

## **Roda Gempak Contest**

### **Terms & Conditions**

---

The **Roda Gempak Contest** (“**Festive Contest**”) is organised by Malayan Banking Berhad (196001000142) (“**Maybank**”) and shall be subject to the Terms and Conditions herein. By participating in the Contest, the Eligible Participants (as defined in Clause 1) hereby expressly agree to be bound by the Terms and Conditions and any decisions made by Maybank with respect to the Contest shall be final and binding.

#### **1.0 Eligibility and Platform**

- a) This Contest is only open to customers of Maybank in Malaysia who are individuals and MAE e-Wallet customers (“**Eligible Participants**”) who perform the eligible transactions (As stated in the column marked ‘Type of Eligible Transactions’ of the table in Clause 2.0 (“**Eligible Transactions**”) through the new Maybank website ([www.maybank2u.com.my](http://www.maybank2u.com.my)) and the new Maybank2u MY App (version 6.7).
- b) This Contest is only accessible through the Maybank2u MY App (“**Contest Platform**”).

#### **2.0 Campaign Mechanics and Conditions**

- a) This Contest will commence on 10 May 2020 and will end on 26 June 2020 (both dates inclusive) or until all Prizes in Clause 4.0 are exhausted, whichever is the earlier (‘**Contest Period**’).
- b) The Eligible Participants are required to perform the Eligible Transactions as stated in the table below with a minimum spend to earn opportunities to play Roda Gempak (“**Game**”) and win the prizes as set out in Clause 4.0. Maybank reserves the right to change or amend the Eligible Transactions and number of opportunities given to play the Game with twenty-one (21) days’ notice to the Eligible Participants.

No	Type of Eligible Transaction (from 10 May - 26 June 2020)	Minimum Amount of Eligible Transaction	Number of opportunities given to play the Game per Eligible Transaction
1	M2u Bill Payments	Min RM30	1
2	MAE Bill Payments	Min RM30	
3	M2u Prepaid Reload	Min RM30	1
4	MAE Prepaid Reload	Min RM30	
5	M2u Game Credit Reload	Min RM30	1
6	M2u JomPAY	Min RM50	2
7	MAE JomPAY	Min RM50	2
8	Secure2u first time registration	First time registration	1
9	M2u first time online registration	First time registration	1
10	Use QRPay in-store merchant	Min RM30	1
11	eDuit Raya via mobile number transfer	Min RM5	1
12	eDuit Raya QRPay Peer-to-Peer transfer with another Maybank2u MY App user <i>(*maximum number of 5 chances that can be earned from each unique user/receiver limit of maximum first 5 e-duit raya transactions will receive the opportunity to play Roda Gempak)</i>	Min RM5	1
13	M2u ASNB Transfer	Min RM30	1
14	M2u DuitNow (outgoing)	Min RM50	2
15	M2u Overseas Fund Transfer (FTT, WU)	Min RM300	1
16	M2u Tabung Haji	Min RM30	1
17	M2u FPX	Min RM50	2
18	Maybank2u Pay	Min RM30	1
19	Maybank2u DPE	Min RM30	1
20	M2u EzyCash	Min RM3,000	2
21	Donate to MaybankHeart	Min RM30	1

No	Type of Eligible Transaction (from 14 June - 26 June 2020)	Minimum Amount of Eligible Transaction	Number of opportunities given to play the Game per Eligible Transaction
1	Motor Insurance	Min RM30	1

- c) For avoidance of doubt, the opportunities given to play the Game will only be valid for the respective Contest Period. Any unused opportunities will be forfeited after the Contest Period.
- d) The Eligible Participants can access the Game either before or after login of the Maybank2u MY App. The Eligible Participants may check the number of available opportunities to play the Game through the new Maybank Website and Maybank2u MY App.
- e) Maybank will not be held liable for any loss of data and/or prizes throughout the Contest Period. Any unutilised opportunity to play the Game shall be deemed forfeited and will not be replaced in value or kind by Maybank. The Eligible Participants are allowed to continue participating in the Contest with the same Maybank2u login details. All winning prizes from participation in the Contest would only linked to the same Maybank2u login details. Any previous accumulated opportunities which were forfeited, and all other previously stored and/or obtained Contest data shall not be recoverable or usable.

### 3.0 How To Play The Game

- a) The Eligible Participants are required to tap on the Roda Gempak for a chance to win the prize.
- b) The value of the prizes to be won ranges from RM0.50 to RM20,000 per Game and will be awarded randomly by Maybank's randomiser program.
- c) The total value of all the Mini Cash Prizes to be won by the Eligible Participants throughout the Contest is limited to a total amount of RM10.00 ("Prizes").
- d) The Contest Period will not be extended even if the Prizes Pool is not fully exhausted by the end of the Contest Period.
- e) To participate, the Eligible Participants must download and install the Maybank2u MY app from the Huawei APPGallery, Google Play Store or Apple App Store on their Android or iOS or Huawei device(s) respectively.

