



Generali MATTA Fair Enrich Contest

Terms and Conditions

MATTA Fair Enrich ("Campaign") is organised by Generali Insurance Malaysia Berhad and shall be subjected to terms and conditions herein (Terms and Conditions). By participating in this Campaign, you are deemed to have read, understood and agreed to be bound by the Terms and Conditions stated herein.

1. Eligibility

- a. This Campaign is open to all participants (including the Generali Malaysia's affiliates) ("Participants") residing in Malaysia, EXCEPT non-Malaysian citizens, the employees of Generali Group of companies and their associates, or subsidiaries, intermediaries, agents or anyone connected or involved in the administration of this Campaign.
- b. The Participants must be aged eighteen (18) years and above.
- c. Participants must have a valid email address & mobile number for notification and valid email address for prize delivery.
- d. Each email address is only eligible for one prize.

2. Campaign Period:

- a. This Campaign shall commence from 19th August 2025 to 21st September 2025, both dates inclusive unless notified otherwise ("Campaign Period").
- b. Entries received after the Campaign Period will not be considered.

3. Campaign Mechanism

The Participants will be eligible to participate in this Campaign if the following criteria are fulfilled:

- a. To purchase the Generali Travel Insurance through <https://direct.generali.com.my/products/travel-insurance/get-quote?ref=mh> and for Generali Malaysia 's affiliates' to purchase through their respective online platforms associated with Generali Travel Insurance.
- b. Submit a creative video explaining why customers choose Generali Travel Insurance and explain how it has helped them during their holidays at <https://survey.alchemer.com/s3/8430702/Generali-Enrich-MATTA-Fair-Contest> ("Campaign Link").
- c. Only original created videos by participants are accepted, no permissible content and other copyrighted materials/videos are allowed in the contest.
- d. At the end of the Campaign Period, five (5) Participants will be selected as the winners based on a panel of judges on which videos are most creative and original to the customer's own experience. ("Grand Prize Winners' List").
- e. The first one thousand (1,000) customer who have purchased Online Travel Insurance VIP Plan during the campaign period will be chosen as the Consolation Prize Winners ("Consolation Prize Winners' List")
- f. From the five (5) winners, each of the winners will be receiving a grand prize (Grand Prizes) as stated in item 4 of these Terms and Conditions.
- g. The Winners' List selection process is completely unbiased and will be solely based on the selection of the panel of judges.
- h. Generali Malaysia's decision on the Winners' List is deemed as final and binding. No further objection, feedback, correspondence, or appeal will be entertained.

4. The Prizes

Prize Category	Prize	Prize value	Winners	Total Prize Value
Grand Prizes	1 st 12,000 Enrich Points	RM720	1	RM720
	2 nd 9,000 Enrich Points	RM540	1	RM540
	3 rd – 5 th 5,000 Enrich Points	RM300	3	RM900
Consolation Prizes	RM25 Touch N' Go eWallet	RM25	1,000	RM25,000

- The Grand Prize and Consolation Prize Winners and will be shared via email after the notification of the winners' announcement at the Campaign Link.
- Generali Malaysia reserves the right to alter, add, cancel or substitute the Grand Prize with an alternative of similar value at any time with or without prior notice.
- If the prize remains unclaimed within 14 days after the winner's announcement was made, the prize will be forfeited (without any liability on the part of Generali Malaysia to the Winners).
- This Campaign is in no way sponsored or endorsed by all brands related to the prizes.
- Each of the Winners shall be entitled only to one prize in the respective prizes category.
- The Grand Prizes and Consolation Prizes are neither transferable, nor exchangeable for credit, cash, or any kind, whether in part or in full.
- Generali Malaysia shall not be responsible for any issues, loss or damages arising during prize transfer.

