

Terms & Conditions - Maybank Payband

These are the terms of the agreement between us, Malayan Banking Berhad (herein after referred to as “Maybank”), for the prepaid VISA Maybank Payband issued to you under this Agreement. These terms supplement, are additional to and are to be read together with the Maybank Prepaid Cardmember Agreement.

You must tell us as soon as possible if you change your name, address, email or telephone number. You can contact us via the Maybank Group Customer Care (MGCC) at 1-300-88-6688.

1 Using your Maybank Payband device

- 1.1 When you register, we will issue you a Maybank Payband device along with accompany white card that contain your VISA prepaid account number and expiry date. DO NOT lose the white card because it contains important information i.e. the account number to be used for reloading your Payband and check the balance in the Payband account.
- 1.2 Your Maybank Payband device can be used to make contactless purchases at retailers accepting contactless payments.
- 1.3 The maximum balance you can have in your Maybank Payband prepaid wallet is RM10,000. If you make a purchase, the amount will be taken from the available balance on your prepaid wallet immediately,
- 1.4 This is not a credit facility. You can only use your Payband device if you have enough money in your prepaid wallet to cover the transaction.

2 Adding Money

- 2.1 You can add money into your Payband using Maybank Cash Deposit Machine (CDM) or online via your Maybank2U account. Please refer to M2U for step-by-step process.
- 2.2 The minimum amount you can add each time is RM10. The maximum balance you can have in your prepaid wallet is RM10,000.

3 Making Payments

- 3.1 If you want to make a payment using your Maybank Payband device, you need to authorise the transaction by holding your Maybank Payband device next to a contactless terminal. Once you have authorised a payment we cannot change or cancel it.
- 3.2 If you use your Maybank Payband device abroad, the transaction will be converted into Malaysian Ringgit at the Visa reference exchange rate applicable on the day the transaction is processed.
- 3.3 You can check your current balance of your Maybank Payband wallet online or via the SMS. Please refer to Maybank2U for step-by-step check Maybank Payband balance via SMS

4 Taking care of your Maybank Payband device

- 4.1 Your Maybank Payband devices may only be used by you. You must keep them secure and not allow anyone else to use them.
- 4.2. You must learn your PIN and keep it secret. Never write it down without disguising it.
- 4.3 You must tell us as soon as possible if you think that your account may be or has been misused (e.g. if your Maybank Payband device is used without your permission or someone else may know your Maybank Payband PIN)

5 If your Maybank Payband device is lost or stolen

- 5.1 If your Maybank Payband device has been lost or stolen please let us know immediately by calling toll free no. 1-300-88-6688. Once you have told us we will block your Maybank Payband device.
- 5.2 You must give us all the information you have about the loss, theft or misuse.

6 Blocking your account and refusing transactions

- 6.1 We may prevent or limit use of your account or device if we reasonably consider it necessary:
 - 6.1.1 to protect the security of your account; or
 - 6.1.2 because we suspect there may be or has been unauthorised use of your Maybank Payband account.
- 6.2 You can contact us to find out why we have blocked or limited your Maybank Payband account.
- 6.3 We may refuse to approve a transaction if:
 - 6.3.1 it would be in breach of this agreement;
 - 6.3.2 you do not have enough available balance on your Maybank Payband prepaid wallet;
 - 6.3.3 You are approaching the limits set out in 2.5 for either purchases or unspent money returned to you;
 - 6.3.4 we reasonably consider it necessary to protect the security of your Maybank Payband account;
 - 6.3.5 we are required to by law or by a court or other authority;
 - 6.3.6 the payment seems unusual compared with the way you normally use your Maybank Payband account;
 - 6.3.7 you have reported your Maybank Payband device as lost or stolen;
 - 6.3.8 we suspect fraud or illegality;
 - 6.3.9 we reasonably believe the transaction would damage our reputation; or,
 - 6.3.10 the transaction relates to gambling.

You can contact us to find out why we have refused to carry out a transaction.

- 6.4 If we refuse a transaction this agreement will continue and we will not be responsible or incur liability for any loss or damage you may suffer as a result.
- 6.5 When considering whether you have enough money in your Maybank Payband wallet to make a transaction we will consider amounts that have not yet been added to your

Maybank Payband wallet such as pending transactions that we have authorised.

- 6.6 We will not be liable to you for losses or costs caused by abnormal and unforeseeable events which are outside of our control, which might for example include a machine failing to work or industrial disputes, and which would have been unavoidable despite all efforts to prevent them, or resulting from us complying with any regulatory or legal requirement.
- 6.7 We will not be liable if you cannot use your Maybank Payband device because a retailer refuses to accept it or you have damaged it.

7 Fees & Charges

- 7.1 You agree to pay and authorizes Maybank to debit your prepaid wallet for the following fee and charges:
- 7.1 Maybank Payband device RM80 or any other amount as specified by the bank from time to time
 - 7.2 Annual Maintenance of maximum RM6 p.a (or break into RM0.50 per month)
 - 7.3 Other reasonable fees and charges imposed by Maybank for facilities and services
 - 7.4 The Malaysian Goods & Services Tax (GST) will be imposed on all fee / charges charged by the bank where applicable effective 1 April 2015 at the current prevailing rate.

7 Changes to this agreement

- 7.1 We may make changes to this agreement for any of the following reasons:
- 7.1.1 If we reasonably consider that it makes the terms easier to understand or fairer to you;
 - 7.1.2 If we reasonably consider that the change will benefit you or isn't to your disadvantage and wouldn't cost you anymore;
 - 7.1.3 To reflect reasonable changes to the way we run our business because of a change in the banking or financial system, in technology, or in the systems we use
- 7.2 To reflect legal or regulatory requirements that apply to us (or to reflect where we reasonably expect that there will be a change in a legal or regulatory requirement that applies to us)

8 Changes for other reasons - including to fees

As this contract has no fixed end date, we may from time to time need to make changes for reasons that are not set out here. As long as you can end this agreement without charge, we may make any changes to this agreement, including introducing a new fee, or change the way we charge fees for a reason we haven't set out here.

9 Giving you notice of changes

- 9.1 We'll tell you about any changes either by sending you an email, text message, Maybank Payband app update or any other written communication.
- 9.2 For all changes we'll give you at least 60 days' notice unless the change is to your advantage, in which case we may give you less notice.
- 9.3 If we make any of the above changes, we'll let you know when the changes will apply to your Maybank Payband account. If you decide that you want to close your Maybank Payband account after these changes take place, you'll need to contact us to let us know. The changes will apply until the agreement ends.

10 Expiry of Maybank Payband devices

- 10.1 Each Maybank Payband device works on a chip which has an expiry date. You can view your expiry date in your Maybank Payband on the accompany white card below the Maybank prepaid account number. This will then show the expiry month and year of your devise.
- 10.2 We will not reissue a chip for your Maybank Payband device. If you want to continue using your account you may need to purchase a new Maybank Payband device.

11 Ending this agreement

- 11.1 You can end this agreement by contacting us at 1-300-88-6688. Otherwise, this agreement will continue until you or we choose to end it. Unless we need to close your Maybank Payband account immediately we will give you 21days notice before we close your Maybank Payband account and block all your Maybank Payband devices.

12 Other provisions

- 12.1 The terms of this agreement are governed by Malaysian law and subject to the non-exclusive jurisdiction of the Malaysian courts.