

1. Scenario: Participant asks if the entry has been accepted.

Answer: Hi xxx, thank you for contacting us. Please check your email as a copy of your submission was sent to your inbox.

2. When will the winner be announced?

Answer: Hi xxx, thank you for contacting us. We will announce the winners' list on a weekly basis every Tuesdays one week from the date of the end of each respective contest week via Lotus's Corporate Campaign website (Lotus's Malaysia Campaigns (lotuss.com.my)) and / or Lotus's Facebook site.

- Wk1: 13.02 to 23.02
- Wk2: 24.02 to 02.03
- Wk3: 03.03 to 09.03
- Wk4: 10.03 to 16.03
- Wk5: 17.03 to 23.03
- Wk6: 24.03 to 30.03
- Wk7: 31.03 to 06.04
- Wk8: 07.04 to 13.04
- Wk9: 14.04 to 20.04
- Wk10: 21.04 to 30.04

3. How to participate in this contest?

Answer: Hi xxx, thank you for contacting us. To participate in this contest, you must:

- submit the entries via online submission/web ("Contest Mechanism").
- How to Participate: via online submission/web
- Submit your entry via <https://lotussmydebit.myideascontest.com/>
- Each valid and complete entry must contain the following information:
 - Your particulars such as full name, date of birth, valid email address and contact number
 - Accurate receipt info and minimum purchase amount

4. I am a contest winner, when can I redeem my prize?

- Answer: Hi xxx, thank you for contacting us. Weekly winners: 2 working days after each contest weekly winners' announcement. Monthly winners: 10 working days after each contest monthly winners' announcement. Month Grand prize winners: 30 days after each campaign monthly winners' announcement.

5. Scenario: Entries received after 30 April 2025.

- Answer: Hi xxx, thank you for your participation. However, this contest has ended, and we are no longer accepting any new contest entries. Thank you for your time and effort to participate. Stay tuned for the next exciting contest coming soon.

6. Why did I spend a lot but not be selected as a winner?

- Answer: Hi xxx, thank you for contacting us. Winners are selected based on the stated contest mechanics as per the contest Terms and Conditions. All results are final, and we thank you for entering this contest.

7. I am a contest winner, and I have not received my prize?

- Answer: Hi xxx, if you have not received your prize, kindly contact our contest management team at 03-7886 5886 during working hours (Monday to Friday).