

RECEIPT SUBMISSION GUIDE

Before submitting your receipt, please ensure that all the required data is in your receipt and clearly visible.

WHAT IS A VALID RECEIPT?

A valid purchase receipt contains the following information in unaltered form.

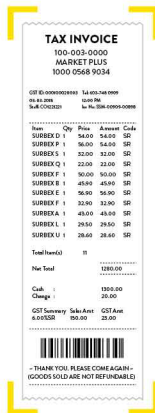
- Store name
- Purchase date
- Invoice number or Order ID (for online purchase only)
- Eligible product item(s) with or without SKU
- Price and quantity of eligible item(s)
- Shipping address and receiving status (for online purchase only)

For online purchases, please submit a copy of the official online purchase receipt. If this is not possible, please submit a screenshot of the relevant information.

HOW OLD CAN YOUR RECEIPT BE?

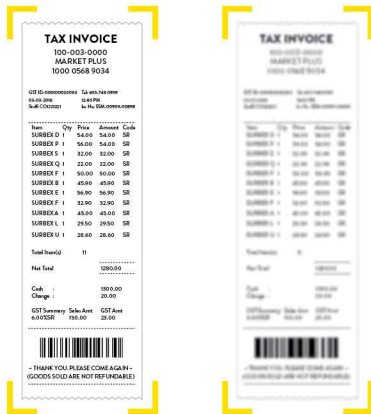
We would encourage you to login to your ALP account and upload the receipt(s) as soon as you receive them.

- Receipts must be uploaded within 14 days from the transaction date on the receipt to qualify for rewards.
- This 14 days window is calculated from the exact time of the transaction to the exact time of the receipt upload to your ALP account, regardless of time spent during processing.
- Any receipt older than 14 days will not be accepted and ALP point will not be accredited.



WHAT IS A VALID PHOTO SUBMISSION?

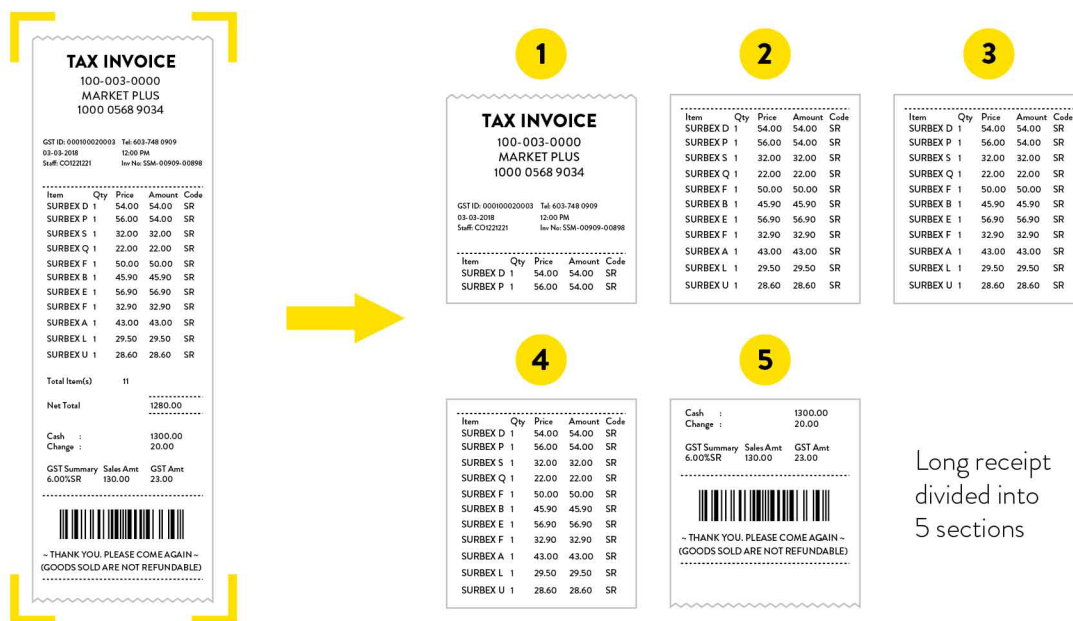
- Your whole receipt should be captured in one picture with all four corners included.



HOW TO TAKE A CLEAR PHOTO OF YOUR RECEIPT?

- Place your receipt on a flat surface with darker background.
- Take the photo in an area with good lighting.
- Hold camera still while taking photo or select the anti-shake function in your camera.

HOW TO INCLUDE ENTIRE RECEIPT IF YOUR RECEIPT IS TOO LONG?



- You can take photos of sections of the same receipt (up to 5 photos allowed per submission).
- It is not necessary to include information about coupons, surveys, or promotions at the bottom of your receipt. The purchase information and total transaction amount **MUST** be included.
- Do not worry about duplicated sections in your pictures.

WHAT IS A DUPLICATED RECEIPT?

A receipt submitted to the ALP system more than once will be flagged as a duplicate.

- No ALP points will be awarded for any receipt submitted more than once.
- ALP points reward will be based on the earliest submission via ALP system.
- Receipt cannot be shared between 2 different accounts.
- Avoid re-uploading the same receipt into your ALP account unless specifically asked through your account page if your uploading process has failed.

WHAT WOULD HAPPEN IF THE ALP SYSTEM DETECTS AN ABNORMAL SUBMISSION?

Abbott LifePLUS is an exclusive loyalty program for SURBEX® users to enjoy great rewards.

- If the ALP system detects unusual or abnormal transactions, approval will take longer than 3 working days.
- Uploading multiple receipts displaying irregular purchase behavior to the same ALP account, obtained through fraud or fraudulent means, is prohibited, as it is intended strictly for personal consumption.
- The ALP team reserves the right to withhold awarding ALP points if there are abnormal transactions detected.

COMMON REASONS FOR REJECTED RECEIPTS:

- The photo was blurry to be legible.
- The receipt was wrinkled to be legible.
- The entire receipt was not captured in the photo.
- The receipt was submitted from an invalid retailer / non-participating pharmacy.
- The receipt had already been submitted before, either by you or someone else.
- The receipt was not uploaded to the ALP account within 14 days of the printed receipt date.
- The purchased item on the receipt is not eligible for ALP points reward.
- The ink on the receipt may have lines or spot marks which makes it hard to read.
- The online receipt did not show required information.

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MAL2311991 MAY 2024

MY-NP-ABBOTT-SURBEX-LB-PNC-000001

