

ONE Family Limited Edition Merchandise Redemption Terms & Conditions

ONE Family Limited Edition Merchandise Redemption (“Campaign”) is organised by Malayan Banking Berhad (Company No.: 196001000142) and Maybank Islamic Berhad (Company No. 200701029411) (collectively referred to as **“Maybank”**) and shall be subject to the Terms and Conditions set out herein. By participating in this Campaign, the Eligible Customers (as defined in Clause 2 below) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank in respect of the Campaign shall be final and binding.

1. Campaign Period

This Campaign will commence as per below at the participating hospitals (**“Campaign Period”**).

No.	Hospital	Campaign Period (inclusive of both dates)
1	KPJ Ampang Puteri	15 December 2024 – 14 December 2025
2	ParkCity Medical Centre	19 March 2025 – 18 March 2026
3	Prince Court Medical Centre	03 April 2025 – 02 April 2026
4	Columbia Asia Hospital – Setapak	09 June 2025 – 08 June 2026
5	Columbia Asia Hospital – Petaling Jaya	09 June 2025 – 08 June 2026
6	Columbia Asia Hospital – Bukit Jalil	09 June 2025 – 08 June 2026

The limited edition merchandise redemption is subjected to stock availability at each hospital.

2. Eligible Customers

- This Campaign is open to Malaysians or permanent residents of Malaysia of at least 18 years of age.
- Eligible Customers** are defined as new and existing Maybank customers are users of the **Eligible Products** defined in Clause 3 below which perform transactions in the participating hospitals (**“Eligible Partners”**) during the Campaign Period.
- Eligible Customers stand a chance to redeem a maximum of one (1) Prize from each category for this Campaign provided that the Eligible Customers fulfils the eligibility criteria under each category.
- The following persons are **NOT** eligible to participate in this Campaign:
 - Any Eligible Customer who has committed or is suspected of committing any misconduct, fraudulent, wrongful acts or in default and breach of terms in relation to their account(s), any facility, and/or any services granted by Maybank.

3. Campaign Mechanics and Eligible Partners

- a. Eligible Customers are required to fulfil the eligibility criteria as set out below in order to redeem Limited Edition Merchandises ("**Prizes**"). Note that the fulfilment criteria may differ according to each Eligible Partners' mechanism. Eligible Customers are to directly contact the Eligible Partners to understand further on the specific fulfilment criteria.

No.	Category	Eligibility Criteria	Prizes
1	Payment of Pregnancy Check-ups	<ul style="list-style-type: none"> Opened a baby book record for the first time Payment via Eligible Products 	Baby book record cover
2	Payment of Delivery Package/Admission	Payment via Eligible Products	Tote bag
3	Delivery of Baby	Delivery of a new-born at the participating hospitals	<ul style="list-style-type: none"> Baby swaddle Baby-on-board car sticker

- b. Eligible Customers that have fulfilled the Eligibility Criteria(s) as set out in Clause 3(a) will receive Prizes at the Eligible Partners' premises. Eligible Customers' baby book record will be stamped as the proof of redemption.
- c. The Prizes allocated for each Eligible Partners are limited, subject to first-come first-serve basis.
- d. Payment must be made with a Maybank Mastercard®, Visa or American Express® Card.
- e. Offer is valid for self-pay patients with full payment only.
- f. Offer cannot be exchanged for cash or used in conjunction with other promotions/offers/coupons/vouchers and loyalty/privilege cards.
- g. Maybank makes no representation as to the quality, merchantability or the fitness for any purpose of the goods and/or service(s) provided by the respective party. Maybank shall not at any time be responsible or held liable for any loss, injury, damage or harm suffered or incurred by or in connection with the promotion.
- h. The list of Eligible Partners will be updated from time to time at maybank.my/family.
- i. Maybank reserves the right to substitute the Prizes with any other item(s) of similar market value at its reasonable discretion with twenty-one (21) calendar days' prior notice to the Eligible Customers which will be communicated on Maybank2u web and/or other platforms deemed appropriate by Maybank.

- j. Maybank is not the fulfiller of the Prizes and relies on the Eligible Partners for the operational fulfilment of the Prizes provided and shall not be responsible for the Eligible Partners' operational fulfilment. Any dispute over the Prizes fulfilment by Eligible Partners should be resolved directly between Eligible Customers and Eligible Partners.
- k. If Prizes are not fully disbursed within this Campaign, they will not be carried forward to any future campaign.
- l. Maybank reserves the right to request for documentation of transaction receipt or proof of identification, age, phone number and place of residence of any of the Eligible Customers and Maybank reserves the right to contact the Eligible Customers with regards to social media postings which might take place in the future.
- m. Maybank will not ask for any banking details such as the full credit/debit card number and bank Transaction Authorization Code (TAC), account password, PIN or one-time password (OTP) from the Eligible Customers to claim the Prize. The Eligible Customers acknowledge and agree that Maybank reserves the rights to clawback any Prize from the Winners if:
 - i. the Eligible Customer is found or suspected of tampering with the Campaign Mechanics or the operation of the Campaign;
 - ii. the Eligible Customer is found or suspected of undertaking fraudulent activities or other activities that are harmful to the Campaign; or
 - iii. the Eligible Customer is in breach of his or her obligations or any Terms and Conditions of this Campaign.
- n. Notwithstanding the above, Maybank reserves the right to reject any Eligible Customer at its reasonable discretion without assigning any reasons.
- o. Maybank will NOT provide any replacement or substitute Prizes if the Eligible Customer rejects the Prizes and /or request for alternative option(s).
- p. Prizes awarded to the Winners are non-transferable and non-exchangeable for cash or other kinds, whether in part or in full.
- q. In the event that the Eligible Customer fails to comply with any Terms and Conditions of this Campaign, Maybank reserves the right to forfeit the Prizes.

4. General Terms and 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, Maybank2u Biz, Maybank2u, Maybank2e, Powerbroking2u or any of Maybank's authorised platforms provided that 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 the 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 (or at maybank.my/family) 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.