

Terms and Conditions for Sun Life Malaysia – UMOBILE Special Campaign

This “Sun Life Malaysia – UMOBILE Special Campaign” (“Campaign”) is organised by Sun Life Malaysia Assurance Berhad [Registration No.: 199001005930] (hereinafter referred to as “Sun Life Malaysia”)

1. Campaign Period

The Campaign will run from 15th July 2026 until 31st August 2026 (“Campaign Period”). Any entries received after the Campaign Period will be rejected and deemed invalid.

2. Eligibility

a) This Campaign is subject to the terms and conditions herein (“Terms and Conditions”) and is open to all UMobile GoLife 5 and GoLife 10 certificate holders whose certificate is still in force during the Campaign Period (“Eligible Client(s)”).

3. Campaign Mechanics

a) To participate in the Campaign, Eligible Client(s) may apply for one (1) of the Participating Products through the applicable channel during the Campaign Period, as set out below.

Participating Products	Application Channel
Sun Flexi	Application via the Telemarketing channel upon contact by Sun Life Malaysia personnel.
Sun eSsential Life	Online application via Sun Life Malaysia’s website by entering the Promo Code "UMOBILESPECIAL" during the application process.

b) Each Eligible Client is entitled to submit one (1) **application** only throughout the Campaign Period. To qualify for the Campaign, the application must be successfully submitted and issued within the Campaign Period.

4. Campaign Reward

a) The Campaign offers complimentary vouchers as rewards (in physical or electronic form) as below:

Participating Product	Campaign Reward
Sun Flexi	RM30 complimentary voucher
Sun Essential Life	RM10 complimentary voucher

b) The Participating Product must remain in-force at the time of the fulfilment of the Campaign Reward.

c) Any application that remains incomplete or is not submitted by the end of the Campaign Period shall not be entitled to the Campaign Reward.

d) Sun Life Malaysia reserves the right to substitute the Campaign Reward with another item of equal or greater value if deemed necessary.

e) The Campaign Reward is not transferable, refundable or exchangeable for cash or credit of any kind.

f) For the avoidance of any doubt, Sun Life Malaysia shall not be liable for any telco charges, roaming or phone charges that may be incurred by Eligible Client(s).

5. Campaign Fulfilment

- a) The Campaign Reward shall be delivered to the Eligible Client's registered contact number via WhatsApp Notification (Notification) within thirty (30) working days following successful issuance of the Participating Product and provided always that the Participating Product remain in force and not be cancelled, surrendered or terminated at the time of reward fulfilment.
- b) Eligible Client(s) is to redeem the Campaign Reward within seven (7) calendar days from the date stated in the Notification. ("Redeem Period").
- c) Any enquiries and complaints on the Campaign Reward must be referred to the relevant vendor issuing the Campaign Reward through its customer service centre or customer service representatives.
- d) The use and access of the Campaign Reward are subject to the terms and conditions of the relevant vendor, manufacturer or supplier of the Campaign Reward. Sun Life Malaysia shall not be held liable or responsible for any damage or missing item in respect of the Campaign Reward once delivered to, redeemed or collected by the Eligible Client(s).
- e) Sun Life Malaysia shall not be liable for any additional or incidental costs, taxes, expenses, charges, fees or for any loss or damage whatsoever suffered (including but not limited to indirect or consequential losses) or personal injury suffered or sustained in connection with or arising from the Campaign Reward.

