



10% PREPAID RELOAD CASHBACK CAMPAIGN (“CAMPAIGN”)

TERMS AND CONDITIONS

Effective date: 12 October 2026

1.0 Organiser

1.1 The “Prepaid Reload 10% Cashback” (“**Campaign**”) is organised by Setel Ventures Sdn. Bhd. (“Setel” or “Organiser”).

2.0 Campaign Period

- 2.1. The Campaign will commence from **12 October 2026, 9:00 AM (GMT+8) to 31 December 2026, 11:59 PM (GMT+8)** (“Campaign Period”), unless otherwise notified by the Organiser.
- 2.2. The Campaign Period shall be renewed on a monthly basis, effective from 9:00 AM (GMT+8) on the first day of each subsequent month.

3.0 Eligibility

- 3.1. This Campaign is open to all eligible Setel App users who:
- a. have a registered and active Setel account;
 - b. perform an eligible prepaid reload transaction through the Prepaid Reload feature in the Setel App during the Campaign Period; and
 - c. comply with these Terms and Conditions.

(hereinafter shall collectively be referred to as “Participants”).

- 3.2. Participants must ensure that their Setel App is updated to the version that supports the Prepaid Reload feature.

4.0 Campaign Mechanism

- 4.1. During the Campaign Period, Participants who successfully perform a prepaid reload through the Setel App will be entitled to receive 10% cashback, capped at a maximum of RM3 per Participant per calendar month.
- 4.2. The cashback calculation is illustrated below:

- Reload RM10 → RM1 cashback
- Reload RM20 → RM2 cashback
- Reload RM30 → RM3 cashback
- Reload RM50 → RM3 cashback

- 4.3. There is no minimum spend requirement to qualify for the cashback.
- 4.4. Participants may perform multiple eligible prepaid reload transactions within the same calendar month to accumulate cashback until the maximum monthly entitlement of RM3 has been fully utilised. Once the RM3 cap is reached, no further cashback will be awarded for subsequent transactions within the same calendar month.
- 4.5. The cashback entitlement will reset at the beginning of each new Campaign Cycle, subject to the cashback allocation available for that respective cycle.
- 4.6. The total cashback allocation for each Campaign Cycle is as follows:
- 12 October 2026 – 31 October 2026: RM32,955
 - 1 November 2026: RM79,692
 - 1 December 2026 – 31 December 2026: RM98,997
- 4.7. Cashback will be awarded on a first-come, first-served basis, subject to the available cashback allocation for each Campaign Cycle. Once the allocation has been fully utilised, no further cashback will be awarded for that Campaign Cycle.
- 4.8. Any unused cashback allocation from one Campaign Cycle will not be carried forward to the next Campaign Cycle.

5.0 Cashback Entitlement

- 5.1. Cashback will only be awarded for successful and completed prepaid reload transactions made through the Prepaid Reload feature in the Setel App during the Campaign Period.
- 5.2. In the event that a qualifying transaction is cancelled, refunded, reversed, unsuccessful, fraudulent, voided or otherwise determined by the Campaign Organiser to be invalid or ineligible, the Cashback associated with such transaction shall not be awarded and/or may be reversed or deducted from the Participant's Setel Wallet, where applicable.
- 5.3. The cashback will be credited to the Participants' Setel Wallet after the successful eligible transaction.
- 5.4. The cashback awarded under this Campaign:
- is non-transferable;
 - cannot be exchanged for cash; and

- is subject to any applicable validity or usage conditions imposed by the Organiser [if applicable].

