Knorr Soupy Noodles Chhota Bheem Contest – Round 2

Frequently Asked Questions

1. **When can I participate in the Knorr Soupy Noodles Chhota Bheem Contest?**
    The contest opens for participation on the 5th of SEP 2015, and closes on 30th Nov 2015.

2. **I bought Knorr Soupy Noodles but didn't get a Bookmark with it. What do I do?**
    Please give a missed call on 0922 300 8585. You'll receive a call back from the call centre to collect your address and send you a replacement within 90 days.

3. **I can see a code on my Bookmark. What do I have to do?**
    Please SMS the coupon code to 0922 300 8585, and you'll get a call back from Chhota Bheem confirming your participation in the Knorr Soupy Noodles Chhota Bheem Contest.

4. **My Bookmark does not have a code printed on it. What do I do?**
    Please give a missed call on 0922 300 8585, and our call centre will call you back.

5. **I've received my bookmark and the code, but I can't see the number where I can message the code. What do I do?**
    Please SMS the coupon code to 0922 300 8585.

6. **My bookmark was damaged. What do I do?**
    Please give a missed call on 0922 300 8585, and our call centre will call you back.

7. **I've messaged the code. What do I do now?**
    You'll receive a call back in Chhota Bheem's voice and an SMS to confirm your participation in the contest. You'll be contacted again by our team if you're one of the winners.

8. **I've entered the code but I've not received any response. What do I do?**
    Please wait for some time – you should receive the call back and the SMS within 24 hrs of sending the SMS. If you don't receive a response within that much time, please SMS the code on 0922 300 8585 again.

9. **How do I know I've won?**
    Our call centre will call you back in case you're one of the winners. You can also check the list of weekly winners at http://pogo.tv/ksn

10. **I've messaged the code but I've received a "you've entered the wrong code" message. What do I do?**
    Please check the code on the pack again and SMS the correct code to 0922 300 8585 to complete your participation.

11. **I've entered the correct code but I've received a "you've entered the wrong code" message. What do I do?**
    Please give a missed call on 0922 300 8585. You'll receive a call back from the call centre to register your complaint.

12. **Will entering the code multiple times improve my chances of winning?**
    No. If you've entered the valid code once and you've received the call back and the SMS, entering the code again will be considered an invalid entry.

13. **Will entering the code from multiple numbers improve my chances of winning?**
    No. Each of the codes are unique, and a code once registered will only be mapped to the first number which participated.

14. **I've bought 5 packets of Knorr Soupy Noodles. Should I enter all 5 codes to improve my chances of winning?**
    You can SMS all 5 codes to 0922 300 8585, they will be considered valid entries. One mobile number can however only win one prize, and only the first 10,000 correct code entries will be eligible for the Travel Bag.

15. **If I enter multiple valid codes, will I win the contest prize multiple times?**
    One mobile number can only win one prize in the entire duration of the contest, and only the first 10,000 contest entries with the correct code will be eligible for the Travel bag.

16. **I messaged the code but did not get a call back from Chhota Bheem as advertised. What do I do?**
    Please wait for some time – you should receive the call back and the SMS within 15 – 30 minutes of sending the SMS. Unless you've received an SMS that says that your code was invalid, it means your participation has been registered and you need not SMS again.

17. **I received a call back in Chhota Bheem's voice and an SMS. What should I do now?**
    Our call centre will call you back in case you're one of the winners. You can also check the list of weekly winners at http://pogo.tv/ksn

18. **I received a call back in Chhota Bheem's voice and an SMS. Does that mean I've won?**
    No, it means your participation has been confirmed and you can be one of the winners if you're amongst the first 10,000 people to SMS us on 0922 300 8585. Our call centre will call you back in case you're one of the winners. You can also check the list of weekly winners at http://pogo.tv/ksn

19. **I accidentally disconnected the call when I received a call back in Chhota Bheem's voice. Will I not be eligible for a prize now?**
    Since you entered a valid code to receive the call back, you're still eligible to win in the Knorr Soupy Noodles Chhota Bheem Contest.