5. Winner Announcement

- The Winners' List will be announced at the Campaign Link on <https://direct.generali.com.my/articles/enrich-matta-fair-campaign> on 14th October 2025 ("Notification Date")
- All Winners will be contacted via email ("Notification Email") on the Notification Date. Winners are required to acknowledge the Notification Email by replying to the Notification Email to brian.soon@generali.com.my.
- Failure to acknowledge the Notification Email within fourteen (14) days from the date of Notification Date, Generali Malaysia reserves the rights to select winners from the pool of reserved winner(s) in substitution of the initial winner who may be subsequently disqualified for failure of acknowledgment herein or any other form of non-compliance with the Terms and Conditions of this Campaign.
- If the Prizes remains unclaimed within 14 days after the Notification Date was made, the Prizes will be forfeited (without any liability on the part of Generali Malaysia to the Winners).



6. Privacy

- a. All information, including personal data submitted to Generali Malaysia for the purpose of this Campaign will only be used for the purposes set out in accordance with these Terms and Conditions, the Personal Data Protection Act 2010 ("PDPA 2010") and Generali Malaysia's Privacy Notice, which is available <https://www.generali.com.my/data-privacy-notice>
- b. By participating in this Campaign, you hereby agree and consent that Generali Malaysia is entitled to collect, process and use the personal data submitted for the purpose of the Campaign, including publishing the Participant's personal data (e.g. name and email address) for publicity, promotional and advertising purposes of the Campaign only, without the need for prior notification to the Participants.
- c. Generali Malaysia makes it a priority to keep secure the personal data of individuals, and the said personal data in relation to the participation of this Campaign will be processed in accordance with PDPA 2010.

7. General Terms and Conditions

- a. Generali Malaysia reserves the right to terminate, suspend, end, extend or amend the Campaign, without notice, and for any reason, including, without limitation, if Generali Malaysia determines that the Campaign cannot be conducted as planned.
- b. Generali Malaysia reserves the right to exclude and/or disqualify any participant and/or submissions it deems inappropriate or non-compliant or suspected of tampering with the campaign submission, without prior notice or reason given.
- c. Generali Malaysia shall not be liable for:
 - i. any loss, damage or injury (including death) in any manner whatsoever suffered or sustained by the Participants and/ or any person in connection with this Campaign (including but not limited to direct, indirect or consequential losses, loss of profit, income or goodwill), the use of any prize or any act or omission (whether negligent or not) of Generali Malaysia or its affiliates;
 - ii. any disruption, network congestion, malicious virus attack, unauthorised data hacking, data corruption, bug, tampering or unauthorized intervention, technical failure or other cause beyond Generali Malaysia's control that corrupt the administration, security, fairness, integrity or proper play of the Campaign; and/ or
 - iii. any condition caused by events beyond the control of the Generali Malaysia that may cause the Campaign to be disrupted or corrupted.
- d. Where applicable, all costs, fees and/or expenses incurred or to be incurred by the winners in relation to the Campaign and/or to claim the prizes, which shall include but not limited to the costs for transportation, postage/courier, personal costs and/or any other costs, are the sole responsibility of the winners.
- e. For the avoidance of doubt, the prizes are provided by Generali Malaysia's suppliers. The winners hereby acknowledge and agree that Generali Malaysia excludes all warranty and/or liability in connection with the awarded prizes.
- f. Any enquiries and feedback directly and solely in relation to the prizes must be referred to producer or manufacturer (wherever applicable). Generali Malaysia shall not be bound to deal with any enquiries and complaints in respect of the prizes and shall bear no responsibility for resolving such disputes or for the dispute itself.
- g. This Terms and Conditions shall prevail in the event of any inconsistency, conflict, ambiguity, or discrepancy arising out of the promotional content ("Facebook Posts/Ads") for the Campaign.
- h. The Terms and Conditions stated herein shall be governed by and construed under the laws of Malaysia

Any enquiries regarding the Campaign should be directed to brian.soon@Generali.com.my . For any other matters please reach out to Generali Customer Service for further assistance.



Email : customer.service.gi@generali.com.my

Phone : 1300-88-2121 or +603-3007 2121 . Monday to Friday: 8:45 AM to 5:00 PM (excluding public holidays)