



PARK QUEST CAMPAIGN 2026

TERMS AND CONDITIONS

Effective date: 11 May 2026

1.0 Organiser

- 1.1 Setel Ventures Sdn. Bhd. ("Organiser") is the organiser of "**Park Quest**" ("Campaign").
- 1.2 By participating in the Campaign, you agree to be bound by these Campaign terms and conditions ("Terms and Conditions"), including any term which may be amended from time to time, without limitation or qualification.

2.0 Campaign Period

- 2.1 The Campaign will run from **11 May 2026 (12.00 AM) to 11 July 2026 (11.59 PM)**, or any other period as the Organiser deems fit with prior notice ("Campaign Period").

3.0 Eligibility

- 3.1 The Campaign is open to all individuals aged eighteen (18) years old and above, and must be a Malaysian citizen, excluding:
 - 3.1.1 permanent/contract employees of PLMMSB, SVSB, inclusive of their immediate family members, specifically their respective fathers, mothers, spouses, children; and
 - 3.1.2 employees of advertising and agencies for PLMMSB, SVSB, and their immediate family members, specifically their respective fathers, mothers, spouses, and children;

subject to fulfilling ALL the requirements as stated herein. Individuals who fulfill the said eligibility criteria and requirements shall hereinafter be referred to as the "Participant".

4.0 Campaign Mechanics

- 4.1 To be eligible for the Campaign Rewards set out in Clause 5.0, Participants must download the Setel application, sign up for a Setel account, and successfully complete the full registration process, including Setel's electronic Know-Your-Customer ("e-KYC") verification process, in accordance with Setel's



requirements and all applicable laws and regulations.

4.2 During the Campaign Period, each Participant (identified by a unique user ID) may earn entries into the Grand Prize Draw through usage of Setel Automated Parking and EV charging services, subject to the following:

4.2.1 **Five (5) entries** upon enabling Automated Parking (vehicle activation), provided that the Participant has also completed at least one (1) successful paid Automated Parking session and the activated vehicle profile remains active at the point of the Grand Prize Draw;

4.2.2 **One (1) entries for every RM1 spent** on eligible Automated Parking payments; and

4.2.3 **Bonus: One (1) entries for every RM1 spent** on eligible EV charging transactions.

4.3 All entries earned throughout the Campaign Period will be automatically tracked and recorded within the Setel system. The Organiser's records shall be final and conclusive.

4.3 In the event a Participant is found to be ineligible for the Campaign Rewards at any time during or after the Campaign Period, the Organiser reserves the right, at its sole discretion, to disqualify the Participant and to cancel, withdraw, and/or recover any Rewards awarded. This includes situations arising from fraud, abuse, misuse, or violation of these Terms and Conditions. This clause shall not apply where ineligibility is directly caused by the Organiser's proven error, negligence, or system failure.

5.0 Campaign Rewards

5.1 An eligible Participant stand a chance to win the following prizes upon successful fulfilment of the Campaign Mechanics set out in Clause 4.0:

5.1.1 **Three (3) Large Mesra PR Boxes** – awarded to three (3) selected winners (one (1) box each) via lucky draw; and

5.1.2 **Thirty (30) cashback rewards of Ringgit Malaysia Fifty (RM50) each** – awarded to thirty (30) selected winners via lucky draw.

All winners shall be selected at random through a computerized selection system, the process of which shall be witnessed by an appointed authorised internal auditor.

5.2 Each Large Mesra PR Box contains six (6) Mesra Box plushie designs and one (1) character ID card, including one (1) secret rare design. Plushie specifications



are as follows:

- Vesta: 13 × 11 × 7 cm
- CiciCuci: 11.5 × 14 × 6 cm
- KopiKupi: 7.5 × 11 × 8 cm
- Setella: 9 × 11 × 6 cm
- PamPam: 10 × 13.5 × 3 cm
- NumNum: 11 × 13 × 8 cm

5.3 Cashback rewards under Clause 5.1.2 will be credited automatically into the Participant's Setel wallet after the completion of the winner selection process and verification, subject to the winners maintaining an active and valid Setel account. Cashback Rewards are non-transferable, non-refundable, and are valid for use only while the Participant's Setel account remains active and in good standing. The Organiser shall not be liable for any lost, stolen, delayed, or undelivered Rewards resulting from circumstances beyond its reasonable control, including but not limited to technical failures or account issues.

