

## Presto X DMC Get Rich Campaign FAQ

### 1. What is the Get Rich Campaign?

It is a campaign that is organized by Presto Pay Sdn. Bhd. to give away Da Ma Cai (DMC) Ticket based on qualifying spending in Presto App

### 2. What is the duration of the Get Rich Campaign?

It will be running from 1<sup>st</sup> May 2021 – 30<sup>th</sup> May 2022.

### 3. What are the requirements to participate?

- Aged 21 years old and above
- Non-Muslim
- Read and agreed to the Get Rich T&C

### 4. How do I participate?

- Provide consent by agreeing to all requirements on the self-declaration box via the Get Rich Campaign promo page
- Spend a minimum of RM200.00 per month in Presto App

### 5. Will there be a transaction limit on Presto?

Yes, the transaction limit is only applicable for using PrestoPay E-Money and PrestoPay Credits based on the illustration below;

#### PrestoPay E-Wallet Transaction Limit Table:

E-Wallet Transaction Limit	Basic Wallet	Premium Wallet
Per Transaction	RM500	RM1,500
Daily	RM1,000	RM3,000
Monthly	RM4,500	RM10,000
Yearly	RM50,000	RM50,000

#### PrestoPay Credits Transaction Limit Table:

PrestoPay Credits Transaction Limit	Basic Wallet	Premium Wallet
Per Transaction	RM5,000	RM50,000
Daily	RM5,000	RM50,000
Monthly	RM50,000	RM200,000
Yearly	RM200,000	RM1,000,000

## 6. Is there a limit of how many tickets I can earn?

There are no limits on DMC tickets that a member can earn unless the member is using the following payment methods;

- a. PrestoPay E-Money
- b. PrestoPay Credits

Refer to Q5 on the transaction limit for Presto.

For every accumulated RM200.00 spent for the preceding month will be entitled to one (1) DMC Ticket on the subsequent month

Table example tickets issuance rules:

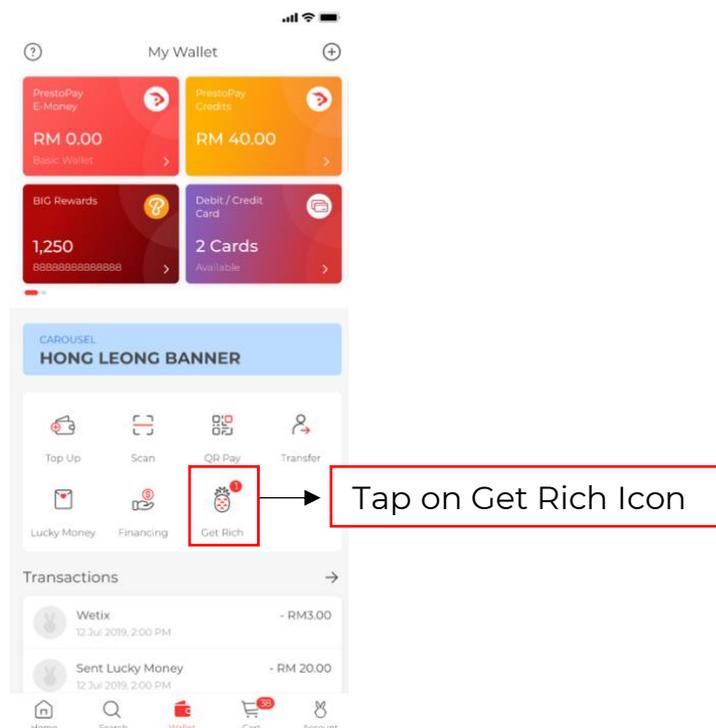
Transaction Amount Spent	Number of Tickets Issued
RM200.00	1 Ticket
RM350.00	1 Ticket
RM400.00	2 Tickets
RM1,000.00	5 Tickets
RM199.99	No Tickets

## 7. How do I know if I have been issued a DMC Ticket?

An app notification and auto-generated email will be sent out to inform that a DMC ticket has been issued to you

## 8. Where do I view my DMC tickets?

- a) Navigate to “Wallet” and tap on to the “Get Rich” Icon.
- b) Ticket numbers can be found in your inbox
- c) Tap on the ticket to view more details about it



