

# M Premium Features Terms and Conditions

M Premium Program is an initiative by Magnum Corporation Sendirian Berhad (MCSB). By participating in the Program, Members (as hereinafter defined) hereby agree to adhere to the Terms and Conditions set out, which shall form an integral part of and is to be read together with MMA Terms and Conditions.

In the event of any inconsistencies, precedence shall be decided in the following order (i) M Premium Features Terms and Conditions; and (ii) MMA General Terms and Conditions.

## 1. Interpretation and Definitions

### 1.1 Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### 1.2 Definitions

For the purposes of these Terms and Conditions:

- **Account Verification** (also referred to as “eKYC”) refers to the completion of the Electronic Know Your Customer process within the Application.
- **eKYC** process refers to the process of completing identity verification and other KYC requirements digitally. During the process, user is required to provide information of full name, NRIC (for Malaysian) or Passport (for non-Malaysian) number, address, date of birth, and such, for verification purposes.
- **M Premium Member** (also referred to as either “You” or “Your”) refers to User who has already completed the Account Verification process within the Application.
- **Magnum State Office** refers to the administrative offices of the Company located across the Country. List of offices are listed [here](#).

## 2. General

- You must be a verified M Premium Member (i.e., account verified) to be eligible for the usage of the Service provided.
- Bonuses and rewards are not transferrable or exchangeable for cash or cash equivalents.
- Bonuses and rewards cannot be combined with other promotions and/or campaigns.

- The Company reserves the right to amend or change any of the Terms and Conditions at any time without prior notice to any party.
- The Company acknowledges the importance of Users information. Hence, details on how Users information is used during the usage of the Service provided is entailed in the Company's [Privacy Policy](#).
- If at any time, Users wish to withdraw consent and/or request for any information collected by the Company for the processing of the Service provided, they may do so in writing to the address provided below:

Attention: **Customer Service Department Magnum 4D Bhd (132431-D)**  
Wisma Magnum, 111 Jalan Pudu, 55100 Kuala Lumpur

An application to withdraw consent would invalidate any entry for the Service provided by default. The Company shall respond within 14 working days upon receipt of your request. The Company reserves the right to impose a data processing fee for your request.

## 3. Features

### 3.1 Birthday Bonus

- You must be an M Premium Member before your birthday to be eligible for the Birthday Bonus.
- Birthday Bonus is only valid during your registered birthday month.
- Birthday Bonus can only be redeemed during your birthday month.
- Redemption of the Birthday Bonus must be done physically at any Magnum store.
- During the redemption, You need to present your Birthday Bonus screen via your registered account to the store operator to facilitate the redemption process.
- You can only redeem your Birthday Bonus once a year before the expiry of the bonus.

### 3.2 Fortune Monday Giveaway

- Only eligible for M Premium Members except for employees of Magnum Corporation Sdn Bhd, Magnum 4D Berhad Group of Companies and Magnum 4D agencies.
- Only tickets scanned after successful account verification will be eligible for the giveaway.
- Only tickets that are scanned for the first time are eligible for the giveaway. You will not receive additional entries for scanning the same ticket multiple times.
- Only open draw ticket scans are eligible to participate for the giveaway. Scanning of past or closed draw tickets will not be awarded entries.
- You will receive **one** entry for every RM1 value spent on your tickets scanned.  
Example:
  - RM1 ticket = 1 giveaway entry
  - RM50 ticket = 50 giveaway entries
  - RM2 x 10 tickets = 20 giveaway entries

- Tickets purchased from other promotions and/or campaigns are not eligible for the giveaway.
- Multiple entries are accepted but each user is only allowed to win one (1) prize in each weekly giveaway.
- Entries earned will not be carried forward from one week to the next.
- Winners will be notified via in-app notification and/or email after the giveaway concludes. The list of all giveaway winners will be published on Magnum 4D Official Website and the App.
- Winners must fill up the Winner Verification Form, the link to which will be provided to the winners in the inbox, within 30 days from the winning announcement of the lucky draw. This is for the purpose of winner verification. If the winner verification is not completed and Winners are not contactable within the stipulated period, the prize will be forfeited.
- Prizes will be delivered within 60 working days upon winner verification.
- The Company reserves the right to substitute the prize with another prize of the same value without any prior notice.
- Depending on the prizes, you may be required to collect the prizes from a Magnum State Office. All travelling expenses and arrangements of transportation expenses shall be borne by the winner.
- The winner shall have thirty (30) days from the date of receipt of the call/email/inbox notification to collect the prize. If the winner fails to collect the prize within this period, the prize shall be forfeited without further notice, and the winner shall have no claim whatsoever in respect of the prize or any compensation related thereto.
- By participating, the Winner(s) give consent to the Company to use winners' details such as photo(s), name(s) or any other particulars for the purposes of advertising, press release, trade and promotion or otherwise without further compensation and notification to the winner.
- The outcome of the giveaway is final and binding. No correspondence will be entertained.
- If at any time, Users wish to withdraw consent and/or request for any information collected by the Company for the processing of the Service provided, they may do so in writing to the address provided below:

Attention: **Customer Service Department Magnum 4D Bhd (132431-D)**  
Wisma Magnum, 111 Jalan Pudu, 55100 Kuala Lumpur

An application to withdraw consent would invalidate any entry for Fortune Monday by default. The Company shall respond within 14 working days upon receipt of your request. The Company reserves the right to impose a data processing fee for your request.

- The Company shall not be responsible in any way whatsoever, in respect of technical failures of any kind, or unauthorised human intervention and electronic or human error in the administration and processing of this contest.

