



## TERMS AND CONDITIONS MAYBANK WORK+ EMPLOYEE PROGRAM

### OVERVIEW

These terms and conditions (“Terms and Conditions”), as amended from time to time, set-out the terms and conditions governing Maybank Work+ Employee (“Program”) run by Malayan Banking Berhad (Company No. 196001000142) and Maybank Islamic Berhad (Company No. 200701029411) (collectively referred to as “Maybank”). By enrolling, maintaining and utilizing your banking account or services related to it, you agree and accept these Terms and Conditions and any subsequent changes to it. Please read this document carefully.

### 1.0 PROGRAM BRIEF

This Program is part of Maybank Work+ formerly known as ‘Corporate Employee Privilege Scheme’ (“CEPS”) which is payroll solution and proposition by Maybank. The Program is available to Eligible Customers recognised under salary on-boarding with Maybank only (as defined below) which offers access to features and benefits as per Clause 3 below.

Maybank Work+ is the dynamic gateway to multiple privileges and special product offerings for every stage in life.

- 1.1 The Program is available to the following customer (“Eligible Customer”):
  - i. New and existing Maybank individual customer who opens or maintains Current Account/ Savings Account (“CASA”) or Current Account-i/ Savings Account-i (“CASA-i”) or Mudarabah Islamic Investment account (“IA”) for salary crediting purposes; or
  - ii. Existing Maybank individual customer who designated their existing CASA or CASA-i or Mudarabah Islamic Investment account (“IA”) as salary crediting account, also known as salary account.
  
- 1.2 For the avoidance of doubt, this Program is not available to the following individual:
  - i. Customer who maintains a non-Maybank account as salary crediting account;
  - ii. Joint account holders; or
  - iii. Employees of Maybank and its related companies.

## 2.0 MAYBANK WORK+ EMPLOYEE ELIGIBILITY

Eligible Customer who fulfils the following criteria will be eligible to enrol in the Program:

- 2.1 For Eligible Customer who enrolled in the Program via his/her employer signing the Work+ Employer program letter of offer, the criteria are:
  - 2.1.1 Eligible Customer is an employee of a company who has signed up for the Work+ Employer program and the Maybank payroll facility [Maybank2uBiz (M2UBiz), Bulk Payment, M2UBiz Single Transfer, Maybank2E Regional Cash Management System (M2E) RCMS and Maybank2U (M2U)]; and
  - 2.1.2 Eligible Customer must maintain at least one (1) CASA or CASA-i or IA with Maybank as his/ her salary account.
  - 2.1.3 Eligible Customer who meets both criteria will automatically be enrolled into the Program.
- 2.2 For Eligible Customer who self-enrolled in the Program without his/her employer signing the Work+ Employer program letter of offer, the criteria are:
  - 2.2.1 Eligible Customer is not an employee of a company which has enrolled for the Work+ Employer program and/or Maybank payroll facility; and
  - 2.2.2 Eligible Customer must maintain at least one (1) CASA or CASA-i or IA with Maybank as his/her salary account and have his/her monthly salary credited into the salary account with minimum total deposit/investment credit of RM2,000 per month. The amount shall be credited by the employer, through its non-individual account i.e. sender name that contains words "SDN", "BHD", "BERHAD", "S/B", "SB", "PVT", "LTD", "INC", "PLT", "TRADING", "ENTERPRISE", "AGENSI" or any other non-individual account recognition that deemed fit by Maybank; and
  - 2.2.3 To officially participate and enjoy the Program's benefits, Eligible Customer must submit the completed Maybank Work+ Employee Enrolment Form to the respective channels available for the Program.
- 2.3 Eligible Customer has to ensure that the salary is credited to the registered salary account at least once within each three (3) months period consecutively. Failing which, Eligible Customer's status will be changed to inactive. Eligible Customer with status of inactive for a period of six (6) months consecutively without any salary credited into Eligible Customer's salary account will be terminated from the Program/loss of the Program eligibility.
- 2.4 Maybank's determination of the Eligible Customer for the Program shall be deemed to be final and conclusive and the acceptance and continuance as an Eligible Customer under the Program to be at the discretion of Maybank based on the fulfilment criteria by the Eligible Customer.