## 9. How to read DMC Tickets in Presto?

The screenshot shows a mobile application interface for a 'Da Ma Cai Ticket'. At the top, there's a back arrow, the title 'Da Ma Cai Ticket', and a list icon. Below this is the '1+3D Jackpot' logo. The ticket details are as follows:

- Game Type:** 1+3D Jackpot
- Da Ma Cai Lucky Pick (LP) 1+3D digit numbers from 0000 - 9999:** 7747 LP and 7420 LP
- Ticket Status:** Awaiting Draw Results
- Total Bet Amount:** RM 2.00
- Draw Information:** Draw 5124/20, 0083349337
- Ticket Draw Date:** Sat 26-Sep-2020
- Web ID Number:** (indicated by a callout pointing to the ticket details area)

Below the ticket details is a disclaimer: 'This virtual ticket is for informational purpose only. All winning tickets remain subject to PMP's validation procedures and the terms and conditions of the respective Da Ma Cai games. For prize payment, please contact 03-92812288 (Business hours: Monday-Friday 9am till 5pm).' At the bottom is the 'dama cai' logo with the tagline 'Support education, play with us!'.

Lucky Pick (LP) is a lucky number generated by Da Ma Cai's system. You can choose to combine a LP number with your own number or opt for two LP numbers to form your 1+3D Jackpot number.

**10. Will I be informed on the ticket draw results?**

If the issued DMC Ticket is a winning ticket, member will be notified via In-App notification and email. Therefore, we recommend member to enable the notification updates feature in Presto App to stay informed

**11. How do I enable notification updates in Presto App?**

- Tap on the “Account” Icon
- Tap on [Settings]
- Toggle on the Push Notifications to receive updates

**12. I have accidentally sign-up to the Get Rich Campaign and would like to stop receiving promotional offers, how do I opt-out?**

Contact our customer support: [support@prestouniverse.com](mailto:support@prestouniverse.com)  
Our team will gladly assist you on the matter.

**13. What should I do next after I have won? (For Basic Wallet member in Presto App)**

- a) A notification and email will be sent to inform you that you are/have the winning ticket number
- b) Navigate to “Wallet” and tap on the “Get Rich” Icon.
- c) Locate the ticket with the win status in your inbox
- d) Tap “Claim Prize”
- e) An in-app prompt message will inform you to upgrade your Basic to Premium Wallet as part of the post winning assessment requirement
- f) Follow the instructions to complete the e-kyc verification process
- g) Wait for the verification results (Account verification will take effect within 24 to 48 hours)

**14. What happens if I don’t fulfill or complete the post winning assessment requirement?**

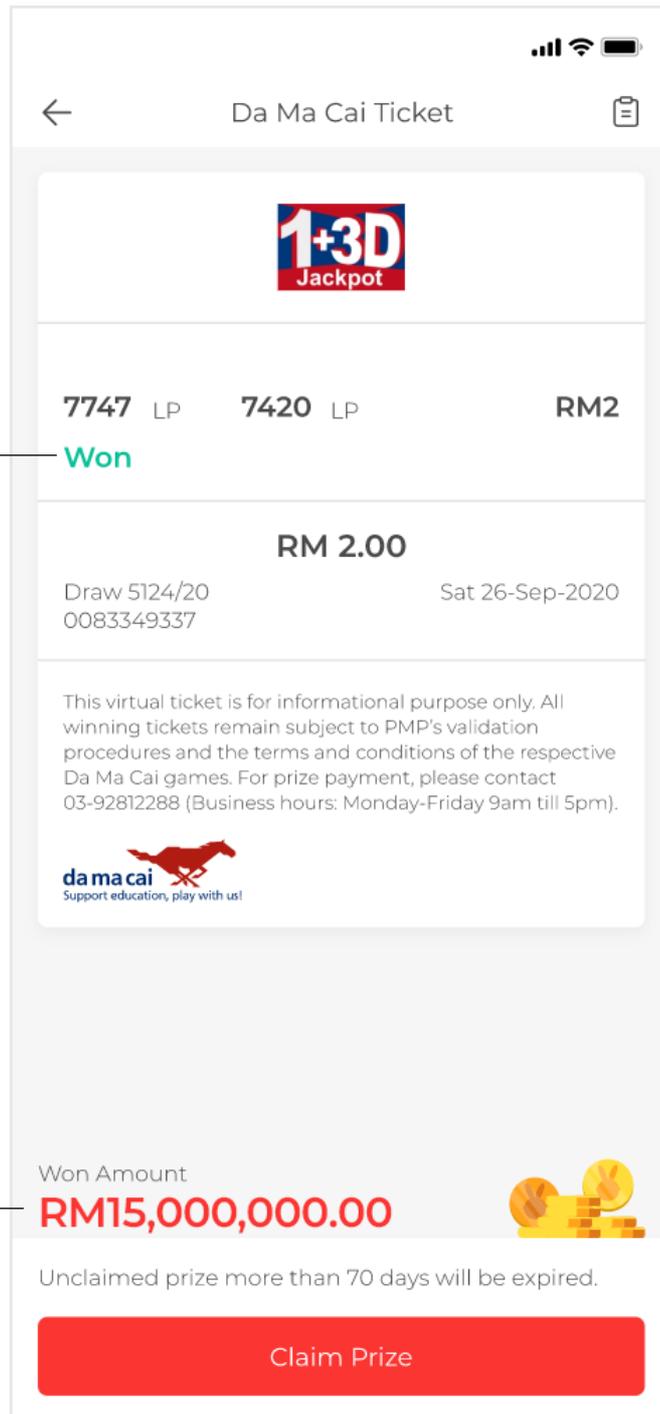
For the lucky participant who has won but have not completed the post winning assessment requirement will receive a prompt message every time when the winner click on the claim prize button in the winning Ticket. Winner will have 70 days from the DMC Ticket draw date to complete the post winning assessment process. Failure to do so will be resulted in disqualification to prize claim

