

Maybank2u and MAE - Reload, Win & Repeat Promotional Campaign Terms & Conditions

Maybank2u and MAE - Reload, Win & Repeat Promotional Campaign (“**Campaign**”) is organised by Malayan Banking Berhad (Registration No.: 196001000142) & Maybank Islamic Berhad (Registration No.: 200701029411) (collectively known as “**Maybank**”) and shall be subjected to the Terms and Conditions herein. By participating in this Campaign, Eligible Customers (as defined in Clause 1.0 below) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank in respect of this Campaign shall be final and binding.

1.0 Eligibility

- a) This Campaign is open to individuals with active Maybank2u (M2U) ID/account [including Maybank Anytime Everywhere (“**MAE**”) customers].
- b) This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification documents. For individuals below the age of eighteen (18) years (“**Minor**”), they must obtain the consent from their parent(s) and/or legal guardian in order to participate in this Campaign. The use of the MAE app and MAE account is an acknowledgement to Maybank that the Minor has obtained the prior consent from his or her parent(s) and/or legal guardian. These Terms and Conditions will be applicable and binding to the Minor’s parent(s) and/or legal guardian in substitution of the applicability of this Terms and Conditions on the Minor.
- c) All individual customers who have fulfilled the above criteria will hereinafter be referred to as “**Eligible Customers**”.

2.0 Campaign Mechanics and Conditions

- a) This Campaign will commence on 4 September 2023, at 00:00:00 AM (MYT) and end on 31 December 2023, at 11:59:59PM (MYT) [both dates inclusive] (“**Campaign Period**”).
- b) Eligible Customer(s) must make an Eligible Transaction within the Campaign Period to be eligible to win Prize(s) for this Campaign as stipulated in Clause 2(d).
- c) **Eligible Transaction** shall mean any successful prepaid mobile/gaming reload transactions of minimum RM30 made via Maybank2u website, M2U MY app and MAE by Maybank2u within the Campaign Period, and the reload shall be made from a Maybank/ Maybank Islamic’s Current or Savings Account (“**Eligible Transaction**”). Any future/advanced reloads that occur after the Campaign Period will not be eligible.
- d) The Campaign Period is split into 17 weeks/4 months. Prizes for this Campaign are as stipulated below (“**Prizes**”):
 - i. The first 300 Eligible Customers who made an Eligible Transaction in each of the Campaign Week (as stipulated below) are entitled to win a Weekly e-Voucher Prize. (“**Weekly e-Voucher Prizes**”)
 - ii. Eligible Customers will also earn an entry with every Eligible Transaction made during the Campaign Period to win a Monthly Grand Prize. 2 winners will be selected per Campaign Month on a random basis to win the Monthly Grand Prize. (“**Monthly Grand Prizes**”)

Campaign Month	Campaign Week	Weekly e-Voucher Prizes <small>*Only entitled for first 300 reloaders of the week</small>	Monthly Grand Prizes <small>*Limited to 2 winners per month</small>
September	4 Sep - 10 Sep 2023	KFC RM10 cash voucher	Playstation 5
	11 Sep - 17 Sep 2023		
	18 Sep - 24 Sep 2023		
	25 Sep - 1 Oct 2023		
October	2 Oct - 8 Oct 2023	Baskin Robbins RM10 cash voucher	Samsung Galaxy Z Flip5 (256g)
	9 Oct -15 Oct 2023		
	16 Oct - 22 Oct 2023		
	23 Oct - 29 Oct 2023		
November	30 Oct - 5 Nov 2023	Tealive RM10 cash voucher	Apple Watch series 8
	6 Nov - 12 Nov 2023		
	13 Nov -19 Nov 2023		
	20 Nov - 26 Nov 2023		
	27 Nov -3 Dec 2023		
December	4 Dec -10 Dec 2023	FamilyMart RM20 cash voucher	iPhone 14 (128g)
	11 Dec -17 Dec 2023		
	18 Dec -24 Dec 2023		
	25 Dec - 31 Dec 2023		

- e) Each unique Eligible Customer is entitled to win one (1) Weekly e-Voucher Prize per Campaign Month and one (1) Monthly Grand Prize throughout the Campaign Period.
- f) Examples of eligibility for prize winning.