### **3.0 MAYBANK WORK+ EMPLOYEE FEATURES AND BENEFITS**

- 3.1 Maybank may, at any time and from time to time, offer features and benefits for products and services offered to the Eligible Customers. The list of features and benefits can be viewed at Maybank's website at [www.maybank2u.com.my](http://www.maybank2u.com.my), hereafter referred to as "Maybank Work+ Employee Features and Benefits".
- 3.2 These Maybank Work+ Employee Terms and Conditions shall be subjected to the terms and conditions of the relevant and respective products or services that the Eligible Customer applied for. Such terms and conditions are independent of these Maybank Work+ Employee Terms and Conditions, unless stated otherwise. For further information on the relevant product and service terms and conditions, please visit any Maybank branches or Maybank website at [www.maybank2u.com.my](http://www.maybank2u.com.my).
- 3.3 All product and service benefits offered under Maybank Work+ Employee must be read together with the terms and conditions for Maybank's personal banking products and services accessible at Maybank's website at [www.maybank2u.com.my](http://www.maybank2u.com.my).
- 3.4 To enjoy Maybank Work+ Employee Features and Benefits, Eligible Customer must fulfil the criteria in accordance with Clauses 2.0 and other criteria which Maybank may set or impose.
- 3.5 Maybank reserves the right to suspend, cancel, terminate, restrict, withdraw, revise, modify or amend Maybank Work+ Employee Features and Benefits in whole or in part by giving the Eligible Customer prior written notice of twenty-one (21) calendar days.
- 3.6 Any revision, modification, suspension, cancellation, termination, amendment, restriction or withdrawal of all or any of the Maybank Work+ Employee Features and Benefits shall not entitle the Eligible Customer and/or any person to any claim or compensation against Maybank for any losses or damages suffered or incurred by the Eligible Customer and/or any person as a direct or indirect result of the act of revision, modification, suspension, cancellation, termination, amendment, restriction or withdrawal unless the same is due to the gross negligence, misconduct, default or fraud of Maybank.
- 3.7 In the event that the Eligible Customer applies for or obtains any facilities from Maybank, Maybank shall have the right to obtain and/or verify the customer's

credit information from CTOS Digital Berhad, Bank Negara Malaysia's Central Credit Reference Information System (CCRIS), and/or any other registered Credit Reporting Agencies as defined under the Credit Reporting Agencies Act 2010, without further notice and for the purpose of the following (whichever is applicable):

- i. Credit application processing
- ii. Credit limit review
- iii. Restructuring
- iv. Overlapping
- v. Upgrading application

- 3.8 Maybank has the right to debit the Eligible Customer's respective salary account tagged to the Program via salary credit, including any charges, on the salary crediting date subject to the terms and conditions of the products and services held by the Eligible Customer (if any).
- 3.9 For the Eligible Customer with loan/financing with Maybank under the Program, the debit date should follow the salary crediting date regardless of the loan/financing payment due date. Upon the exit from the Program, the Eligible Customer authorises Maybank to continue with the standard standing instruction to debit the salary account for loan/financing payment in accordance with the terms and conditions stipulated in the loan/ financing products held by the Eligible Customer.
- 3.10 There will be a rebate on the prevailing profit/interest rate(s) based on the pre-agree rebate rate, preferred rate, and other privileges under the Program. With reference to Clause 3.8, Eligible Customer has to ensure regular loan/financing payments from the salary account to enjoy the privileges, failing which the privileges may not be applicable and shall be subjected to the terms and conditions of the loan/financing. For the purposes of this Clause, "regular loan/financing payments" means monthly, quarterly, half-yearly or annual payments, as the case may be, in accordance with the terms and conditions stipulated in the loan/financing products held by the Eligible Customer.
- 3.11 Maybank shall have the discretion to revert the preferred rates, rebates, and privileges that are offered to the Eligible Customer under the Program to standard rates within sixty (60) working days or less upon the exit from the Program.

#### 4.0 **MAYBANK WORK+ EMPLOYEE TERMINATION OR SUSPENSION**

- 4.1 For Eligible Customer who enrolled via his/her employer (may refer to Clause 2.1), Maybank Work+ Employee Features and Benefits shall be terminated/ suspended (as the case may be) upon the occurrence of any of the following events:
- i. Eligible Customer's fails to maintain monthly salary crediting into the Eligible Customer's salary account for six (6) consecutive months; or
  - ii. The salary account is closed; or
  - iii. The salary account is suspended by Maybank in compliance with any regulatory and legal requirements, or other reasons not attributable to Maybank, pursuant to which the participation in the Program will be suspended until the suspension is uplifted by Maybank. For the avoidance of doubt, should the salary account is suspended for more than six (6) consecutive months, the Eligible Customer will be deemed to be terminated from the Program.
- 4.2 For Eligible Customer who self-enrolled in the Program (may refer to Clause 2.2), Maybank Work+ Employee Features and Benefits shall be terminated/ suspended (as the case may be) upon the occurrence of any of the following events:
- i. Eligible Customer fails to maintain the minimum total deposit credit of RM2,000 per month for salary crediting into the Eligible Customer's salary account for six (6) consecutive months; or
  - ii. The salary account is closed; or
  - iii. The salary account is suspended by Maybank in compliance with any regulatory and legal requirements, or other reasons not attributable to Maybank, pursuant to which the participation in the Program will be suspended until the suspension is uplifted by Maybank. For the avoidance of doubt, should the salary account is suspended for more than six (6) consecutive months, the Eligible Customer will be deemed to be terminated from the Program.
- 4.3 Notwithstanding Clauses 4.1 and 4.2, Maybank reserves the right to suspend, terminate, reject or discontinue the Eligible Customer's entitlement to enjoy or use the Maybank Work+ Employee Features and Benefits upon giving prior written notice of twenty-one (21) calendar days.
- 4.4 Upon termination mentioned in Clause 4.1 or 4.2 or 4.3, the Eligible Customer shall immediately cease to enjoy or use all features and privileges offered under the Maybank Work+ Employee Features and Benefits.

