

Reload-lah! (“Campaign”) is organised by Malayan Banking Berhad (Co. No. 3813-K) or Maybank Islamic Berhad (Co. No. 787435-M) (collectively referred to as “Maybank”) and shall be subject to the Terms and Conditions herein. By participating in this Campaign, the Eligible Participants hereby expressly agreed to be bound by these Terms & Conditions and the decisions made by Maybank.

1.0 Eligibility

- a) This Campaign is open to all individual Maybank and/or Maybank Islamic Savings and/or Current account holders, who are at least 18 years of age (hereinafter referred to as the “Eligible Participants”).
- b) Employees of Maybank, Maybank Islamic Bank and its group of companies are eligible to participate in this Campaign except for employees of Maybank2u & Payments, Virtual Banking & Payments, advertising and promotions agencies who are directly involved in this promotion as well as their immediate family members.
- c) The use of false information of the Maybank and/or Maybank Islamic account holder will result in disqualification from participation in this Campaign.

2.0 Campaign Mechanics and Conditions

- a) This Campaign commences from **3 May 2017 to 3 July 2017**. (“Campaign Period”).
- b) To be eligible for the Campaign, Eligible Participant(s) must perform a prepaid reload at a minimum of RM30.00 (Ringgit Malaysia Thirty Only) with the participating partners mentioned in Table 1.0 during the Campaign Period.
- c) Eligible Participants are automatically entered into the Campaign upon performing any Eligible Transactions described below.
- d) Eligible Participants will stand a chance to win from Category 1: Weekly Exclusive Prize and Category 2: Monthly Grand Prize.
- e) The following transactions are construed as “Eligible Transactions”:

Category	Participating Partners	Channels	Participating Criteria
1 - Weekly Exclusive Prize	Digi Tune Talk U Mobile Xpax	Maybank2u Maybank MY app Maybank app Maybank ATM	Each transaction must be a minimum of RM30.00 .
2 - Monthly Grand Prize			Perform a total of RM200 worth of prepaid reload accumulatively in a month. Each transaction must be a minimum of RM30.00 .

Table 1.0 Eligible Transactions

- f) To be entitled for the Weekly Exclusive Prize, Eligible Participant will have to have ONE (1) Eligible Transaction. For example, if the Eligible Participant performs a prepaid reload of RM30 via Maybank2u, he/she will gain ONE (1) entry. Subsequently, he performs another prepaid reload of RM50 via Maybank ATM within the same week, he/she will gain another ONE (1) entry.
- g) To be entitled for the Monthly Grand Prize, Eligible Participant(s) must perform a total of RM200 worth of prepaid reload accumulatively in one (1) month with a minimum of RM30.00 per transaction. For example, the Eligible Participant performs a prepaid reload of RM50 via Maybank2u, another prepaid reload of RM 100 via Maybank ATM and another prepaid reload of RM100 via Maybank MY app within one (1) month. The Eligible Participant would have accumulated a total of RM250 worth of prepaid reload in one (1) month. Eligible Participant will then qualify and be in the running to win the Monthly Grand Prize.

3.0 Prizes

- a) Prizes for the Campaign are as follow:

Category	Participating Partners	Prize	Total Winners
Weekly Exclusive Prize (8 weeks)	Digi	RM100 x 20 winners per participating partner	640 winners
	Tune Talk		
	U Mobile		
	Xpax		
Monthly Grand Prize (2 months)	Digi	RM300 x 10 winners per participating partner	80 winners
	Tune Talk		
	U Mobile		
	Xpax		

Table 2.0: Prizes

- b) Each Eligible Participant is entitled to win a maximum of **ONE (1)** Weekly Exclusive Prize and/or **ONE (1)** Monthly Grand Prize each month throughout the Campaign Period. Prize(s) is/are non-transferable and will be credited into Winner's Maybank or Maybank Islamic Savings or Current account selected by Maybank.
- c) Maybank will not entertain any request from the Winner(s) to credit the Prize to any other banking account.
- d) Winners will receive the Prizes within **45 days after** the end of each month during the Campaign Period.

4.0 Selection of winners

- a) During the Campaign Period, **SIX HUNDRED AND FORTY (640) Weekly Exclusive Prize winners** and **EIGHTY (80) Monthly Grand Prize winners** will be randomly selected by the system according to each category.
- b) Eligible Participant(s) will be selected from the Participating Partner. For example, Eligible Participant purchased a prepaid reload from Digi. He/she will be eligible for the prizes as allocated for Digi winners. ("Shortlisted Winner").
- c) For the Weekly Exclusive Prize, **TWENTY (20) Shortlisted Winners** will be selected from each Participating Partner each week.
- d) For the Monthly Grand Prize, **TEN (10) Shortlisted Winners** will be selected from each Participating Partner each month.

