



Terms & Conditions Prudential Malaysia – F⇄FOREVER 1st World Tour Presale Access

1. Eligibility

- 1.1 This promotion is open to existing customers of Prudential Assurance Malaysia Berhad ("PAMB") with at least one active policy at the time of registration.
- 1.2 Each customer is identified based on a valid Malaysian NRIC / passport number.

2. Registration of Interest

- 2.1 Registration of interest to receive the presale code will be open from Friday, 12 June 2026, 12:00 PM to Wednesday, 17 June 2026, 11:59 PM (MYT).
- 2.2 Registration must be completed through PAMB's official website at <https://www.prudential.com.my/en/forever-presale>.
- 2.3 Each PAMB customer (per NRIC or passport number) is allowed only one (1) registration. Any duplicate or fraudulent registrations may be disqualified at PAMB's discretion.
- 2.4 PAMB reserves the right to verify the eligibility of any customer and to reject or disqualify any registration that is incomplete, inaccurate, invalid, or does not match PAMB's records.

3. Allocation of Presale Codes

- 3.1 300 Presale codes will be allocated on a first-come, first-served basis to eligible customers who complete their registration earliest, based on the successful submission timestamp, while stocks last.
- 3.2 Each eligible customer will receive one (1) unique presale code only.
- 3.3 Only successful and eligible customers will receive one (1) unique presale code via email between Friday, 19 June 2026 to Monday, 22 June 2026.
- 3.4 PAMB shall not be responsible for any presale code that is lost, deleted, delayed, misdirected, blocked, or not received due to any technical issue, email filtering, incorrect email address, or any other reason beyond PAMB's control. No replacement code will be issued.

4. Use of Presale Code

- 4.1 Each presale code entitles the holder to purchase up to four (4) tickets in a single zone, tier and show date only.
- 4.2 Mixed purchases across different zone, tiers or show dates are not permitted under the same code.
- 4.3 If your purchase session expired before the transaction is completed successfully, the code will be reactivated after approximately 15minutes and can be used again.
- 4.4 Ticket purchases must be made via the official ticketing platform: <https://my.bookmyshow.com/en>
- 4.5 Presale codes are non-transferable, non-exchangeable, and valid for one-time use only.

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4.6 A presale code does not guarantee the availability of tickets, seat location, or quantity of tickets, all of which remain subject to availability on the ticketing platform.

4.7 Any unused presale code shall automatically lapse upon the expiry of the presale period and shall not be extended, reinstated, or replaced.

5. Presale Period

5.1 The presale window will take place on: Tuesday, 23 June 2026, from 12:00 PM to 6:00 PM (MYT).

5.2 Ticket purchases are subject to availability and on a first-come, first-served basis during the presale period.

6. Ticketing & Fulfilment

6.1 All ticket purchases, fulfilment, and related matters are handled solely by Star Planet Sdn Bhd (the concert organiser and ticketing provider).

6.2 PAMB is not involved in ticket allocation, seating arrangements, pricing, payment processing, or ticket issuance.

6.3 For any inquiries, issues, or assistance during the ticket purchase period, customers should contact Star Planet Sdn Bhd directly at +603 9223 3667.

7. Limitation of Liability

7.1 PAMB shall not be responsible or liable for any:

- Failure, delay, or interruption in the ticketing platform;
- Loss of opportunity to purchase tickets; or
- Losses, damages, costs, or expenses incurred in connection with this promotion or ticket purchase process.

7.2 PAMB makes no representation or warranty regarding ticket availability or successful ticket purchase.

8. Non-Transferable / Non-Exchangeable

8.1 Presale codes are strictly non-transferable, non-exchangeable, and cannot be redeemed for cash or any other form of value.

9. General

9.1 PAMB reserves the right to vary, amend, delete, or add to these Terms & Conditions at any time without prior notice.

9.2 PAMB reserves the right to disqualify any customer found to be in breach of these Terms & Conditions.



9.3 In the event of any dispute, PAMB's decision shall be final and binding.

9.4 By participating, customers consent to the collection, use, and processing of their personal data by PAMB for the purposes of administering this promotion, including eligibility verification, communication of presale codes, and related customer service, in accordance with PAMB's privacy notice.

9.5 These Terms & Conditions shall be governed and construed in accordance with the laws of Malaysia.

10. Event Changes / Cancellation

10.1 The concert is organised by Star Planet Sdn Bhd and all event details (including but not limited to date, time, venue, performers, and programme) are subject to change or cancellation by Star Planet Sdn Bhd.

10.2 PAMB shall not be responsible or liable for any cancellation, postponement, change, or disruption of the concert, including any losses, damages, costs, or inconvenience arising therefrom.

10.3 Any matters relating to ticket refunds, exchanges, or event changes shall be subject to the terms and conditions of Star Planet Sdn Bhd.

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