

### **Reload and Win Lucky Draw Offer – Promotion**

This Lucky Draw is open to all DHIRAAGU customers who meet the Eligibility Criteria set out below. Eligible customers win a chance to win an iPhone 16 (128GB Black) (the “**Prize(s)**”), subject to the terms and conditions herein (the “**Lucky Draw**”).

Amendments to these conditions may be published by DHIRAAGU on its website at any time. These conditions, any amendments to these conditions, and/or modifications to the Lucky Draw or the Prize(s) (together, the “**Conditions**”) apply to the Lucky Draw, and the draw to select the winner.

“**we**”, “**us**” and “**DHIRAAGU**” means Dhivehi Raajjeyge Gulhun PLC (C-0024/1988) and “**our**” has a corresponding meaning. “**you**”, “**your**” or “**Customer**” means the registered owner of the service number as specified under paragraph 4.1 below.

#### **1. Eligibility – How can I join the Lucky Draw?**

1.1. You will be eligible to this Lucky Draw if:

- (a) you own an active Dhiraagu Prepaid, Amar or Mamen number (you must be the registered owner of the said service number)
- (b) If you reload any amount above MVR 50 through any reload channel during the promotion period.
- (c) Your service number is active as at the Draw Date.

1.2. You cannot be part of this Promotion if:

- (a) You are an employee of Dhiraagu.
- (b) You are an immediate family member (spouse, children and parents) of a Dhiraagu employee
- (c) Your subscribed services are sponsored under Dhiraagu staff touch scheme.
- (d) You are a legal entity (this includes sole proprietorship).
- (e) You are a board member of Dhiraagu.
- (f) You are an immediate family member (spouse, children and parents) of a Dhiraagu Board Member.
- (g) Your registered name, KYC and identity information is incorrect or incomplete.
- (h) The registered ownership of the service number is changed prior to receiving the Prize(s).

1.3. Reload channels shall include any and all channels on which a customer may reload (Dhiraagu App, vouchers etc.)

#### **2. Promotion Period and Draw Date**

2.1. The duration of this promotion shall be from 9<sup>th</sup> April till 9<sup>th</sup> May 2025

2.2. The draw to select the winner of the Lucky Draw, is planned to be held before 15<sup>th</sup> May 2025. DHIRAAGU may, at its sole discretion, change the draw date at any time, by publishing the new draw date on its official website.

#### **3. Lucky Draw Process and Prize(s)**

3.1. One lucky winner will be randomly selected from the eligible customers.

3.2. The eligible service numbers will be used as the unique identifier for the draw.

3.3. The Winner will receive an iPhone 16 (128 GB Black).

3.4. Prizes are non-exchangeable, non-transferable and no alternatives will be offered.

#### 4. Announcement and Prize Collection

- 4.1. You understand and agree that the Prize will be awarded to the registered owner of the service number as at the Draw Date and handover date. The registered owner of the service number will be verified by:
  - (a) making a call to the SIM number (MSISDN), to confirm the person collecting the Prize has the active SIM number on hand;
  - (b) doing a check on transaction history of MSISDN, to confirm no suspicious activities (i.e.: sim replacement) has been done between the Draw Date and Prize handover date; and
  - (c) collecting identification of person collecting the Prize (passport / work permit) and by signing the handover documents.
- 4.2. Details of the winner will be announced after the draw and published on DHIRAAGU's official social media account(s). DHIRAAGU will endeavor to present the Prize to the winner as soon as practicable after the conclusion of the draw.
- 4.3. Winners will be notified via phone and/or SMS through the service number which won the Prize(s). DHIRAAGU will attempt to call the winners at least three (3) times within seven (7) days from the Draw Date.
- 4.4. Winners must ensure that the respective Prize is collected from Dhiraagu Head Office, Male', within one (1) week from the Draw Date ("**Collection Deadline**").
- 4.5. The Prize will be presented to the winner after proper identification and due acknowledgement from the customer, or a duly authorized representative of the customer. This includes, without limitation, presenting any documents and signing any reasonable waivers and presenting any documents as requested by DHIRAAGU. To collect the Prize, the winner must provide all reasonable documents requested by DHIRAAGU (such as valid NID Card, Passport and/or Work Permit) for verification. In case the customer appoints an authorized representative for collection, any and all reasonable documents requested by DHIRAAGU for verification purposes must be presented in a timely manner.
- 4.6. In the event DHIRAAGU is unable to contact or verify the winner one (1) week from the Draw Date, and/or if the winner fails to comply with paragraph 4.5 above, or any additional conditions herein, the winner would have deemed to have forfeited the Prize and an alternative winner may be selected by DHIRAAGU at its sole discretion. The conditions herein will apply.

#### 5. Additional Conditions:

- 5.1. You consent to our use and disclosure of your personal information to announce the winner. If you do not consent, you may notify us at least one (1) day in advance, via email to [123@dhiraagu.com.mv](mailto:123@dhiraagu.com.mv).
- 5.2. You acknowledge and agree that by accepting the Prize, you grant DHIRAAGU an indefinite right to use your personal information including (without limitation) your name, likeness, photograph, and any statements made by you, for advertising, promotional, marketing, and publicity purposes in any media without any compensation or charge or prior notice.
- 5.3. DHIRAAGU is not responsible for any technical issues, failures, or disruptions that may affect the fairness or integrity of the Lucky Draw.
- 5.4. Except for a liability that cannot be excluded by law, DHIRAAGU shall not be liable for any loss, damage, injury, or disappointment of any kind resulting from the acceptance, possession, use, or misuse of any Prize, participation in the Lucky Draw, or any technical

- malfunctions. DHIRAAGU does not accept any indirect, special, incidental or consequential damages arising out of or related to this Lucky Draw.
- 5.5. In any circumstances if Dhiraagu is deemed liable, Dhiraagu's total aggregate liability shall not exceed any amount beyond MVR 10,000 (Maldivian Rufiyaa Ten Thousand).
  - 5.6. Our decisions regarding any aspect of this Lucky Draw are final and binding, and no further correspondence, requests or claims will be entertained in this regard.
  - 5.7. The Parties hereby agree that any claims against the other will be made in their own individual capacity and not as a representative or class action, and any rights to such actions are hereby waived.
  - 5.8. The Prize is given on an as-is basis without warranties of any kind, express or implied, including but not limited to implied warranties of type, model, color, merchantability or fitness for a particular purpose. You agree to waive any claims against DHIRAAGU relating to the quality or standard of the Prize. The Prize does not include any additional accessories or manufacturer warranties.
  - 5.9. We reserve the right to substitute the Prize with another prize of equal or higher value if circumstances beyond our control make it necessary to do so.
  - 5.10. We reserve the right to amend these terms and conditions at any time, without prior notice.
  - 5.11. This is an independent promotion by DHIRAAGU. DHIRAAGU is not affiliated with or endorsed by the manufacturers of the respective Prize(s).
  - 5.12. These terms and conditions shall be governed by the laws of the Republic of Maldives. Any dispute relating to this Lucky Draw, or these Conditions, must be resolved amicably in discussion with us.