StarHub “Merry Giftmas” Lucky Draw

Terms and Conditions

1. This Lucky Draw commences from 16 November 2026 to 4 January 2027, both dates inclusive (“**Campaign 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with or breach of any of the Terms may disqualify you, and any prize won by you may be forfeited, withheld, withdrawn or reclaimed.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 are not eligible to participate in this Lucky Draw.

Lucky Draw Mechanics

5. Subject to Clause 3 above, you will have to fulfil one or more of the following criteria during the Campaign Period to qualify as an eligible Participant in this Lucky Draw:

    a. Be an existing StarHub Mobile, Broadband, TV or HomeHub+ subscriber as of 13 November 2026 (to get 1 chance);
    b. Complete an eligible mobile transaction including Corporate Individual Scheme (CIS) and Partner accounts such as PAssion, Trust, and HomeTeamNS) (new line sign-up, port-in, or legacy transfer on Unlimited+ Core Plan and above); strictly excluding Prepaid, Lite, Senior, and Data-Only plans) (to get 1 chance)
    c. Sign up for a new or recontract an eligible Broadband, TV, or HomeHub+ plan (to get 1 chance); or
    d. Purchase a mobile device from StarHub (i.e. StarHub Shop, web store or StarHub App) (to get 1 chance).

6. Incomplete, cancelled, reversed, unsuccessful, fraudulent or refunded transactions will be disqualified from this Lucky Draw.

7. Each Participant in this Lucky Draw will only be eligible to win 1 prize.

8. A maximum of [4] chances can be earned by each Eligible Participant through fulfilling the criteria stated in clause 5.

9. Six (6) draws (each a “**Draw**”) will be conducted on the below dates for Participants who qualify during the corresponding periods (each a “**Qualifying Period**”):

Week no.	Week 1	Week 2	Week 3	Week 4	Week 5	Weeks 6 & 7
Qualifying Period	16 -23 Nov	16 - 30 Nov	16 Nov - 7 Dec	16 Nov - 14 Dec	16 Nov - 21 Dec	16 Nov 2026 - 4 Jan 2027
Draw Date#	24 Nov, Tues	1 Dec, Tues	8 Dec, Tues	15 Dec, Tues	22 Dec, Tues	5 Jan 2027, Mon

 # Dates are subject to change at StarHub's discretion

10. Each Draw will be conducted via a computerized randomized draw, which may either be livestreamed or conducted in person. The Draw Dates indicated in the above table are subject to change. Confirmed details of the Draw, including the date, time and mode of conduct, will be communicated closer to the respective Draw Date via StarHub's communication platforms, including but not limited to StarHub's social media channels, mobile app and website.

11. Winners will be picked from the pool of eligible Participants during each Draw (each a "**Winner**"). A total of 112 Winners will be selected throughout the Campaign Period.

12. Participants who do not win in a Draw for the applicable Qualifying Period shall remain eligible to win in the subsequent Draws.

Participants who are selected as winners in a weekly draw will be removed from the pool of eligible participants for all subsequent draws. To re-enter subsequent draws, participants must make additional qualifying transactions.

Prizes

13. Participants stand the chance to win the prizes listed below (collectively, the "**Prizes**"):

Prize Rank / Tier	Prize Description
Grand Prize	S$2,500 Device Voucher per Winner 2 Grand Prizes will be drawn per Draw!
Lucky Prize	S$100 Device Voucher per Winner 100 Lucky Prices will be drawn over the 6 Draws

GRAND PRIZE

14. Each $2,500 Device Voucher is redeemable only for the purchase of one (1) mobile device at the designated StarHub Shop specified in the winner notification email, and must be redeemed within the validity period stated in the same email, subject to Clause 24 below.. The $2,500 Device Voucher is strictly for one-time use. In the event that the purchase price of the selected device is lower than the voucher value of $2,500, any unused balance shall be

forfeited and will not be refunded, reimbursed or exchanged for cash or any other form of credit.

15. The $2,500 Device Voucher must be redeemed in person at a StarHub Shop at a mutually agreed date and time between StarHub and the Winner. The redemption arrangements will be coordinated via email upon the Winner's acknowledgement and acceptance of the Prize.

16. The Winner may select their preferred device, subject to stock availability at the time of redemption. In the event that the retail price of the selected device exceeds the value of the $2,500 Device Voucher, the Winner shall be responsible for paying the excess amount.

LUCKY PRIZES

17. Each $100 Device Voucher may only be used to purchase mobile devices or accessories from StarHub Shops. The $100 Device Voucher is strictly for one-time use. In the event that the purchase price of the selected device or accessory is lower than the voucher value of $100, any unused balance shall be forfeited and will not be refunded, reimbursed or exchanged for cash or any other form of credit.

18. The Prizes, or any part thereof, shall not be transferable, exchangeable, redeemable or substituted for cash or other benefits.

19. The Prizes may be subject to such other terms and conditions as may be imposed by StarHub, the relevant sponsors, merchants and/or suppliers of the Prize, if any ("**Prize Terms**"). Each Winner agrees to be bound by such Prize Terms, if any.

20. StarHub reserves the right to replace any Prize with another of similar value without prior notice.

21. By accepting the Prize, the Winner agrees to participate in publicity activities organised by StarHub, which may include being photographed, filmed or interviewed. The Winner grants StarHub the right to use, reproduce, publish and feature their photographs, videos, likeness and/or statements in marketing and promotional materials, including on StarHub's social media platforms and other marketing channels, without additional compensation.

Collection

22. If you win, you will be notified via email no later than seven (7) days from the day of the draw.

23. 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 stated in the email, you may be disqualified.

24. Winners may be required to present proof of identity and any supporting documents requested by StarHub before the Prize can be released to them.

25. All devices purchased using the Device Voucher are strictly non-refundable and non-exchangeable. No returns or refunds will be accepted once the purchase has been completed.

26. 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.

27. 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

28. 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, 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.

29. By participating in the Lucky Draw, you also consent to StarHub, and our appointed advertising and Lucky Draw 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 Lucky Draw. For the avoidance of doubt, such use and disclosure will be without payment or compensation.

Others

30. Our decisions on the Lucky Draw, 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 Lucky Draw and any person's entitlement to the Prizes shall be subject to our sole discretion and final determination.

31. 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.

32. 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.

33. If any of these Terms are held to be illegal or unenforceable, such Terms 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.

34. 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.