

## SCRATCH & WIN CONDITIONS

This Scratch & Win promotion is open to all DHIRAAGU customers who meet the Eligibility Criteria set out below. The duration of this promotion shall be from 1<sup>st</sup> October 2024 to 31<sup>st</sup> December 2024. Eligible customers stand a chance to win daily data rewards ranging from 1GB to 10GB with a validity of 24 hours. Additionally, Eligible customers also stand a chance to win the latest Smart Phones, 5G Turbo Devices, Tablets, the latest Earbuds or a Holiday Package . (the “**Prize(s)**”), subject to the terms and conditions herein (the “**Scratch & Win**”).

Amendments to these conditions may be published by DHIRAAGU on its website at any time. These conditions, any amendments to these conditions, and/or modifications to the Scratch & Win Promotion or the Prize(s) (together, the “**Conditions**”) apply to the Scratch & Win Promotion, and the draw to select the winner.

“**we**”, “**us**” and “**DHIRAAGU**” means Dhivehi Raajjeyge Gulhun PLC (C-0024/1988) and “**our**” has a corresponding meaning. “**you**”, “**your**” means the registered owner of the service number as specified under paragraph 4.1 below.

### **1. Eligibility – How can I join the Scratch & Win Promotion?**

- 1.1. You will be eligible to this Scratch & Win Promotion if:
  - (a) You own an active Dhiraagu Prepaid, Amar, Mamen or Dhiraagu Postpaid number;
  - (b) Prepaid Customers must activate any DATA add-on above MVR350
  - (c) Postpaid customers must activate any DATA Add-on or DATA Booster package which is available to your service number; and
- 1.2. DHIRAAGU employees are not eligible to the Scratch & Win Promotion.

### **2. Grand Prizes during the weekend**

- 2.1. The promo is to be launched on 1<sup>st</sup> October. Four Grand prizes will be available to win during the weekend on a weekly basis to Four lucky customers starting from this date. Additionally, daily in-house rewards would be rewarded daily during the promo period. DHIRAAGU may, at its sole discretion, change the draw date at any time, by publishing the new draw date on its official website.

### **3. Scratch & Win Promotion Process and Prize(s)**

- 3.1. On purchasing an eligible add-on customer will see a scratch & win visual on top of their payment receipt from Dhiraagu app.
- 3.2. Scratch and win feature will be available through E-Shop. Customers can click on the scratch and win card on the top of the receipt or can go to E-Shop and select scratch & win to reveal their reward
- 3.3. Customer will be able to use the scratch & win card before 0000HRS of the same day that the customer won the scratch card through the promotion.
- 3.4. Customers will have the chance to win free data daily, ranging from 1GB to 10GB with a validity of 24 hours.

- 3.5. Customers also stand the chance to win a weekly grand prize such as the latest Smart Phones, 5G Turbo Devices, Tablets, the latest Earbuds or a Holiday Package during the weekend.
- 3.6. Customers will receive details about the weekly grand prizes at the beginning of each month throughout the duration of the promotion.
- 3.7. Prizes are non-exchangeable, non-transferable and no alternatives will be offered.

#### 4. Announcement and Prize Collection

- 4.1. You understand and agree that the Prize will be awarded to the registered owner of the service number as at the Draw Date and handover date.
- 4.2. Details of the winner will be announced after the draw and published on DHIRAAGU's official social media account(s). DHIRAAGU will endeavor to present the Prize to the winner as soon as practicable after the conclusion of the draw.
- 4.3. Winners will be notified via phone and/or SMS through the service number which won the Prize(s). DHIRAAGU will attempt to call the winners at least three (3) times within seven (7) days from the Draw Date.
- 4.4. Winners must ensure that the respective Prize is collected from Dhiraagu Head Office, Male', within one (1) week from the Draw Date ("**Collection Deadline**").
- 4.5. The Prize will be presented to the winner after proper identification and due acknowledgement from the customer, or a duly authorized representative of the customer. This includes, without limitation, presenting any documents and signing any reasonable waivers and presenting any documents as requested by DHIRAAGU. To collect the Prize, the winner must provide all reasonable documents requested by DHIRAAGU (such as valid NID Card, Passport and/or Work Permit) for verification. In case the customer appoints an authorized representative for collection, the customer shall provide the representatives NID Card Copy, Passport or Work Permit Copy and a letter stating that the individual has been authorized to collect on the Customer's behalf signed by the Customer to DHIRAAGU for verification purposes, four (4) days before the Collection Deadline.
- 4.6. In the event DHIRAAGU is unable to contact or verify the winner one (1) week from the Draw Date, and/or if the winner fails to comply with paragraph 4.5 above, or any additional conditions herein, the winner would have deemed to have forfeited the Prize and an alternative winner may be selected by DHIRAAGU at its sole discretion. The conditions herein will apply.

#### 5. Additional Conditions:

- 5.1. By entering the Lucky Draw, you represent and warrant that you are eligible to enter, and that any information provided is complete, accurate and true at the time of entry. If you wish to opt out of the Lucky Draw, please email [123@dhiraagu.com.mv](mailto:123@dhiraagu.com.mv).
- 5.2. You acknowledge and agree that by accepting the Prize, you grant DHIRAAGU an indefinite right to use your personal information including (without limitation) your name, likeness, photograph, and any statements made by you, for advertising, promotional, marketing, and publicity purposes in any media without any compensation or charge or prior notice.
- 5.3. DHIRAAGU is not responsible for any technical issues, failures, or disruptions that may affect the fairness or integrity of the Scratch & Win Promotion.

- 5.4. Except for a liability that cannot be excluded by law, DHIRAAGU shall not be liable for any loss, damage, injury, or disappointment of any kind resulting from the acceptance, possession, use, or misuse of any Prize, participation in the Scratch & Win Promotion, or any technical malfunctions. DHIRAAGU does not accept any indirect, special, incidental or consequential damages arising out of or related to this Scratch & Win Promotion. DHIRAAGU's aggregate liability under the Scratch & Win Promotion and these terms is limited to the total value of the Prize.
- 5.5. Our decisions regarding any aspect of this Scratch & Win Promotion are final and binding, and no further correspondence, requests or claims will be entertained in this regard.
- 5.6. The Parties hereby agree that any claims against the other will be made in their own individual capacity and not as a representative or class action, and any right to such actions are hereby waived.
- 5.7. The Prize is given on an as-is basis without warranties of any kind, express or implied, including but not limited to implied warranties of type, model, color, merchantability or fitness for a particular purpose. You agree to waive any claims against DHIRAAGU relating to the quality or standard of the Prize. The Prize does not include any additional accessories or manufacturer warranties.
- 5.8. We reserve the right to substitute the Prize with another prize of equal or higher value if circumstances beyond our control make it necessary to do so.
- 5.9. We reserve the right to cancel the prize draw or amend these terms and conditions at any time, with or without cause and/or prior notice.
- 5.10. You understand and acknowledge that any breach or violation of these Terms or any attempt at tampering with the Scratch & Win Promotion will result in immediate disqualification of your entry without notice and may be subject to further legal action.
- 5.11. This is an independent promotion by DHIRAAGU. DHIRAAGU is not affiliated with or endorsed by the manufacturers of the respective Prize(s).
- 5.12. These terms and conditions shall be governed by the laws of the Republic of Maldives. Any dispute relating to the Scratch & Win Promotion or these Terms, if not resolved amicably by discussion, will be subject to the exclusive jurisdiction of the courts of the Republic of the Maldives.