- e) Shortlisted winners will be contacted via telephone by a representative of Maybank. Shortlisted winner(s) shall be required to answer two (2) questions relating to this Promotion or Maybank correctly, verify and confirm their identification number and their Maybank account number.
- f) To be entitled to the Prizes, the Shortlisted Winner must verify their mobile service provider. The mobile service provider must match the Participating Partner that the shortlisted winner has been selected for. For example, the shortlisted winner purchased an Xpax prepaid reload. The Shortlisted Winner must be the owner of an Xpax prepaid number before being declared as the Winner.
- g) Maybank shall make three (3) attempts within two (2) business days in calling each of the winners at the latest number furnished to Maybank as shown in Maybank's records.
- h) In the event that Maybank is unable to contact a particular winner(s), including but not limited to, no reply, number not in use and no connection, the winner will automatically be disqualified and Maybank reserves the right to proceed to contact the next shortlisted Winner.
- i) Any winner(s) whose Maybank account has been closed or terminated before any prize has been awarded to him/her, he/she will not be entitled for the prize.

5.0 General Terms & Conditions

- a) Maybank shall not be responsible or held liable in any manner whatsoever in respect of technical failures of any kind whatsoever, intervention, interruptions and/or electronic or human error in the administration and/or processing of the transaction performed via the Maybank2u and/or the determination of the participants' eligibility for the Reward. And Maybank shall not be liable to compensate the Participants in any manner whatsoever in such circumstances.
- b) The selection of Winners will be made by Maybank. All matters relating to this Campaign, including the determination of Winners, is final, binding and conclusive. No correspondence, protests or appeals will be entertained.
- c) Maybank reserves the right upon giving reasonable notice to alter, shorten, cancel, suspend or terminate this Campaign or the Terms and Conditions and other rules and regulations including the mechanism of the Campaign and any part thereof at its absolute discretion within twenty one (21) days via Maybank2u website (www.maybank.com.my) and/or through any other mode in the absolute discretion of Maybank.
- d) For the avoidance of doubt, the alteration, shortening, cancellation, suspension or termination by Maybank shall not entitle the Eligible Participants or any other persons whatsoever to make any claim or compensation against Maybank for any losses or damages suffered or incurred as a direct or indirect result of the act of alteration, shortening, cancellation, suspension or termination.
- e) Maybank shall not be liable for any losses, damages or costs incurred or suffered by any customer as a result of any customer participating in this Campaign. Furthermore, Maybank shall not be liable for any default of this obligation under the Campaign due to any force majeure event which includes but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm or any event beyond the reasonable control of Maybank.
- f) The Participant shall indemnify Maybank, its affiliates, agent and sponsors from and against all liability, cost, loss or expenses suffered thereby as a result of the Participant's breach of any Terms and Conditions and/or the rules and regulations of the Campaign.
- g) The Terms and Conditions of this Campaign shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
- h) Maybank may at its discretion disqualify/reject any Eligible Participant who does not comply with the terms and conditions stated herein and/or found or suspected of tampering with the Campaign and/or its process or the operation of this Campaign.

Tampering shall include fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign and/or the Eligible Channel.

- i) In the event of a disqualification after the Prize has been awarded, Maybank reserves the right to demand for the return of the Prize or payment of its value from the ineligible Participant.
- j) Any such variation of any of the terms and conditions herein shall be binding on the Participants and be deemed to be brought to their attention through any notice displayed at Maybank2u website.
- k) Eligible Participants also agree and consent to such details including without limitation personal data or information being processed and used by Maybank for:
 - i. the purposes of the Campaign;
 - ii. marketing and promotional activities conducted in such manner as Maybank deems fit in any media 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, without further express consent from the Eligible Participant. 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, each Eligible Participant agrees to co-operate and participate without further express consent and/or payment or consideration, in all reasonable advertising and publicity activities of Maybank in relation to the Campaign.
- l) For information, enquiries, feedbacks and/or complaints related to the Campaign, the Participants may speak to Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696. Alternatively for feedbacks and/or complaints, the Eligible Participants may choose to e-mail Maybank via the feedback form at Maybank2u website (www.maybank.com.my)