

## “FI LIFE NEW BUSINESS CAMPAIGN 2021”

### 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:

“**AXA, AXA Affin General Insurance**”, “**AXA**” refers to AXA Affin General Insurance Berhad (Company No: 197501002042) and its successors and assigns.

“**Campaign**” refers to “Fi Life New Business Campaign 2021”.

“**Eligible Product(s)**” refers to the following products:

- SmartCare Optimum
- SmartCare Optimum Plus

“**Eligible Customer(s)**” refers to Customers who purchased new policies for Eligible Products through the Fi Life website (<https://fi.life/>)

#### CAMPAIGN PERIOD

1. The Campaign is valid from **01<sup>st</sup> April 2021** to **30<sup>th</sup> June 2021** (“**Campaign Period**”).

#### ELIGIBILITY

1. The Campaign is applicable to: First 50 Eligible Customers who purchase the selected Eligible Products within the Campaign Period via Fi Life website (<https://fi.life/>) thus fulfilling the Terms and Conditions hereinafter appearing (“**Eligible Customers**”).

## CAMPAIGN OFFER

1. Eligible Customers are entitled to receive one (1) Shopee e-Voucher worth RM100 (“**e-Voucher**”) if all the following conditions are fulfilled:
  - i. Eligible Customer applies for eligible product within the campaign period through Fi Life website (<https://fi.life/>); and
  - ii. Application is approved by AXA; and
  - iii. Full Premium payment is made to and received by AXA; and
  - iv. Policy is incepted and issued within the first 50 policies during the Campaign Period; and
  - v. Incepted policy is not cancelled within 30 days.
2. Customers who upgrade their policy product and plan are not considered as new policies.
3. Eligible Customers may purchase multiple policies with no limit for the e-Voucher entitlement.
4. The Campaign offer cannot be combined with any other on-going offer, promotion or discount.
5. The e-Voucher is in digital code form and will be sent via SMS to the Eligible Customer’s mobile number within sixty (60) days upon meeting the eligibility criteria. Customer must redeem their e-Voucher on Shopee mobile app only by entering the promo code at the Checkout page.
6. Eligible Customers are responsible to provide accurate and full contact details as required in the proposal form. AXA shall not be held responsible if AXA is unable to contact the Customers with the information provided by the Customers in the proposal form. In the event that the Customers did not receive the e-Voucher due to the inaccurate contact information or non-contactable through adequate means possible and reasonable best efforts, AXA reserve the right to forfeit the e-Voucher.
7. The e-Voucher(s) is(are) ONLY redeemable after a Shopee account is created or logged into.
8. Each e-Voucher is redeemable for ONE (1) time only with no minimum purchase required.
9. The e-Voucher(s) cannot be combined or accumulated with any other e-Voucher(s).

10. The e-Voucher is applicable for Shopee Mall and Preferred Stores only.
11. The e-Voucher is applicable for order(s) using Shopee Guarantee only.
12. Multiple e-Vouchers are NOT acceptable within a single transaction.
13. NO refund will be given should the purchase amount be lesser than the e-Voucher value.
14. The e-Voucher(s) is(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.
15. The e-Voucher(s) cannot be resold, or exchanged for cash, or any other forms of legal tender.
16. The e-Voucher is not valid for Diapers & Potties, Tickets & Vouchers, Mobile Top-Ups, Sim Cards and Bill Payments, Formulas, Food & Supplements, Gaming Top-ups & S-Mart Milo
17. All e-Voucher(s) has(have) a validity period of 2 months from the date issued to the customers. It is the responsibility of the customer to utilise the e-Voucher before it expires.
18. Shopee Voucher Terms and Conditions apply (<https://shopee.com.my/legaldoc/terms>).
19. Shopee 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.
20. Contact Shopee customer service hotline at 03-27779222 for any issues pertaining to the usage of the e-Voucher.
21. AXA shall not be responsible for any expired, lost or stolen e-Voucher, and it shall not be replaced.

22. AXA reserve the right to substitute the e-Voucher with one of similar value at AXA's absolute discretion without prior notice.

## **GENERAL**

1. AXA Affin General Insurance shall have the right and absolute discretion to vary, amend, delete or add to any of the Terms and Conditions specifically set out herein, in whole or in any part from time to time including to vary the Campaign Period as it deems necessary and appropriate with notice via the AXA Affin General Insurance's official website or notices at AXA Affin General Insurance's branches.
2. By participating in the Campaign, the Eligible Customer and/or any parties related herein agree to be bound by this Terms and Conditions.
3. All personal data provided to AXA for the purpose of this Campaign, shall be deemed to have been given with consent by you. AXA may disclose or share your personal data vide [www.axa.com.my](http://www.axa.com.my), to AXA Affin General Insurance's affiliate, business partner and associates. AXA make it a priority to keep secure the personal data of individuals and the said personal data in relation to the participation in this Campaign, will be processed in accordance with the relevant Personal Data law.
4. You further agree and consent for AXA to utilise your personal information for future marketing and promotional purposes.
5. Please visit <https://www.axa.com.my/personal-data-policy> to review and read the AXA Privacy and PDP Policy. Customer acknowledge that they have read and accepted the AXA Privacy and PDP Policy.
6. AXA shall not be liable for any default in respect of the Campaign due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought, storm, virus outbreak, technical or system failures or any event beyond the reasonable control of AXA Affin General Insurance.
7. This Terms and Conditions are governed by and construed under the laws of Malaysia.
8. For any assistance and/or feedback related to the Campaign, you may refer or contact your servicing agent or branch or speak to AXA's Customer Care at (+603) 2170 8282 or email AXA at [customer.service@axa.com.my](mailto:customer.service@axa.com.my).

*Updated as of 12<sup>th</sup> April 2021*