**15. What should I do next after I have won? (For Premium Wallet member in Presto App)**

- a) An in-app notification and email will be sent to inform that you have won
- b) Navigate to “Wallet” and tap on the “Get Rich” Icon.
- c) Locate the ticket with the win status in your inbox
- d) Tap “Claim Prize”
- e) Confirm all personal details

- f) Tap "Confirm Details"
- g) Your confirmed details will be sent to DMC and after 48 hours you can call 03-92812288 (Business Hours: Monday to Friday from 9AM to 5PM (exclude Public Holidays)) to make arrangements on the prize claim

Example of a Winning Ticket:



Da Ma Cai  
Ticket Status



Total Won Amount



## **16. How to claim winning DMC Ticket prize?**

- a) Navigate to “Get Rich” icon after completion of post winning assessment in item (13)
- b) Locate the winning draw ticket
- c) Tap “Claim Prize”
- d) An in-app message will be prompt informing that you have completed the prize claim verification
- e) Users must contact Da Ma Cai after 48 hours after Prize redemption submission from Presto App to make arrangements for the prize claim.

The following information are required for the prize claim from Da Ma Cai:

- Contact Da Ma Cai at 03-92812288 (Business Hours: Monday to Friday from 9AM to 5PM (exclude Public Holidays)),
  - Provide user details:
    - NRIC Name
    - NRIC
    - WEB ID Number
    - Malaysian's Bank Account number & Bank Name
    - Mobile number
- f) Specifically, for 1+3D and 3D Jackpot prize amount of more than RM 1,000,000, winner are required to complete the Prize redemption submission on Presto App 48 hours prior to making claim in person from Pan Malaysian Pools head office on 16th Floor, Wisma Genting, Jalan Sultan Ismail, Kuala Lumpur, 50250 Kuala Lumpur, Federal Territory of Kuala Lumpur

## **17. Is there an expiry for the issued DMC Ticket that I have won?**

Yes, under the Get Rich Campaign, the winner will have 70 days from the draw date to complete the post winning assessment requirement. However, winners have 90 days from draw date to claim your winnings from Da Ma Cai. Failing to complete the requirement within the stipulated time will disqualify the winner from claiming the prize from Presto App.

## **18. For prize claim, can I provide another person's bank account number and name of bank during the winning claim with DMC?**

No, the winner's e-kyc information must be the same as the bank payee information (i.e. bank account holder name and bank account holder NRIC) for processing of prize claim by DMC.

## **19. Can I claim my winnings in cash term?**

No. All prizes claimed will be banked into the claimant's bank account with the exception of Jackpot winnings that exceed RM

1,000,000, in which requires the winner to claim the prize in person from Pan Malaysian Pools Head Office.

For further questions and information, kindly contact [support@prestouniverse.com](mailto:support@prestouniverse.com)