- 4.5 Maybank shall not, under any circumstances, be held liable for any loss or damage suffered or incurred by the Eligible Customer or any other party, in respect of the following:
- i. The Eligible Customer's enjoyment and/or non-enjoyment and usage and/or non usage of Maybank Work+ Employee Features and Benefits;
  - ii. Maybank's action in terminating or suspending the Eligible Customer's entitlement to enjoy or use Maybank Work+ Employee Features and Benefits, unless the same is caused by Maybank's gross negligence, misconduct, default or fraud.

## **5.0 GENERAL TERMS AND CONDITIONS**

- 5.1 Maybank nor any of its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for the purposes of Maybank Work+ Program) shall not be liable to any Eligible Customer or any other parties for any loss or damage of whatsoever nature suffered by the Eligible Customer or any other party (including but not limited to, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages of any party) howsoever arising, in relation to the participation or non-participation in the Program.
- 5.2 Maybank reserves its right to change the Maybank Work+ Employee Features and Benefits due to circumstances beyond its control and to offer an alternative of similar value.
- 5.3 Maybank decision on all matters relating to Maybank Work+ Program shall be final, conclusive and binding. No correspondence, appeals, protests or attempts to dispute the same would be entertained in any event.
- 5.4 Maybank reserves the right to forfeit or disqualify the Eligible Customer in the event of failure to comply with any of the Terms and Conditions herein.
- 5.5 By participating in Maybank Work+ Program, Eligible Customer agrees to access Maybank's website at [www.maybank2u.com](http://www.maybank2u.com) on regular basis to view the Terms and Conditions and to ensure that he/she kept-up-to-date with any changes or variations made to the Terms and Conditions.
- 5.6 Maybank reserves the right to delete, suspend or amend the terms and conditions of Maybank Work+ Program wholly or in part and to cancel, terminate or suspend the Program upon giving adequate at least minimum of twenty-one (21) calendar days' prior notice thereof and the notice shall be posted through Maybank2u website [www.maybank2u.com](http://www.maybank2u.com) or through any other channel or channels that

Maybank may deem as appropriate. For the avoidance of doubt, cancellation, termination or suspension by Maybank of the Program will not entitle the Eligible Customer or any other persons whatsoever to any claim or compensation against Maybank for any losses or damages suffered or incurred as a direct or indirect result of the act of cancellation, termination or suspension.

- 5.7 These Terms and Conditions shall be governed by the laws of Malaysia, and subject to the exclusive jurisdiction of the Malaysian Courts.
- 5.8 By participating in Maybank Work+ Program, Eligible Customer hereby expressly agrees to be bound by these Terms and Conditions. Eligible Customer may seek clarification from Maybank should any of the Terms and Conditions cannot be not fully understood.
- 5.9 By participating in this Program, Eligible Customer agrees and consents to their personal data being collected, processed and used by Maybank in accordance with Maybank's Privacy Statement, which may be viewed on Maybank's website at [www.maybank2u.com](http://www.maybank2u.com) ("Privacy Statement"). In addition, and without prejudice to the Privacy Statement, the Eligible Customer also agrees and consents to such details including without limitation personal data or information being collected, processed and used by Maybank for:
- i. The purposes of the Program;
  - ii. Marketing and promotional activities conducted in such manner as Maybank see 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 customers. Marketing and promotion activities includes without limitation the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well responses
- 5.10 All Eligible Customers of Maybank Work+ Program shall be personally liable for all taxes, rates, government fees or any other charges that may be levied against them under the applicable laws, if any, and installation costs, where applicable in relation to the Program.
- 5.11 To the fullest extent permitted by law, Maybank shall not be held liable for whatsoever loss or damages howsoever arising in connection with the Program. Maybank shall not be liable for any default in respect of the Program due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought, storm or any event beyond the reasonable control of Maybank.

5.12 For information, enquiries, feedback and/or complaints related to this Program, please contact Maybank Customer Care hotline at 1 300 88 6688 or +603 7844 3696. Alternatively, for feedback and/or complaints, Eligible Customer may choose to e-mail Maybank via the feedback form at Maybank2u website [www.maybank2u.com.my](http://www.maybank2u.com.my).