



“THANK YOU CAMPAIGN 2025”

TERMS AND CONDITIONS

DEFINITION

In this Terms and Conditions, except where the context otherwise requires or where it is otherwise expressly provided, the following words and expressions shall have the meanings respectively set out below:

“Generali”, “Generali Insurance Malaysia”, “We”, “Our”, “Us”, “Company” refers to Generali Insurance Malaysia Berhad (Company No: 197501002042) and its successors and assigns.

“Campaign” refers to “Thank You Campaign 2025”

“General Insurance Policy” refer to non-life insurance policies underwritten by Generali Insurance Malaysia Berhad. Eligible product categories include but are not limited to:

- Motor Insurance (Private Car, Motorcycle)
- Travel Insurance
- Personal Accident Insurance
- Home Insurance
- Health Insurance

“Survey” refers to “Thank You Survey 2025”

“Campaign Rewards” refers to 5,000 Touch ‘n Go eWallet credit worth Ringgit Malaysia Twenty (RM20) each

“TNG Digital Sdn Bhd” refers to the operator of TNG eWallet.



“Eligible Customers” refers to the following:

- All **individual policyholder** of **Generali Insurance Malaysia Berhad** who hold at least **one active General Insurance Policy** in force as of **31 December 2025**. Corporate and group policies are **not eligible** for participation.
- **No minimum gross premium and sum insured required for eligibility.**
- Open to all policyholder originated from all distribution channels, including but not limited to:
 - Agency
 - Bancassurance
 - Broking
 - Corporate Direct
 - Digital Department
 - Direct
 - Franchise
 - Shareholders
 - Partnership
 - Pos Malaysia
- The following individuals are not eligible to participate:
 - Employees of Generali Group of Companies
 - Associates, affiliates, intermediaries, agents, or subsidiaries of Generali
 - Any parties directly involved in the administration of the Campaign
 - Immediate family members of the above



CAMPAIGN PERIOD

The Campaign shall commence from **1 December 2025** (starting at 0000 hours) to **31 December 2025** (ending at 2359 hours), both dates are inclusive unless notified otherwise. ("Campaign Period").

CAMPAIGN MECHANISM:

1. Eligible Customers who are among the **first 5,000** to complete the Survey will receive **one Touch 'n Go eWallet credit worth RM20**.
2. Campaign Rewards are limited to the first 5,000 completed surveys within the campaign period on a **first-come, first-served basis**.
3. Campaign Rewards recipients will be notified via email.
4. Generali reserves the right to verify eligibility and disqualify incomplete or inaccurate submissions.

CAMPAIGN REWARDS

1. Each Eligible Customers is only entitled to one (1) Touch 'n Go eWallet credit worth RM20 during the entire Campaign Period, regardless of the number of policies they own, or the number of Survey submissions made.
2. The Campaign Rewards cannot be combined with any other on-going offer, promotion, or discount.
3. The Campaign Rewards are not valid in conjunction with any other offer, discount or promotions and no cash alternatives or refund will be offered in lieu of promotion entitlement.
4. The Campaign Rewards will be directly credited into Eligible Customers' Touch 'n Go eWallet account (based on the mobile number provided during the Survey submission) within 30 working days after the last day of the Campaign Period.



5. Eligible Customers are responsible to:
 - Install and activate Touch'n Go eWallet mobile app, and
 - Provide full and accurate mobile number linked Touch'n Go eWallet mobile app during the Survey submission.
6. Eligible Customer must provide accurate mobile number and email address during survey submission to receive the reward. Generali Insurance Malaysia shall not be liable for any loss (including loss of opportunity) or failure in reward delivery due to incorrect information.
7. Generali shall not be held responsible if We are unable to perform the direct credit of Campaign Rewards to the mobile number provided by the Eligible Customers during the Survey submission.
8. In the event that the Eligible Customers did not receive the Campaign Rewards due to the incomplete and inaccurate mobile number or failure to install and activate Touch 'n Go eWallet mobile app. We reserve the right to forfeit the Campaign Rewards.
9. It shall be the responsibility of the Eligible Customers to ensure the mobile number provided during the Survey submission matches to their Touch 'n Go eWallet login identification (ID), Touch 'n Go eWallet account is not blocked, suspended or closed; and/or Touch 'n Go eWallet's transaction limit or account balance has not been exceeded.
10. TNG Digital Sdn Bhd will be the sole responsibility in the event there is any technical glitch on the part of Touch 'n Go Sdn Bhd's system when crediting the Prizes. Eligible Customers shall have no claim whatsoever against Generali Malaysia, its affiliates, subsidiaries, employees, representatives, retailers, distributors, and/or dealers.
11. The Campaign Rewards are non-refundable, non-transferrable, cannot be resold and not valid towards the exchange of credit, cash or other forms of legal tender, whether in part or in full.
12. Generali shall not be responsible to the Eligible Customers for any loss (including loss of opportunity and consequential loss) suffered or for any failure to fulfil the delivery of the Campaign Rewards in the event the customer's mobile number in Generali's record is not correct through no fault of Generali.
13. Generali shall not be responsible for any expired, lost or stolen Campaign Rewards, and it shall not be replaced.



