LUCKY DRAW CAMPAIGN FAQs

1. What is the PERWIRA Super App Lucky Draw Campaign?

The Lucky Draw Campaign is a special event for PERWIRA Super App users from **20 September 2025 to 31 December 2025**, giving participants the chance to win exclusive prizes by registering and using the app.

2. Who is eligible to join this Lucky Draw?

The campaign is open to all **MINDEF Defence Personnel, Civil Servants, and Veterans** who have **downloaded and registered** in the PERWIRA Super App.

3. When does the campaign start and end?

- **Early Bird Period:** 20 September – 19 October 2025
- **Main Campaign Period:** 20 September – 31 December 2025
- **Lucky Draw Date:** To be announced (TBA)

The exact draw date will be shared once confirmed.

4. How do I participate in the Lucky Draw?

Users automatically receive **Lucky Draw tickets** when they register or make purchases during the campaign period.

Category	Action	Tickets Earned
Early Bird	Register within 4 weeks after launch	2 tickets
Normal	Register anytime within campaign period	1 ticket
Bonus	1st PERNAMA purchase RM200+	2 tickets
Bonus	1st PERNAMA purchase RM100+	1 ticket

5. How many tickets can I get in total?

- Up to **4 tickets** under the *Early Bird* category.

- Up to **3 tickets** under the *Normal* category (including bonus tickets).

Each participant can only join under **one category (Early Bird or Normal)**.

6. Do I need to submit anything manually to join?

No submission is required. The system will **automatically track and calculate** your entries based on your registration and purchase activities.

7. When will the winners be announced?

Winners will be announced in the **last week of January 2026** on the **PERWIRA Super App official website**.

8. How will the winners be selected?

All eligible participants will be entered into an **electronic lucky draw system** monitored by the organizer. Winners will be selected randomly and fairly.

9. How will winners be contacted?

Winners will be contacted via their **registered contact information in the PERWIRA App**. If a winner cannot be reached after **three (3) attempts on the same day**, a **backup winner** will be selected.

10. What should I do if I win?

Winners must claim their prizes within **14 calendar days** from the notification date. Identification documents (IC or service card) may be required for verification.

11. What happens if I provide incorrect contact details?

If your contact details are incorrect and we cannot reach you after three attempts, your prize will be given to a backup winner.

12. What prizes can I win?

There are two categories of prizes:

For MINDEF Defence Personnel & Civil Servants (54 winners)
Includes: Perodua Bezza, Yamaha Y15ZR, Samsung Galaxy devices, Elba fridge, and more.

For Veterans (41 winners)
Includes: Umrah Packages, Massage Chairs, Air Purifiers, Rice Cookers, and more.

13. Can a participant win more than one prize?

Each winner is entitled to **one (1) prize only**, even if they have multiple entries.

14. Can I transfer or exchange my prize?

No. Prizes are **non-transferable and non-exchangeable** for cash or other items.

15. When will the Lucky Draw be held?

The exact date will be **announced soon**. Please inform customers to **stay tuned to the PERWIRA Super App** or official channels for updates.

16. What if the campaign is postponed or cancelled?

PERWIRA reserves the right to **amend, postpone, or terminate** the campaign with at least **21 days' notice**. Participants will not be entitled to any compensation for changes.

17. Who should I contact for more information or issues?

Users can reach out via:
Email: enquiries@perwira.com.my
Official Channel: via the **PERWIRA Super App Help Section**

18. Is my personal information safe?

Yes. By participating, users consent to their data being used **solely for campaign management and marketing activities** in line with the PERWIRA Super App Privacy Policy.

19. Can non-MINDEF users join?

No. The Lucky Draw is **exclusive to MINDEF Defence Personnel, Civil Servants, and Veterans**.

20. What should CX agents do if users ask about the draw date?

Use this script:

"The Lucky Draw date has not yet been announced, but it will be shared soon via official channels and in the PERWIRA App. Please stay tuned for updates."