Scenario		Eligibility for Prize
a	Perform three (3) reloads of RM30 to Hotlink on 4 September 2023.	<p>- Eligible to win a KFC RM10 e-voucher as per Clause 2(d) IF the transaction falls under the first 300 transactions of the week.</p> <p>and</p> <p>- Eligible three (3) entries to stand a chance to win Grand Prize - Playstation 5 as per Clause 2(d).</p>

b	Perform one (1) reload of RM20 to Digi on 10 October 2023	No entry as the transaction does not satisfy the requirements of a minimum qualifying spend.
c	Perform one (1) reload of RM30 to Steam Wallet on 1 January 2024.	No entries as the transaction is made after the Campaign period as per Clause 2(d).

3.0 Prize Fulfilment

- a) Maybank reserves the right to substitute the Weekly e-Voucher Prizes and Monthly Grand Prizes with any other item(s) of similar market value at its reasonable discretion with twenty-one (21) calendar days' prior notice to the Winners which will be communicated on Maybank2u website and/or other platforms deemed appropriate by Maybank.
- b) Eligible Customers that have performed Eligible Transactions will be selected as Winner(s) based on the winner selection criteria as below:

Prize Category	Winner Selection	Winner Quantity
Weekly e-Voucher Prizes	Winners will be selected based on a first come first serve basis, limited to the first 300 reloaders of each Campaign Week.	A total of 5,100 eligible winners (300 winners per week) for the entire Campaign Period.
Monthly Grand Prizes	Winners will be randomly selected by using a randomiser based on the entries earned during the Campaign Period.	A total of 8 eligible winners (2 winners per month) for the entire Campaign Period.

- c) Winners will be selected and Prizes will be fulfilled as per below schedule.

Prize Category	Winner Selection & Prize Fulfilment
Weekly e-Voucher Prizes	Within 45 days after the end of each Campaign Month. Campaign Month (September): Before 15 November 2023 Campaign Month (October): Before 13 December 2023 Campaign Month (November): Before 17 January 2024 Campaign Month (December): Before 14 February 2024
Monthly Grand Prizes	Within 90 days after the end of the whole of Campaign Period i.e. before 30 March 2024.

- d) In the event that the winner fails to comply with any Terms and Conditions of this Campaign, Maybank reserves the right to forfeit the Prize for that winner.
- e) The Weekly e-Voucher Prize winners will be informed via push notification from the MAE app. The Weekly e-Voucher Prizes (KFC, Baskins Robbins, Tealive and FamilyMart e-vouchers) will be

given via e-voucher codes that will be emailed directly to the Winners' respective registered email address with Maybank2u as per stipulated timeline stated in clause 3(c).

- f) Monthly Grand Prizes will be fulfilled by a third-party agency via the delivery method. The winner is required to provide a valid delivery address for the delivery of the Grand Prize. Failure to provide a valid delivery address after two (2) times of attempted delivery arrangements will result in the forfeiture of the Grand Prize. Any winner whose Grand Prize has been forfeited shall not be entitled to any payment or compensation.
 - i. Winners will be informed via a phone call from Maybank Group Customer Care.
 - ii. The shortlisted participants will be required to answer one (1) question correctly. If the question is not answered correctly after two (2) attempts; OR if Maybank Group Customer Care is unable to contact the winner after two (2) voice call attempts, the winner will be disqualified and the next participant in line will be contacted. If the participant is unable to answer the question verbally due to disability reasons, a legal guardian or representative may assist to reply to the question posed.
- g) Maybank reserves the right to request for further documentation or proof of identification, age, and place of residence of any of the winners.
- h) Maybank will not ask for any banking details such as credit card/debit card number and bank Transaction Authorization Code (TAC), account password, PIN or one-time password (OTP) from the winners to claim the Prize or for any reasons. The winners acknowledge and agree that Maybank reserves the rights to disqualify their participation in this Campaign or clawback any Prizes from the winners if:
 - i. the winner is found or suspected of tampering with the Campaign Mechanics or the operation of the Campaign; or
 - ii. the winner is found or suspected of undertaking fraudulent activities or other activities that are harmful to the Campaign;

Notwithstanding the above, Maybank reserves the right to reject any participation or any winners at its reasonable discretion without assigning any reasons.

