

Terms and Conditions “Raku New Year Campaign”

1. The following Terms & Conditions shall apply to Rakuten Trade Sdn. Bhd. (“Rakuten Trade”) **“Gimme Gold Campaign”** (hereinafter referred to as “the Campaign”) which shall be held from **1 January 2021 – 26 February 2021**. (hereinafter referred to as “Campaign Period”).

Eligibility

2. By participating in this Campaign, you hereby agree to be bound by the following Terms and Conditions.
3. The Campaign terms and conditions (“Terms and Conditions”) shall apply to all new customers of Rakuten Trade who have activated a Rakuten Trade account (“Eligible Participants”). A Rakuten Trade account is activated upon the issuance of a Central Depository System (“CDS”) number.
4. Existing Rakuten Trade customers with single (double) account(s) who activate a 2nd (3rd) Rakuten Trade account during the Campaign Period (“Existing Holders”) are eligible to participate in this Campaign.
5. Rakuten Trade customers who terminate an existing Rakuten Trade account and thereafter activate a new Rakuten Trade account during the Campaign Period shall not be allowed to participate in this Campaign.
6. Rakuten Trade employees are eligible to participate in this Campaign but shall be limited to Cash Upfront account opening only (“Rakuten Trade employees”).
7. Any individual who is below the age of eighteen (18) years as of the activation date with Rakuten Trade shall NOT be eligible to participate in this Campaign.

Campaign Mechanism

A. New Customer Account Opening

8. All Eligible Participants shall be automatically enrolled in the Campaign.
9. Subject to these Terms and Conditions, Eligible Participants who open and activate a Rakuten Trade account during the Campaign Period and enter the promo code tab with **“HelloRaku”** on page 1 of the application form shall be rewarded with a **HelloGold promo code** worth **RM30.00** per account activated.
10. HelloGold promo code/s shall **not** be awarded if Eligible Participants fail to include the word “HelloRaku” in the application form.
11. Eligible Participants must activate their Rakuten Trade account by 26 February 2021, 4.30 pm to qualify for the HelloGold promo code/s.

B. Existing Client Account Opening

12. Existing Holders who open and activate a 2nd (or 3rd) Rakuten Trade account pursuant to this Campaign through the login dashboard shall choose the answer “**Other Investment Brand**”; “**HelloGold**” for the question “What inspired you to open another account with us?”
13. HelloGold promo code/s shall **not** be awarded if Existing Holders fail to answer the question “What inspired you to open another account with us?” with the answer “Other Investment Brand” and “HelloGold”.
14. Existing Holders must activate their Rakuten Trade account by 26 February 2021, 4:30pm to qualify for the HelloGold promo code.

C. Redeem HelloGold Promo Code

15. Subject to these terms and conditions, all Eligible Participants and Existing Holders will be able to convert a minimum of **688 RT Points** to **RM10** worth of HelloGold promo code.
16. Eligible Participants shall submit the conversion request during the Campaign Period via the [Microsoft forms](#) at by 26 February 2021.

General

17. No other Rakuten Trade account opening related campaign shall be applicable during the Campaign Period.
18. The “HelloRaku” promo code will supersede all other Rakuten Trade account opening related campaigns.
19. No other rewards shall be rewarded if Eligible Participants and Existing Holders choose to enroll into the Gimme Gold campaign.
20. Should a Referral Code (under the Raku Friends Campaign) be used together with the “HelloRaku” promotion code in the Referred Participant’s account activation process, the Referred Participant shall only receive rewards from the Gimme Gold campaign.
21. Eligible Participants and Existing Holders may submit the conversion request more than once.
22. Eligible Participants and Existing Holders shall ensure that all personal information provided is accurate and correct otherwise the request shall be voided automatically.
23. If the conversion request exceeds the available RT point balance, the request shall be fulfilled to the closest value possible of the HelloGold promo code.
24. The submission of the conversion request is final, and no further request and/or correspondence will be entertained.

25. HelloGold Promo Codes shall be emailed by HelloGold Sdn. Bhd. ("HelloGold") to Eligible Participants and Existing Holders within **ten (10) working days** after **28 January 2021** (first batch) and/or **26 February 2021** (second batch).
26. The terms and conditions of the HelloGold promo code (HelloGold Terms) shall apply in addition to these Terms and Conditions. In the event of any inconsistency between these Terms and Conditions and the HelloGold Terms only to the extent of the HelloGold promo code, the HelloGold Terms shall prevail.
27. The HelloGold promo code is non-transferable to any third party, non-negotiable and nonexchangeable for cash or other items. Rakuten Trade and/or HelloGold shall have the right and discretion to remove or substitute the voucher code with any other item of similar value without prior notice.
28. The validity of the HelloGold promo code cannot be extended and can only be used in the HelloGold app. Each HelloGold promo code is valid for a single redemption only.
29. The HelloGold voucher may be utilized by any HelloGold customer who has a voucher code in their possession and who has verified their email address.
30. For the avoidance of doubt, a HelloGold customer is one who has registered for a HelloGold PRO account, completed the Know Your Customer (KYC) process and has been verified as a HelloGold PRO account holder.
31. By participating in the Campaign, Eligible Participants are deemed to have agreed to be bound by these Terms & Conditions. Rakuten Trade's decision on all matters relating to the Campaign is final, binding and conclusive. No correspondence, queries, appeals or protests will be entertained.
32. Rakuten Trade reserves the right to cancel, terminate, suspend the Campaign with or without any prior notice. For the avoidance of doubt, cancellation, termination or suspension by Rakuten Trade shall not entitle any of the participants to any claim or compensation against Rakuten Trade for any losses or damages suffered or incurred by the participants as a direct or indirect result of the act of cancellation, termination or suspension.
33. Rakuten Trade reserves the right at its absolute discretion to amend, delete or add to any of these Terms and Conditions at any time with or without prior notice. Any variation, additions, deletions or amendments to the Terms and Conditions herein shall be binding on the Participants and be deemed to be brought to the attention of the participants through any notice displayed at Rakuten Trade's website.
34. Rakuten Trade shall not be held liable and/or responsible for any loss, damage or any other form of liability (including indirect, consequential or economic losses, loss of profits, and loss of opportunity) in whatsoever nature and howsoever arising or suffered by any participants directly or indirectly from the Campaign.

35. Rakuten Trade shall not be held liable for any default of its obligation under the Campaign due to any force majeure event which include but is not limited to an act of God, war, riot, lockout, industrial action, fire, flood, drought, store or any event beyond the reasonable control of Rakuten Trade.
36. Participation in this Campaign shall be deemed consent by the Eligible Participant for Rakuten Trade to collect, process and use the Eligible Participant's personal data in accordance with Rakuten Trade's Personal Data Protection Notice (which is available at https://www.rakutentrade.my/files/pdpa_notices.pdf).
37. This Campaign shall be governed by and construed in accordance with the laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.