

## Frequent Ask Questions

### 1. What is the “Stay Connected with Huawei Di Hati” campaign?

“Get Closer Together with Huawei Di Hati” campaign (“Campaign”) is a Huawei campaign that rewards Huawei customers who purchase selected Huawei device model from the participating HUAWEI Brand Stores/HUAWEI Operator Stores or HUAWEI Online Official (<https://shop.huawei.com/my/>) from 29<sup>th</sup> April 2020 to 7<sup>th</sup> June 2020 (“Campaign Period”). This Campaign comprises of three (3) Events: Lucky Draw, 1 to 1 Give Away Premium Gift and Freebuds 3 Special Discount. Please refer to the terms and conditions for further details of each event.

### 2. Who can participate in this “Stay Connected with Huawei Di Hati” campaign?

This Campaign is open to all individuals who are residents of Malaysia, and aged 18 years old and above as of 29<sup>th</sup> April 2020 (“Customer(s”).

Employees of Organiser, their immediate families, Organiser’s dealers, partners, advertising, creative and public relations agencies, program organizer, their employees and immediate families is not eligible to participate in this Campaign.

### 3. How to participate in the Lucky Draw Event of this Campaign?

You must within the Campaign Period, purchase the selected Huawei Product below from a participating HUAWEI Brand Stores/HUAWEI Operator Stores or HUAWEI Online Official (<https://shop.huawei.com/my/>) to be entitled to submit an entry for the Lucky Draw Event:-

- a) Huawei Mate Xs
- b) Huawei Mate 30
- c) Huawei Mate 30 Pro
- d) Huawei Mate 30 Pro (5G)
- e) Huawei P40
- f) Huawei P40 Pro
- g) Huawei P30
- h) Huawei P30 Pro
- i) Huawei Matebook D 15 R5
- j) Huawei MatePad Pro
- k) Huawei Nova 7i
- l) Huawei Nova 5T
- m) Huawei M5 Lite 10
- n) Huawei M6
- o) Huawei Y5 2019
- p) Huawei Y9 Prime 2019
- q) Huawei Y9S
- r) Huawei Y7P
- s) Huawei T5 10
- t) Huawei Watch GT 2
- u) Huawei Watch GT 2e
- v) Huawei Freebuds 3

To submit an entry for the Lucky Draw Event, you must complete all steps below within the Campaign Period: -

- a) Login to <https://rayastayconnected2020.com/> (“Campaign Site”);
- b) Answer one (1) question on Campaign Site;
- c) Select the model of selected Huawei Products purchased on Campaign Site;

- d) Insert the serial number of the selected Huawei Products purchased on Campaign Site;
- e) Insert all your latest and accurate personal details required on Campaign Site;
- f) Attach an image of the proof of purchase of selected Huawei Product, i.e. purchase receipt to the Campaign Site; and
- g) Click “Submit” to submit an entry for the Lucky Draw Event on Campaign Site.

**4. What is the lucky draw prizes for Lucky Draw Event?**

Category	Prizes	Worth (RM)	Quantity
Grand Prize	Huawei Matebook X Pro	7,999	1
1st Prize	Huawei Watch GT 1	799	10
2nd Prize	Huawei 360 camera	592	20
3rd Prize	Huawei Sound Stone	218	30

**5. Is there a number of limit on entry submission for Lucky Draw Event?**

Yes. Each Customer of the same NRIC/Passport no. can submit a maximum of five (5) entries only for the Lucky Draw Event throughout the Campaign Period.

**6. When is the winner announcement for Lucky Draw Event?**

Winners of the Lucky Draw Event will be announced on the Huawei Mobile Facebook page on 30<sup>th</sup> June 2020.

**7. How to participate 1 to 1 Give Away Premium Gift Event?**

When you purchase a selected HUAWEI Product from a participating HUAWEI Brand Store and Huawei Operator Store or HUAWEI Online Official (<https://shop.huawei.com/my/>) within the Campaign Period, you will receive six (6) pieces of empty green packets for free and are entitled to redeem the corresponding Premium Gift from the Campaign Site (<https://rayastayconnected2020.com/>) as set out below: -

Price category (RM)	Premium Gift
Only for purchase of a unit of selected Huawei Product with price of RM2000 and above.	One (1) Baskin Robbins voucher for a Double Junior Sundae.
Only for purchase of a unit of selected Huawei Product with price in the region of RM1000 - RM1999.	One (1) The Chicken Rice Shop voucher for a Chicken Rice set meal.
Only for purchase of a unit of selected Huawei Product with price in the region of RM300 - RM999.	One (1) Tealive cash voucher worth RM7.

All Premium Gifts listed above and empty green packets are made available on a first-come-first-served basis, while stocks last.

The selected Huawei Products for this 1 to 1 Give Away Premium Gift event are as follows: -

- a) Huawei Mate Xs
- b) Huawei Mate 30
- c) Huawei Mate 30 Pro
- d) Huawei Mate 30 Pro (5G)
- e) Huawei P40
- f) Huawei P40 Pro
- g) Huawei P30
- h) Huawei P30 Pro
- i) Huawei Matebook D 15 R5
- j) Huawei MatePad Pro
- k) Huawei Nova 7i
- l) Huawei Nova 5T
- m) Huawei M5 Lite 10
- n) Huawei M6
- o) Huawei Y5 2019
- p) Huawei Y9 Prime 2019
- q) Huawei Y9S
- r) Huawei Y7P
- s) Huawei T5 10
- t) Huawei Watch GT 2
- u) Huawei Watch GT 2e
- v) Huawei Freebuds 3

To redeem the Premium Gift, you must complete all steps below within the Campaign Period:

- a) Login to <https://rayastayconnected2020.com/> (“**Campaign Site**”);
- b) Answer one (1) question on Campaign Site;
- c) Select the model of selected Huawei Products purchased on Campaign Site;
- d) Insert the serial number of the selected Huawei Products purchased on Campaign Site;
- e) Insert all your latest and accurate personal details required on Campaign Site;
- f) Attach an image of the proof of purchase of selected Huawei Product, i.e. purchase receipt to the Campaign Site; and
- g) Click “Submit” to submit an entry for the Lucky Draw Event on Campaign Site.

**8. How do I get the Freebuds 3 Special Discount & the limited edition cover for free?**

You must purchase a Huawei Freebuds 3 from the participating HUAWEI Brand Stores and HUAWEI Operator Stores or HUAWEI Online Official Store (<https://shop.HUAWEI.com/my>) within the Campaign Period.

You will receive a RM80 Discount and a free Cover for Huawei Freebuds 3 for the purchase of the Huawei Freebuds 3 from participating HUAWEI Brand Stores and HUAWEI Operator Stores or HUAWEI Online Official Store (<https://shop.HUAWEI.com/my>).

**9. How do I check my phone’s Serial number?**

The serial number (SN) will be stated on your device’s packaging. You may refer your device’s packaging or dial **\*#06#** to check your serial number (SN). One serial number (SN) will be counted as one (1) entry.

**10. Who should I contact if I have query about this Campaign?**

You may contact Huawei’s Customer Service at 1800 22 0086 (everyday, 9am – 9pm) for assistance.