20. **I don't know if I've won in the Chhota Bheem contest. How do I find out?**
    Our call centre will call you back in case you're one of the winners. You can also check the list of weekly winners at http://pogo.tv/ksn.

21. **The microsite is not loading. What do I do?**
    Please reload it after some time.

22. **I checked the microsite, but my name is not there. What do I do?**
    Our call centre will call you back in case you're one of the winners. You can keep checking the microsite on a weekly basis.

23. **I can't access the microsite, how will I know I won?**
    Our call centre will call you back in case you're one of the winners.

24. **I've been declared a winner on the microsite. How do I claim my prize?**
    Our call centre will call you back to collect your address and send you the prize.

25. I've been declared a winner on the microsite, but I haven't been contacted about my prize yet. What do I do?
Please be patient, our call centre will contact you shortly to collect your address and send you the prize.

26. I was contacted by the call centre, but I gave the wrong address. What do I do?
Please give a missed call on 0922 300 8585, and our call centre will call you back.

27. I think I was contacted by the call centre, but I couldn't take the call at the time. What do I do?
Our call centre will attempt to call you back if they're unsuccessful on the first attempt.

28. I was contacted by the call centre and they've collected my address. When I do receive the prize?
You'll receive your prize within 90 days of being contacted by the call centre.

29. I entered the code and received an SMS and a call back in Chhota Bheem's voice, but I've not vidy
If you're one of the winners, you will be contacted by our call centre.

30. It's been (x<60) days since I got a call from the call center, but I've not received my prize yet. What do I do?
You'll receive your prize within 90 days of being contacted by the call centre.

31. It's been over 90 days since I got a call from the call center, but I've not received my prize yet. What do I do?
You can give a missed call on 0922 300 8585 to get a call back from the call centre and register your complaint.

32. Can I win more than one prize?
If you've already won the prize, you can participate again from a different mobile number with a new valid unique code.

33. I received my prize, but it's damaged. What do I do?
Please give a missed call on 0922 300 8585 to get a call back from the call centre and give them more details.

34. I SMSed the code within the first 5 days of the starting contest date. Why did I not win any prize?
Prizes will be only awarded to the first 10,000 people to SMS the unique code to us.

35. **How can I redeem my cash code?**
Step 1 – Enter your cash code, then click on Proceed.
Step 2 – If you do not have an account on Paytm.com, please make one by clicking on Create Account in order to add money to your online wallet
Step 3 –You are done! Now you have Paytm Cash and you can now use it for recharging mobile/ DTH or shopping.

36. **What can I use Paytm Cash for?**
You can use Paytm Cash to recharge your prepaid mobile number, DTH or Data card or pay your mobile, landline, electricity & gas bills. You can also use it to shop from our range of lakhs of items!

37. **How many cash codes can I use?**
You can use upto 2 cash codes in total till end of offer.

38. **How and where can I shop using my Paytm Cash?**
Oh, you can shop across categories of Men, Women, Electronics, Home, Sports & more, right here at Paytm! You can recharge you mobile, DTH and much more. You can shop at the website here or on your Paytm App.

39. **How to use Paytm Cash for mobile recharging**
Step 1 – Go to paytm.com
Step 2 – Enter your mobile details, amount (amount equal to the money you have in Paytm wallet. If you enter an amount more than wallet balance then you will have to make differential payment through

credit/debit card) and click on proceed to recharge
Step 3 – Click on Proceed to Pay
Step 4 – Click on use Paytm wallet to complete the payment

40. **Where can I download Paytm App from?**
You could either search for it on your App store or click here to download.

41. **I already have an account on Paytm.com. Is this offer for me too?**
Yes existing Paytm users can also use their cash code and get Paytm Cash.

42. **I have got an SMS with OTP. What is this?**
While creating an account for you on Paytm, for your security, an OTP is sent. Simply enter it on Paytm to verify your account. You will need to go through this step only once.