- i) The KFC, Baskins Robbins, Tealive and FamilyMart e-vouchers are subjected to the terms and conditions imposed by the respective companies below. The terms and conditions relating to the use of the e-vouchers are subject to change by the companies below. For the avoidance of doubt, Maybank is not liable or responsible for any of the e-vouchers' terms and conditions. In the event of a dispute relating to the e-vouchers, Eligible Customer is to deal directly with the companies below:

Vouchers	Company Name	Company Registration No.
KFC RM10 cash voucher	QSR Stores Sdn Bhd	1098054H
Baskin Robbins RM10 cash voucher	Golden Scoop Sdn Bhd	0169609A
Tealive RM10 cash voucher	Loob Holding Sdn Bhd	905529-P
FamilyMart RM20 cash voucher	QL Maxincome Sdn Bhd	0383322D

- j) All e-vouchers are valid for use until the date specified on the respective e-vouchers. If e-vouchers are still unused after the validity date stated on the e-vouchers' terms & conditions, Maybank will not be responsible for the extension of the validity nor replacement of the e-voucher(s) and will not refund or reimburse any monies for the unused portion should the winner not fully utilise the said e-voucher(s).
- k) The image of the Prizes (if any) in any brochure, marketing, or Campaign material relating to the Prize Draw is for illustration purposes only. The Prize(s) do not include any accessories or items shown in any advertisements or promotional materials as they are also for illustrative purposes only.
- l) Maybank will NOT provide any replacement or substitute for the Prizes if the winner rejects the Prizes and /or sent and /or request for alternative option(s).
- m) Prizes awarded to winners are non-transferrable and non-exchangeable for cash or other kinds, whether in part or in full.

4.0 General Terms & Conditions

- a) Maybank shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or human errors in the administration and/or processing of the transaction performed via the MAE app, M2U app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
- b) Maybank reserves the right to withdraw, cancel, suspend, extend or terminate this Campaign earlier in whole or in part and reserves the right to modify any of the terms and conditions contained herein, from time to time by giving at least minimum of twenty one (21) days ("day" shall have the same meaning as calendar day) prior notice thereof, the notice of which shall be posted through Maybank2u website at www.maybank2u.com.my or through any other channel determined appropriate by Maybank. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
- c) By participating in this Campaign, Eligible Customers agree to access the Maybank2u website at www.maybank2u.com.my on a regular basis to view the terms and conditions herein and seek clarification from Maybank should any of the Terms & Conditions be not fully understood.
- d) By participating in this Campaign, Eligible Customers agree to be bound by the Terms and Conditions herein and agree and consent to allow his/her personal data being collected, processed and used by Maybank in accordance with the Maybank Privacy Statement, which may be viewed on www.maybank2u.com.my ("Maybank's Privacy Statement") and the PDPA Form for Individual Customers.

In addition, and without prejudice to the terms in the Maybank's Privacy Statement and the PDPA Form for Individual Customers, Eligible Customers agree and consent to his/her personal data or information being collected, processed and used by Maybank for:

- i. the purposes of the Campaign; and
- ii. marketing and promotional activities conducted by Maybank, including but not limited to any form of advertising or publicity media and materials such as audio and/or visual recordings

published through newspapers, television networks, radio stations or online and digital media and on the Internet. Marketing and promotion activities include without limitation the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well responses and related photographs. In this regard, Eligible Customers agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.

*Note: "PDPA" refers to Personal Data Protection Act (2010).

- e) Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for the purposes of this Campaign) shall not be liable to Eligible Customers in this Campaign for any direct, indirect, special or consequential loss or damage (including but not limited to, loss of income, profits or goodwill) arising from or in connection with this Campaign unless caused by any gross negligence or omission by Maybank.
- f) Maybank shall not be liable for any default of its obligation under this Campaign due to any force majeure events which include but not limited to acts of God, civil commotion, acts of war, strike, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events and circumstances of whatever nature beyond the reasonable control of Maybank.
- g) Maybank may disqualify/reject any Eligible Customer who does not comply with the terms and conditions stated herein and/or are found or suspected to be tampering with the Campaign and/or its process or the operations of this Campaign which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.
- h) These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.

For information, enquiries, feedback and/or complaints related to this Campaign, please contact Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696. Alternatively for feedback and/or complaints, Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.