

TERMS AND CONDITIONS

StarHub App Recurring Payment Lucky Draw 2026 August ("Lucky Draw August")

1. This Lucky Draw commences on 1 August 2026 to 31 August 2026, 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with or breach of any of the Terms may disqualify you, and any prize won by you may be forfeited, withheld, withdrawn or reclaimed.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 be eligible to participate in this Lucky Draw, 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 Lucky Draw, 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 Lucky Draw.

Lucky Draw Mechanics

5. Eligibility is limited to customers who:
 - (a) do not have any recurring payment arrangement (whether by GIRO or credit/debit card) in place for any of their StarHub accounts as at the commencement of the Lucky Draw Period; and
 - (b) receive a Push Notification from the StarHub app between 1 August 2026 and 5 August 2026, and/or receive an SMS from StarHub between 11 August 2026 to 14 August 2026 informing them of their eligibility to participate in the Lucky Draw.
 - (c) Customers who successfully sign up for GIRO recurring payments during the Promotion Period will each receive three (3) lucky draw entries. Customers who successfully sign up for Credit Card recurring payments during the Promotion Period will receive one (1) lucky draw entry.
6. The Lucky Draw will be conducted on 30 Sep 2026, and one (1) winner will be selected at random from the pool of eligible Participants by way of a lucky draw ("**Winner**").
7. The Lucky Draw will be conducted electronically via the Starhub APP.
8. To qualify for the Lucky Draw, an eligible participant must successfully set up recurring payment by 31 August 2026 and maintain recurring payment and successfully complete payment transactions for at least one (1) month.

Prize

9. A total of five (5) Prizes will be awarded to five (5) winners:
 - a. (3) Apple AirPods Pro 3 ("**Prize**")
 - b. (2) JBL Clip 5 speakers ("**Prize**")

The Winner may select either Apple AirPods Pro 3 or JBL Clip 5 speaker, subject to availability. Prize selection shall be on a first come, first served basis upon successful contact with the winner. Once a Prize type has been fully allocated, the remaining available Prize type will be offered.

10. StarHub reserves the right to redistribute any unclaimed Prize to other Participants or donate any unclaimed Prize to the Community Chest or any other approved charitable organization at StarHub's sole discretion.
11. The Prize, 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 Prize, 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 Prize.
12. We are not and shall not be deemed to be the seller or transferor of the Prize. The Prize 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. In addition, StarHub makes no warranty whatsoever as to the Prize, 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 Prize.
13. StarHub reserves the right to replace any Prize with another of equal or higher value without prior notice.

Collection

14. Winners will be notified by email in October 2026 or within fourteen (14) days after the draw, whichever is later.
15. To claim the Prize, you must confirm acceptance of your win via email in the mode and manner specified in our notification email. If we do not receive your response within twenty-four (24) hours of our first attempt to contact you, or if you fail to comply with any instructions provided by StarHub for claiming the Prize, you may be disqualified and an alternate winner may be selected.
16. 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, then other 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.

Personal Data

17. 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 you submit under this Lucky Draw 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. You confirm you have read and understood and that you agree to the StarHub Personal Data Protection Policy.

18. In addition to the foregoing, by participating in this Lucky Draw, you consent to us, our Strategic Partners and our Preferred Partners emailing you through the email address 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

Others

19. Our decisions on the Lucky Draw, the Prize and the Winner 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 Prize shall be subject to our sole discretion and final determination.
20. 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.
21. 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.
22. 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.
23. 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.