

## StarHub 25 Ways To Celebrate Lucky Draw (“Lucky Draw”)

1. This Lucky Draw will take place from **1 April to 15 July 2025**, both dates inclusive (“**Lucky Draw Period**”).
2. This Lucky Draw will be governed by these standard terms and conditions (“**Terms**”). By participating in this Lucky Draw, you (“**the Participant**”) confirm that you have read and understood these Terms and that you agree to be bound by and to comply with these Terms. Non-compliance with or breach of any of the Terms may disqualify you, and any prize won by you may be forfeited, withheld, withdrawn or reclaimed.

### Eligibility

3. To participate in this Lucky Draw, you must be (i) at least eighteen (18) years old; (ii) be a StarHub customer with completed and closed order(s); and (iii) not have any outstanding bills or be blacklisted with StarHub Ltd and/or its related corporations (collectively referred to as “**we**” or “**us**” or “**StarHub**”) during the Lucky Draw Period, at the time of the draw, and at the time of the claim or use of the Prize.

For the purpose of this clause, “completed and closed order(s)” refers to orders for StarHub services for which all installation works or delivery of equipment (such as broadband installation and delivery of mobile phones) are completed by the end of the Lucky Draw Period.

4. Employees of StarHub, each of their immediate families, as well as StarHub’s commercial customers and bulk subscription customers, are not eligible to participate in this Lucky Draw.

### Lucky Draw Mechanics

5. In addition to meeting the above eligibility requirements, you will have to do the following to qualify as an eligible participant in the Lucky Draw (“**Eligible Participant**”):
  - a. Be an existing StarHub customer (to get 1 chance);
  - b. Recontract your existing StarHub plan (to get 1 additional chance); or
  - c. Sign up for a new StarHub mobile, broadband and/or entertainment plan (to get 2 chances).

A maximum of 2 chances can be earned by each Eligible Participant.

6. Three (3) draws (each a “**Draw**”) will be conducted on the following dates for Eligible Participants who qualify during the corresponding periods (each a “**Qualifying Period**”):

| <b>Date of Draw</b> | <b>Qualifying Period (both dates inclusive)</b> |
|---------------------|---|
| 15 May 2025         | 1 April – 7 May 2025                            |
| 16 Jun 2025         | 8 May – 8 Jun 2025                              |
| 15 July 2025        | 9 Jun – 30 Jun 2025                             |

7. The winners will be picked from the pool of Eligible Participants during each Draw (each a “**Winner**”).
8. Eligible Participants who did not win in the first Draw conducted on 15 May 2025 (“**First Draw**”) shall remain eligible to participate in the second Draw on 16 Jun 2025 (“**Second Draw**”). Participants who did not win in the Second Draw shall remain eligible to participate in the third

Draw on 15 July 2025 ("**Third Draw**"), subject to the same eligibility requirements and conditions as set forth in these Terms.

9. Each Draw will be conducted in front of an independent scrutineer.

## Prizes

10. A total of twenty-five (25) Winners will be drawn during each Draw.
11. A total of seventy-five (75) prizes (each a "**Prize**") are up for grabs, and they include the following:
  - a. Pair of Air Tickets to Taiwan (Eva Air) worth \$3844 – 1 winner
  - b. OPPO Find N5 512GB worth \$2499 – 1 winner
  - c. Samsung Galaxy S25 Ultra 1TB worth \$2368 – 1 winner
  - d. Samsung Galaxy S25+ 512GB worth \$1,658 – 1 winner
  - e. And more!

The above is a non-exhaustive list and will be updated by StarHub from time to time.

StarHub reserves the right to redistribute any unclaimed Prizes to other Eligible Participants or donate any unclaimed Prizes to the Community Chest or any other approved charitable organization.

12. The Prizes, or any part thereof, shall not be transferable, exchangeable, redeemable or substituted for cash or other benefits. In addition, StarHub makes no warranty whatsoever as to the Prizes, including without limitation, the availability, quality, and fitness for purpose, or the use or consumption thereof or any other implied terms or conditions with respect to the Prizes.
13. We are not and shall not be deemed to be the seller or transferor of the Prizes. The Prizes shall be subject to such other terms and conditions as may be imposed by the relevant sponsors, merchants and/or suppliers of the Prize ("**Prize Terms**"). Each Winner agrees to be bound by such Prize Terms.
14. StarHub reserves the right to replace any Prize with another of equal or higher value without prior notice.