14. Generali is not responsible for the activation of the Campaign Rewards once it has been disbursed to the Eligible Customers.
15. The risk of the collection, receipt or acceptance of the Campaign Rewards is the responsibility of the Eligible Customer.
16. The Survey form will not be available (including but not limited to survey submission) when the platform is down due to unexpected system disruption.
17. In the event that the Eligible Customers did not receive the Campaign Rewards due to the incomplete or inaccurate mobile number. We reserve the right to forfeit the Campaign Rewards.
18. It shall be the responsibility of the Eligible Customers to ensure the mobile number and email address provided matches is not blocked, deactivated, dormant, suspended or closed.
19. The Campaign Rewards is non-refundable, non-transferrable, cannot be resold and not valid towards the exchange of credit, cash or other forms of legal tender, whether in part or in full.
20. We reserve the right to substitute the Campaign Rewards with a prize of similar value at our absolute discretion without prior notice and Eligible Customer's consent.
21. Generali reserves the right and at its own discretion to disqualify any Eligible Customer and/or withhold or confiscate the Campaign Rewards if the policy is found to be cancelled.
22. The Campaign is not in any way sponsored or endorsed by the brand related to the Campaign Rewards. Any queries and/or dispute on the usage of the Campaign Rewards must be directed to and resolved directly with TNG Digital Sdn Bhd.
23. Touch 'n Go eWallet user terms and conditions shall be applicable for this Campaign. Further details of the Touch 'n Go eWallet user terms and conditions at <https://www.touchngo.com.my/policies>.
24. TNG Digital Sdn Bhd reserves the right to alter, cancel, terminate or suspend the promotion or any part thereof or any part of the applicable terms and condition from time to time, with or without any prior notice.
25. Please contact TNG Careline at 03-50223888 for any issues pertaining to the usage



of the e-Reload.

USE OF PERSONAL DATA

1. All personal data provided by the participants to Generali for the purpose of this Campaign shall be deemed to have been given with the participants' consent.
2. All information, including personal information or data submitted to Generali in connection with the Campaign, will only be used for the purposes set out herein and treated in accordance with these Terms and Conditions and the Personal Data Protection Act 2010.
3. By participating in this Campaign, participants consent and agree that Generali 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 photo) for publicity, promotional and advertising purposes of the Campaign ONLY, without any compensation or need for prior notification to participants.
4. Generali will take all reasonable precautions to ensure that any third-party service provider involved in the Campaign complies with the Personal Data Protection Act 2010 when handling of the participant's personal data.
5. For more information, kindly refer to our privacy notice in the [Data Privacy Notice](#).



GENERAL TERMS AND CONDITIONS

1. Generali reserves the right to vary the terms and conditions of this Campaign without any prior notice. Generali may withdraw or discontinue the Campaign at any time without giving prior notice and without incurring any liability.
2. To the fullest extent permitted by law, Generali expressly excludes and disclaims any representations, warranties or endorsement, implied or express, written or oral, of the e-vouchers and will not assume any responsibility for the e-vouchers offered under this Campaign. Generali will not be in a position to address any complaints related to the e-vouchers.
3. Any enquiries and complaints directly and solely in relation to the e-vouchers must be referred to the merchant's customer service centre or on the label of the merchandise(s) or its customer service representatives. Generali shall not be bound to deal with any enquiries and complaints in respect of the e-vouchers and shall bear no responsibility for resolving such disputes or for the dispute itself.
4. Generali's decision on all matters relating to this Campaign shall be final, conclusive and binding on the participants and no appeal against its decision will be entertained.
5. Generali shall not be liable for:
 - a. 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 or its affiliates;
 - b. any disruption, network congestion, malicious virus attack, unauthorised data hacking, data corruption, bug, tampering or unauthorised intervention, technical failure or other cause beyond Generali's control that corrupt the administration, security, fairness, integrity or proper play of the Campaign; and/ or
 - c. any condition caused by events beyond the control of Generali that may cause the Campaign to be disrupted.



6. These Terms and Conditions shall be subject to the application of any prevailing laws, guidelines, directives, notices, regulations enacted and/or any other written laws or which are issued by Bank Negara Malaysia or any other body having supervisory authority over Generali in relation to or which are applicable to the Campaign or any matters herein.

The Campaign is organised by:

Generali Insurance Malaysia Berhad

Level 1, Menara Generali,
27 Jalan Sultan Ismail,
50250 Kuala Lumpur, Malaysia.

Any enquiries regarding the Campaign should be directed to
customer.service.gi@generali.com.my

Updated as of 20th November 2025

