. If you do not have a scanner, take a picture with your mobile device and upload the image from your device's photo library.
- iv. Please ensure all the required details are clearly visible. Blurred or unclear receipt may delay your redemption.

**Q8: Can I submit contest for multiple purchases under same invoice number?**

Yes. You may submit for the contest with different TV serial number under same invoice number. Please refer to the illustration below.

Customer	Eligible Model (Qty)	Campaign Entry
Customer A	1 unit of QLED	1
Customer B	1 unit of QLED, 1 unit of Frame TV, 1 unit of UHD TV (3 different TV model, 3 different TV serial number) Under same invoice	3

**Q9: I have submitted a contest form, what happens next?**

- i. An on-screen notification will be displayed confirming your contest form has been submitted and you will receive an email detailing your Redemption ID. Please check your email inbox (email account used to log in) for your notification related to this contest.
- ii. You will receive notification by e-mail and/or phone call to inform on the winning qualification.
- iii. Please refer the table below for the winner's announcement date based on your RMS contest submission date.

Batch	RMS Submission Period	Contest Approval	Prizes	Winners	Winners Announcement Date
Batch 1	15 <sup>th</sup> April - 30 <sup>th</sup> April		RM1,000 Touch 'n Go Credit x 12 RM 500 Touch 'n Go Credit x 92 RM 200 Touch 'n Go Credit x 345 RM 100 Touch 'n Go Credit x 575 RM 50 Touch 'n Go Credit x 920	1944	15 <sup>th</sup> May 2021
Batch 2	1 <sup>st</sup> May - 31 <sup>st</sup> May		RM1,000 Touch 'n Go Credit x 17 RM 500 Touch 'n Go Credit x 132 RM 200 Touch 'n Go Credit x 495 RM 100 Touch 'n Go Credit x 825 RM 50 Touch 'n Go Credit x 1320	2789	11 <sup>th</sup> June 2021

Batch 3	1 <sup>st</sup> June - 30 <sup>th</sup> June	<b>RM1,000 Touch 'n Go Credit x 13</b> <b>RM 500 Touch 'n Go Credit x 100</b> <b>RM 200 Touch 'n Go Credit x 375</b> <b>RM 100 Touch 'n Go Credit x 625</b> <b>RM 50 Touch 'n Go Credit x 1000</b>	2113	9 <sup>th</sup> July 2021
Batch 4	1 <sup>st</sup> July - 25 <sup>th</sup> July	<b>RM1,000 Touch 'n Go Credit x 8</b> <b>RM 500 Touch 'n Go Credit x 76</b> <b>RM 200 Touch 'n Go Credit x 285</b> <b>RM 100 Touch 'n Go Credit x 475</b> <b>RM 50 Touch 'n Go Credit x 760</b>	1604	13 August 2021

**Q10: I have entered incorrect details during the contest submission process, what should I do?**

If you entered incorrect information at any point during the contest registration process, please notify the support team immediately, kindly email the support team at [rms\\_support@samsung.com](mailto:rms_support@samsung.com). Failure to enter correct details may result in disqualified for the contest submission.

**Q11: I have received an email informing me of Incorrect/Incomplete/Illegible Proof of Purchase, what does this mean and what do I have to provide?**

Please refer to the email we have sent you, it may be that the proof of purchase (the Receipt) uploaded is not sufficient to process your submission due to one or more of the following:

- i. Receipt does not match your contest submission information,
- ii. Receipt does not show purchase date, products or retailer that you purchased from,
- iii. Uploaded document is not a receipt,
- iv. Receipt is not legible.

You can login to Samsung Redemption to re-upload the valid and complete copy of receipt before the last date of RMS Contest submission approval date by each batch, failing which the contest submission will be disqualified and considered as null and void.

**Q12: I have won the Touch 'n Go Credit, when should I redeem the credit?**

Upon winning, the redemption must be completed within **7 (seven)** working days after winner announcement, failing which the winning will be disqualified. Disqualified winners of Touch 'n Go e-Wallet credit will be reallocated to the next batch contest allocation.