6. General Terms and Conditions

- a) By participating in the Campaign, Eligible Client(s) is deemed to have read, understood and agreed to be bound by the Terms and Conditions stated herein. Sun Life Malaysia reserves the right to disqualify any Eligible Client(s) if it has reasonable grounds to believe that the Eligible Client(s) has breached any of these Terms and Conditions or if any Eligible Client(s) has provided inaccurate information whilst participating in the Campaign.
- b) All decisions made by Sun Life Malaysia on every aspect of the Campaign shall be final and conclusive. Any subsequent correspondences, protests, appeals or enquiries will not be entertained.
- c) Sun Life Malaysia shall not be held liable in any manner whatsoever for any loss or damages howsoever arising in connection with the Campaign including any event beyond the Terms and Conditions for reasonable control of Sun Life Malaysia, including but not limited to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought, storm or infectious disease outbreak.
- d) Sun Life Malaysia reserves the right to cancel, terminate or suspend the Campaign with reasonable prior notice by posting at <http://www.sunlifemalaysia.com> or any other method or platform as Sun Life Malaysia may determine and Eligible Client(s) shall not be entitled to any claim or compensation against Sun Life Malaysia for any losses or damages suffered or incurred as a direct or indirect result of the act of such cancellation, termination or suspension.
- e) Eligible Client(s) also agreed to indemnify, release and hold harmless Sun Life Malaysia, its holding, subsidiary or related companies as defined in the Companies Act 2016, directors, officers, employees, agents, sponsors and/or representatives against any and all losses, rights, claims, actions and damages (including special, indirect and consequential damages) arising from or incurred as a result of the Eligible Clients' participation in the Campaign, acceptance of any Campaign Reward, and/or the use of the Eligible Clients' entry and/or

likeness in connection with the Campaign or violation of these Terms and Conditions. Eligible Client(s) acknowledges that to the extent permissible by law, the Campaign Reward is awarded by Sun Life Malaysia on an “as is” basis without any warranty of any kind whether express or implied, including but not limited to the implied warranties of satisfactory quality, and non-infringement.

f) Eligible Client(s) acknowledge, understand and agree that any of the Eligible Client's information or personal data (“Personal Data”) collected or held by Sun Life Malaysia may be held, used and disclosed by Sun Life Malaysia to individuals or organisations related to or associated with Sun Life Malaysia or to any authorised third party, including service providers, agents and contractors who provide administrative and business support to Sun Life Malaysia and act on Sun Life Malaysia's behalf for purposes of the Campaign and providing services for the Eligible Clients' Policy and to communicate with the Eligible Client(s) for such purposes.

Sun Life Malaysia is committed to protecting the Eligible Client(s)' privacy and personal data in accordance with the Personal Data Protection Act 2010, relevant regulation and Sun Life Malaysia's Privacy Notice, which is accessible on Sun Life Malaysia's website at <https://www.sunlifemalaysia.com/SunLife/media/SunLifeMedia/PDF/PrivacyNotice.pdf>.

g) Eligible Client(s) is responsible to ensure their contact details are registered correctly in the records with Sun Life Malaysia and any change to their current contact details during the Campaign Period must immediately be notified by Eligible Client(s) to Sun Life Malaysia. Sun Life Malaysia shall not be responsible to Eligible Client(s) for any loss, including loss of opportunity and consequential loss if Eligible Client(s) fails to provide the correct and current contact details.

h) Sun Life Malaysia shall not be held liable or responsible for any disruption, delay or failure due to an internet service provider related issue, including but not limited to intermittent internet connection, network down or webpage malfunction which resulted, whether directly or indirectly, in Eligible Client(s) being unable to participate in the Campaign. Any proof of entries to show Eligible Clients' participation in the Campaign under this clause will not be entertained.

i) To the fullest extent permitted by law, Sun Life Malaysia expressly excludes and disclaims any representations, warranties, or endorsements express or implied, written or oral, including but not limited to any warranty of quality, merchantability or fitness for a particular purpose in respect of the Campaign Reward.

j) Any enquiries, complaints or to update contact details related to the Campaign, Eligible Client(s) may contact Sun Life Malaysia Customer Service Unit as follows: - Sun Life Malaysia Assurance Berhad 8, No. 338 Jalan Tuanku Abdul Rahman, 50100 Kuala Lumpur. Telephone: 1300 88 5055 Email: wecare@sunlifemalaysia.com

k) These Terms and Conditions are governed by the laws of Malaysia and all disputes are subject to the exclusive jurisdiction of the Courts of Malaysia.

l) The invalidity or unenforceability for any reason of any part of these Terms and Conditions shall not prejudice or affect the validity or enforceability of the remaining parts and each part of these Terms and Conditions is always distinct and severable from the rest of the Terms and Conditions.