5.5. Scenarios:

- **Scenario 1:** Ahmad performed a prepaid reload of RM50 in one single transaction. Although the Campaign offers 10% cashback, Ahmad will receive **RM3 cashback**, as the cashback is capped at RM3 per Participant per calendar month.
- **Scenario 2:** Abdul performed a prepaid reload of RM10 and received **RM1 cashback**. He then performed another prepaid reload of RM20 on the following day and received **RM2 cashback**. Abdul has now fully utilised his maximum cashback entitlement of RM3 for that calendar month and will not receive any further cashback for subsequent reload transactions made within the same month.
- **Scenario 3:** Siti performed a prepaid reload of RM10 and received **RM1 cashback**. She then performed another prepaid reload of RM50 within the same calendar month. Although 10% of her second reload would amount to RM5, Siti will only receive the **remaining RM2 cashback**, as the maximum cashback entitlement is capped at RM3 per Participant per calendar month.
- **Scenario 4:** Sarimah performed an eligible prepaid reload transaction during the Campaign Cycle. However, she did not receive any cashback because the cashback allocation for that Campaign Cycle had been fully redeemed. She may participate again in the next Campaign Cycle, subject to the availability of the cashback allocation.

5.6. Each Participant is limited to a maximum cashback of RM3 per calendar month and a maximum of RM9 throughout the entire Campaign Period.

5.7. The Campaign Organiser reserves the right to withhold, reject, reverse or recover any cashback where the Campaign Organiser reasonably determines that the relevant transaction does not comply with these Terms and Conditions or any applicable terms and conditions governing the Setel App, Setel Wallet or Campaign.

6.0 General Terms

6.1. By participating in this Campaign, the 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 amend, cancel, shorten, extend, suspend, or terminate the Campaign at any time before the expiry of the Campaign Period with prior notice to the Participant. For the avoidance of doubt, any cancellation, extension, suspension or termination of the Campaign Period at any time prior to the expiry of the Campaign Period shall not entitle the Participant to claim any compensation from the Organiser for any losses or damages suffered or incurred by the Participant as a result of the said cancellation, extension, suspension or termination.
- 6.3. The Organiser 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 prior written 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 with 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. All costs, fees and/or expenses incurred or to be incurred by the Participants in relation to the Campaign, prize giving ceremony (if any) and/ or claim of the rewards, including but not limited to transportation, accommodation, meals, personal costs and/or other costs, are the sole responsibility of the winners.
- 6.6. The Organiser reserves the right to make further verifications and requests for additional personal identification details and documents from the Participants, as well as the right to disqualify or withdraw the Participants' eligibility for the reward at any time, should there be any non-compliance to these Terms and Conditions.
- 6.7. The Organiser shall not be held responsible or liable for any claims of loss or damage to property or personal injury or loss of life by the Participants, and/or any party resulting from or arising out of or in connection with this Campaign or the rewards given under this Campaign.
- 6.8. In the event a Participant is found to be ineligible and/or discovered to have performed fraudulent transactions or violates this Campaign's Terms and Conditions, at any point of time, during or after the Campaign Period, the Organiser reserves the right to:
 - disqualify the said Participant;
 - withhold/cancel/withdraw/recall any reward granted to the said Participant; and
 - initiate any action the Organiser deems necessary against the said Participant.

- 6.9. If a Participant has already used a granted reward and is later found to be ineligible due to Clause 6.8 above, the said Participant agrees to indemnify the Organiser for the full amount of the reward.
- 6.10. Participants 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.
- 6.11. Any Participants 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 Organizer reserves the right to take further legal action against individuals involved in fraudulent behavior.
- 6.12. 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 Campaign.
- 6.13. 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.
- 6.14. The transaction records maintained by Setel and its decisions regarding the Campaign are final and binding. Setel is not obligated to provide reasons or engage in correspondence regarding any matters related to the Campaign.
- 6.15. 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.
- 6.16. For inquiries or feedback regarding the Campaign, email us at hello@setel.com or chat with our Customer Service team on the Setel App.

7.0 Personal Data

By participating in the Campaign, Participants are deemed to have agreed to and consented to the collection, processing, use, disclosure, and retention of their personal data by the Organiser in accordance with the Setel Privacy Statement, which can be viewed at www.setel.my/privacy.