6.0 General Terms

- 6.1 By participating in the Campaign, Participants hereby fully and unconditionally agree and accept all the Terms and Conditions herein contained and agree that the decisions of the Organiser regarding the Campaign and all matters relating to or in connection thereto are final and binding.
- 6.2 The Organiser reserves the right to cancel, shorten, extend, suspend, or terminate the Campaign at any time before the expiry of the Campaign Period with prior notice to the Consumers. For the avoidance of doubt, any cancellation, extension, suspension, or termination of the Campaign Period at any time before the expiry of the Campaign Period shall not entitle the Consumers to claim any compensation from the Organiser for any losses or damages suffered or incurred by the Consumers as a result of the said cancellation, extension, suspension or termination.
- 6.3 The Organiser also reserves the right to amend, modify, delete, or change any of the Terms and Conditions herein contained at any time at its absolute discretion with adequate notice. Continued participation in the Campaign following any such changes and/or amendments shall constitute unconditional acknowledgment, understanding, agreement, and acceptance of such changes in respect of the Terms and Conditions.
- 6.4 The Organiser reserves the right, at its absolute discretion and without prior notice, to substitute any of the rewards with other items of similar or higher value. The Organiser reserves the right to determine the specifications of the rewards, and the Organiser's decision on this matter is final.



- 6.5 The Organiser reserves the right to make further verifications and requests for additional personal identification details and documents from the Consumers, as well as the right to disqualify or withdraw the Consumers' eligibility for the reward at any time, should there be any non-compliance to these Terms and Conditions.
- 6.6 The Organiser shall not be held responsible or liable for any claim of loss or damage to property or personal injury or loss of life by the Consumers, and/or any party resulting from or arising out of or in connection with this Campaign or the Reward given under this Campaign.
- 6.7 In the event Consumers is found to be ineligible, and/or discovered to have performed fraudulent transactions or violate this Campaign's Terms and Conditions at any point of time during or after the Campaign Period, the Organiser reserves the right to:
 - 6.7.1 disqualify the said Participant;
 - 6.7.2 withhold/cancel/withdraw/recall any reward granted to the said Participant; and
 - 6.7.3 initiate any action the Organiser deems necessary against the said Participant.
- 6.8 If the Participant has already used a granted reward and is later found to be ineligible due to clause 6.7 above, the said Participant agrees to indemnify the Organiser for the full amount of the reward.
- 6.9 The Participant shall not register for multiple Setel accounts for any dishonest purposes such as to gain excessive benefits or to abuse the Campaign Rewards from the Setel App and/or services offered on the Setel App.
- 6.10 Any Participant found to be engaging in fraudulent activity will be immediately disqualified from the Campaign. Fraudulent activity includes, but is not limited to, creating fake accounts and providing false information. The Organiser reserves the right to take further legal action against individuals involved in fraudulent behaviour.
- 6.11 In the event that, during the Campaign Period, a Participant's transaction is not captured for any reason whatsoever, the Organiser reserves the right to exclude such transactions from the Campaign. Notwithstanding this, the Organiser shall make reasonable efforts to address any such issues to enable Participants to continue participating in the said Campaign.



- 6.12 These terms and conditions prevail over any provisions or representations contained in any brochure or other promotional materials advertised under this Campaign. The Organiser is the final authority to decide on the interpretation of these terms and conditions and any other matters relating to this Campaign.
- 6.13 The transaction records maintained by the Organiser and its decisions regarding the Campaign are final and binding. The Organiser are not obligated to provide reasons or engage in correspondence regarding any matters related to the Campaign.
- 6.14 These Terms and Conditions are governed by and construed in accordance with the laws of Malaysia, and you agree to submit to the exclusive jurisdiction of the Malaysian courts.
- 6.15 For inquiries or feedback regarding the Campaign, please email us at hello@setel.com or chat with our Customer Service team on the Setel app.

7.0 Personal Data for Setel App User:

- 7.1 By participating in the Campaign, Participants are deemed to have agreed to the collection, use, processing, disclosure and retention by the Organiser of their personal data in the manner as outlined in Setel's Privacy Notice, which is available at www.setel.my/privacy