### **3.3 Lost Winning Ticket Plan**

- You must be an M Premium Member before the draw date to be eligible for the Lost Winning Ticket Plan.
- The Lost Winning Ticket Plan is only effective during the validity period. You can check your Lost Winning Ticket validity in the 'Benefits' screen.
- The lost ticket must be a valid winning ticket.
- Only tickets scanned upon account verification will be eligible for the Lost Winning Ticket Plan.
- The draw dates of the scanned tickets must fall within the Lost Winning Ticket Plan validity period.
- Lost winning ticket must be scanned prior to the commencement of the draw i.e, before 7:00pm for it to be eligible for the Lost Winning Ticket Plan.
- You must be the first person to scan the ticket for it to be eligible for the Lost Winning Ticket Plan.
- You are allowed to submit up to one (1) case within the Lost Winning Ticket Plan validity period. Please note that only one (1) case submission is permitted within the Lost Winning Ticket Plan validity period.
- In the event of the lost winning ticket being found and its winnings claimed (by You or someone else), the ticket will be ineligible for the Lost Winning Ticket Plan.
- Subject to approval of process, You shall be eligible to Lost Winning Ticket Plan of your valid winning ticket's amount, or up to RM1,000, whichever is lower.
- All case submission must first be done via MMA. Upon successful case submission, you must be physically present to submit the required official documents at the nearest Magnum State Office. The documents are not allowed to be submitted by another person other than the owner of the M Premium account.
- When making a case, You must provide the following supporting documents:
  - i. Police report lodged by you (original valid copy, stamped and signed by the authority)
  - ii. Photocopy of your National Registration Identity Card (NRIC) (Front & Back) or Passport
  - iii. Original NRIC or Passport
- If You are a Malaysian, You are required to present Your original NRIC. If You are a non-Malaysian, You are required to present Your original Passport.
- The name on your NRIC or Passport must match the name on your MMA and the police report.
- You are also required to present your registered M Premium account via MMA for verification purpose.
- You must ensure that all information furnished is true and accurate. You must also acknowledge and agree to the conditions set by the Company.
- Your case will be processed within 30 working days upon submission of the completed official documents as required to our State Office.
- The Company reserves the rights to reject the submission if the documents are incomplete and/or found to be fraudulent or suspicious.
- The outcome of the decision is final and binding. No correspondence will be entertained.

### **3.4 Magnum Life Grand Prize Bonus Reward**

- You must be an M Premium Member before the time of draw to be eligible for the Magnum Life Grand Prize Bonus Reward.
- Ticket must be scanned prior to the commencement of the draw i.e., before 7:00pm for it to be eligible for the Magnum Life Grand Prize Bonus Reward.
- Only tickets scanned upon account verification will be eligible for the Magnum Life Grand Prize Bonus Reward.
- You must be the first person to scan the winning Magnum Life Grand Prize ticket.
- You will not be eligible to claim the Bonus Reward if you are not the first person to scan the winning Magnum Life Grand Prize ticket.
- Upon being announced as a Magnum Life Grand Prize winner, You need to contact Magnum's Customer Support at +60 3 9212 2800 to book an appointment to claim the Magnum Life Grand Prize winnings and the Magnum Life Grand Prize Bonus Reward.
- The Magnum Life Grand Prize Bonus Reward is only claimable at Magnum's HQ.
- Winner must be present in person at HQ and provide the physical winning ticket and proof of identification (NRIC or Passport) to claim this Bonus Reward. Any representatives will not be accepted.
- If You are a Malaysian, You are required to present Your NRIC. If You are a non-Malaysian, You are required to present Your Passport.
- You are also required to present your registered M Premium account via MMA for verification purpose.
- You must ensure that all information furnished is true and accurate. You must also acknowledge and agree to the conditions set by the Company.

### **3.5 Referral Rewards**

- You must be an M Premium Member to be eligible for Referral Rewards.
- To be eligible for this reward, the referred member must either (i) register by clicking on the unique referral link provided by You or (ii) enter the unique referral code in the registration page.
- Referral rewards will be awarded within 14 days after the referee successfully signs up as an M Premium Member.
- This referral only applies to Users without an existing MMA account.
- The Company reserves the right to alter or remove the Referral Rewards at any time without prior notice.

### **3.6 Retail Rewards**

- You must be an M Premium Member to be eligible for Retail Rewards.
- The Company reserves the right to alter or remove the Retail Rewards at any time without prior notice.
- This Retail Rewards feature may contain links to third-party web sites or Services that are not owned or controlled by The Company. The Company has no control over, and assumes no responsibility for the content, privacy policies, or practices of any third-party web sites or Services.
- You further acknowledge and agree that The Company shall not be held responsible or liable, directly or indirectly, for any damage or loss caused or alleged

to be caused by or in connection with the use of or reliance on any such content, goods, or Services available on or through any such web sites or Services.

## **4. Suspension and Termination**

The Company reserves the right to suspend or terminate any of the M Premium features at any point in time without prior notice or liability to any party. The Company reserves the right to suspend or terminate Your access to the features without prior notice or liability, for any reason whatsoever, including without limitation if (a) You breach these Terms and Conditions; (b) there are any fraudulent or suspicious activities detected; (c) we are required to do so to comply with a legal requirement or a court order; or (d) there is a misuse and/or abuse of Service.

Upon termination, Your right to use the Service will cease immediately.

If you believe that the suspension or termination of Your account has been made in error, You may email Your appeal to our Customer Service at [support@magnum4d.my](mailto:support@magnum4d.my).