

StarHub Prepaid Plan Lucky Draw Promotion

Terms and Conditions

1. This Promotion commences from 6 August 2026 to 31 December 2026, both dates inclusive ("**Promotion Period**").
2. This Promotion will be governed by these standard terms and conditions ("**Terms**"). By participating in this Promotion, 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with or breach of any of the Terms may disqualify you, and any prize won by you may be forfeited, withheld, withdrawn or reclaimed.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 be eligible to participate in this Promotion, you must be at least eighteen (18) years old and a StarHub customer, and not have any outstanding bills with StarHub Ltd and/or its related corporations (collectively referred to as "**we**" or "**us**" or "**StarHub**") during the Promotion, at the time of the draw and at the time of the claim or use of the Prize.
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 Promotion.

Promotion Mechanics

5. Subject to Clause 3 above, you will have to do the following during the Promotion Period to qualify as an eligible Participant in this Promotion:
 - a. successfully change or upgrade their existing StarHub prepaid mobile line to an eligible prepaid plan, details of which will be published through the relevant marketing materials related to this Promotion (each an "**Eligible Prepaid Plan**"); and
 - b. ensure that your mobile line remains subscribed to the same Eligible Prepaid Plan at the time of the Draw (as defined below) throughout the Promotion Period. Mobile lines that have been downgraded, terminated, ported out, suspended or are no longer subscribed to the same Eligible Prepaid Plan before the expiry of the Promotion Period will not be eligible for this Promotion.
6. Incomplete, cancelled, reversed, unsuccessful, fraudulent or refunded transactions will be disqualified from this Promotion.
7. Each Participant who successfully completes the change or upgrade of their mobile line to an Eligible Prepaid Plan during a Qualifying Period (as defined below) will automatically receive one (1) chance in the corresponding Draw.
8. Five (5) draws (each a "**Draw**") will be conducted on the below dates for Participants who qualify during the corresponding periods (each a "**Qualifying Period**"):

Qualifying Period	Date of Draw [#]
6 August 2026 – 31 August 2026	21 September 2026
1 September 2026 – 30 September 2026	26 October 2026
1 October 2026 – 31 October 2026	23 November 2026
1 November 2026 – 30 November 2026	21 December 2026
1 December 2026 – 31 December 2026	25 January 2027

[#] *Dates are subject to change*

9. One (1) winner will be picked from the pool of eligible Participants during each Draw (each a **“Winner”**). A total of five (5) Winners will be selected throughout the Promotion Period.
10. Each Participant can only win one prize throughout the Promotion. Each Winner will be disqualified from subsequent Draws, even if the Winner meets the eligibility criteria set out in Clause 5 above in subsequent Qualifying Periods. Subject to Clause 1, Participants who do not win in the Draw for the applicable Qualifying Period shall remain eligible to win in the subsequent Draws.
11. To illustrate, a Participant who completed the change or upgrade to their mobile plan on 2 September 2026 but did not win in the Draw held on 26 October 2026 will continue to be included in the subsequent Draws (held on 23 November 2026, 21 December 2026, and so on.) until that Participant wins the Prize.
12. Each Draw will be conducted via a computerized randomized draw. at the following link : <https://stream.meet.google.com/stream/fbd3c892-f80a-4675-ad09-0d4aad08a97d>

Prizes

13. The Winner of each Draw will receive a HONOR 600 5G Black (256GB) (collectively referred to as the **“the Prize(s)”**).
14. 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.
15. 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.
16. StarHub reserves the right to replace any Prize with another of similar value without prior notice.

Collection

17. If you win, you will be notified via email, SMS or phone call after the Promotion Period no later than seven (7) days from the day of the draw.
18. To claim the Prize, you must confirm acceptance of your win with us via email within the timelines mentioned in our email notification. If we do not receive an answer from you within the stipulated timelines, you may be disqualified.
19. Winners may be required to present proof of identity and any supporting documents requested by StarHub before the Prize can be released to them.
20. If a Winner is disqualified for any reason including due to ineligibility or failing to comply with our arrangements for the distribution of the Prize or failing to comply with any of these Terms, StarHub reserves the right to redistribute any unclaimed Prizes to other Participants or donate any unclaimed Prizes to the Community Chest or any other approved charitable organization.
21. 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.

Personal Data

22. By participating in this Promotion, you consent to us, our Strategic Partners and our Preferred Partners collecting, using or disclosing your personal data that you submit under this Promotion and 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. 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. By participating in the Promotion, 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 or voice recordings taken during collection of the Prize), for StarHub's publicity and/or advertising campaigns related to Promotion. For the avoidance of doubt, such use and disclosure will be without payment or compensation.

Others

24. Our decisions on the Promotion, 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 Promotion and any person's entitlement to the Prizes shall be subject to our sole discretion and final determination.
25. 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 Promotion or the redemption or the use of any Prize.
26. We reserve the right to amend these Terms at any time and without notice. Continued participation in this Promotion and continued use of the relevant StarHub Services will constitute acceptance of these terms and conditions and any amendments thereof.
27. 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.

28. 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.