## Travel

15. In the event that you win any Prize comprising air plane tickets, you agree that you and your companion (where applicable) must travel at the same time. Flights are on economy (Y) class levels. Travel is also subject to the successful application of the necessary entry visa, and subject to seat availability. Travel blackout dates apply at all times.
16. You further agree that you and your companion (where applicable) shall be responsible for all travelling expenses, including but not limited to, meals, drinks, transfers, laundry charges, activities, incidentals, taxes (including airport taxes and departure taxes), energy surcharges, gratuities, services charges, travel insurance and any and all other ancillary costs.

## Collection

17. If you win, you will be contacted via email within seven (7) calendar days of each Draw.
18. The complete list of Winners for each Draw will be published on the StarHub website accessible at <https://www.starhub.com/personal/promotions/25-ways-to-celebrate-lucky-draw.html> on the date of the Draw.
19. All Winners are required to collect their Prizes at the StarHub Shop. We will send each Winner a notification email containing details on how you can collect the Prize ("**Notification Email**")

20. If a Winner is disqualified for any reason including due to ineligibility or failing to comply with our arrangements for the collection of the Prize or failing to comply with any of these Terms, then other Eligible Participants will be selected instead. We shall not be liable for late, lost, misdirected or unsuccessful efforts to contact and notify a Winner, to the extent that this arises from the Winner's failure to comply with any of these Terms.
21. If any Prize remains uncollected within 30 calendar days from the date of the respective Notification Email, the Organizer reserves the right, at its sole discretion, to either (i) redistribute the uncollected Prize to other eligible participants, or (ii) donate the uncollected Prize to the Community Chest or any other approved charitable organization.

## **Personal Data**

22. By participating in this Lucky Draw, you consent to us, our Strategic Partners and our Preferred Partners collecting, using or disclosing your personal data that we may have in our records from time to time, for the StarHub Additional Purposes and Preferred Partners Additional Purposes which are set out in the StarHub Personal Data Protection Policy accessible at [www.starhub.com/pdpp](http://www.starhub.com/pdpp). Such personal data may include without limitation your name, telephone number, email address, personal identification or passport number, as well as your image, picture, photographs or likeness. You confirm you have read and understood and that you agree to the StarHub Personal Data Protection Policy.
23. In addition to the foregoing, by participating in this Lucky Draw, you consent to us, our Strategic Partners and our Preferred Partners calling you or sending SMS to you via the Singapore telephone number(s) that you have submitted or that we may have in our records from time to time, for the abovementioned StarHub Additional Purposes and Preferred Partners Additional Purposes.
24. By participating in the Lucky Draw, you also consent to StarHub, and our appointed advertising and promotion agencies collecting, using and/or disclosing your personal data (including your name, and any photographs, images and voice recordings taken during collection of the Prize), for StarHub's publicity and/or advertising campaigns related to the Lucky Draw or StarHub's 25th anniversary. For the avoidance of doubt, such use and disclosure will be without payment or compensation.
25. In the event that you win and accept a Prize which includes travel with a companion, you confirm and warrant you have obtained the consent of your companion to us, our Strategic Partners and our Preferred Partners collecting, using or disclosing their personal data which they submit and that we have in their records from time to time, for the StarHub Additional Purposes and Preferred Partners Additional Purposes which are set out in the StarHub Personal Data Protection Policy and accessible at [www.starhub.com/pdpp](http://www.starhub.com/pdpp). Such personal data may include without limitation your companion's name, telephone number, email address, personal identification or passport number, as well as their image, picture, photographs or likeness. Full NRIC/FIN/Passport number and details may be requested from the companion to be used by us, our Strategic Partners and our Preferred Partners for the purposes of facilitating in the booking of flights, accommodation or other activities as required by law. You confirm your companion has read, understood and agrees to the StarHub Personal Data Protection Policy.

## **Others**

26. Our decisions on the Lucky Draw, the Prizes and the Winners shall be final and no correspondence will be entertained under any circumstances. In the event of a dispute, any individual's entitlement to participate in the Lucky Draw and any person's entitlement to the Prizes shall be subject to our sole discretion and final determination.
27. We shall not be liable to you for damages, losses, costs or expenses, lost profits, revenue, business or anticipated savings suffered or incurred by you arising out of or about your participation in the Lucky Draw or the redemption or the use of any Prize.

28. We reserve the right to amend these Terms at any time and without notice. Continued participation in this Lucky Draw and continued use of the relevant StarHub Services will constitute acceptance of these terms and conditions and any amendments thereof.
29. If any of these Terms are held to be illegal or unenforceable, such Term shall be deemed to be deleted from these Terms and the validity or enforceability of the remainder of the Terms shall remain in full force and effect.
30. These Terms shall be governed by the laws of Singapore and you agree to be bound by the exclusive jurisdiction of the courts of Singapore.