- f) All Mini Cash Prizes will be credited into an MAE account. The Eligible Participants are required to have an MAE account and the Mini Cash Prizes won will be credited into the Eligible Participant's MAE account after each Game. In the event that the Eligible Participant does not have a MAE account, the Eligible Participant will be prompted to open an MAE account after the Game.
- g) Should the Eligible Participant fail to open the MAE account within the respective Contest Period, the cash prize(s) won will be forfeited.

#### 4.0 Prizes

- a) The available Prizes for the Contest are listed as per the table below:

**Total Prizes during Contest Period**

Prizes	Category	Quantity
RM20,000	Grand Prize	5
RM10,000	Grand Prize	15
RM5,000	Grand Prize	35
RM1,000	Grand Prize	75
Edifier Earphones	Gadget	400
Samsung Tablet	Gadget	300
Huawei P40 Mobile Phones	Gadget	80
Huawei Nova7i Mobile Phones	Gadget	70
RM50 New Balance voucher	Voucher	800
RM8 Shopee voucher	Voucher	25,000
RM60 Tunetalk Simcard	Voucher	2,000
RM5.00	Mini Cash Prize	6,327
RM2.00	Mini Cash Prize	31,635
RM1.00	Mini Cash Prize	94,905
RM0.50	Mini Cash Prize	885,780

- b) The Eligible Participant is only entitled to a cashback amount from the Mini Cash Prize which will be capped at RM10 throughout the entire campaign duration (RM5 per month), voucher/gadget/Grand Prize capped at 1 for the entire campaign duration.
- c) Maybank reserves the right to substitute any and all of the above listed Prizes with any other item(s) of similar market value at its sole and absolute discretion with sixty (60) days prior notice to the winners.
- d) In the event that the winners fail to comply with any Terms and Conditions of this Campaign, Maybank reserves the right to forfeit the Prize.

- e) 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) for the winners to claim the prize or for any reason whatsoever.
- f) For the Tunetalk Voucher, Gadgets or Grand Prize, the winners will be required to redeem their prizes at <https://www.superbuy.my/fulfillment/>. Prizes will be delivered to the winner's address within sixty (60) days after the end of the campaign and upon verification of the details of the winner.
- g) The winners acknowledge and agree that Maybank reserves the rights to disqualify participation of the 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;
  - (ii) The winner is found or suspected of undertaking fraudulent activities or other activities harmful to the Campaign; or
  - (iii) The winner is in breach of its obligations or any Terms and Conditions of this Campaign. Notwithstanding the above, Maybank reserves the right to reject any participation or the winners at its sole and absolute discretion without assigning any reasons whatsoever.

h) Terms & conditions for prizes:

(i) Mini Cash Prize & Grand Prize

- All cash from Mini Cash Prize would be credited into MAE account
- All cash from Grand Prize would be credited to Maybank account upon verification
- All queries pertaining to the above be directed to Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696. Alternatively, the winners may e-mail Maybank via the feedback form on the new Maybank website [www.maybank2u.com.my](http://www.maybank2u.com.my)

(ii) Tunetalk Voucher

- All SIM cards must be activated (place a call or send a message) within 14 days of registration and in Malaysia only and through the Tune Talk apps. SIM cards which have not been activated within 14 days of registration will not be useable. Tune Talk is not liable for refunding or compensating such expired SIM cards.
- One (1) individual can only register a maximum of five (5) SIMs under single user NRIC/Passport. Malaysian citizen is required to register using NRIC only.
- Tune Talk reserves the right to impose a charge for SIM card replacement. Your SIM card is not transferable without a written consent from Tune Talk. You will be liable for all terms and conditions in this Agreement until Tune Talk confirmed your transfer with a written notice.
- Once the registration is success, the winners will get a free top up RM10.00 for 6 months
- Tune Talk Top Up and Validity Period for each top up denomination is printed on the voucher and listed on [www.tunetalk.com](http://www.tunetalk.com). Tune Talk reserves the right to change or modify the validity period without prior notification. Individual will be notified via text message of the top up amount, total available credit and new validity period upon each successful top up. Tune Talk is not responsible for, nor do we refund lost, stolen, misused, or damaged top up vouchers or PINs.
- All top up purchases are final and non-refundable, regardless of who actually uses or possesses the vouchers or PINs, with or without your consent. In addition, Tune Talk is not

liable for any loss or damage due to top up errors caused by the user of the coupon. Top up coupons and e-voucher PINs which have passed the expiry dates will not be usable. Tune Talk is not liable for refunding or compensating expired top up coupons or e-voucher PINs. All top up purchase including online top-up are final and not refundable.

- Tune Talk shall not be liable for any loss sustained by subscriber for any unsuccessful top up transaction done through any online or offline platforms caused by any technical disruptions.
- All queries pertaining to the above Top up should be directed to Tune Talk's Customer Care by calling 13100 or 03-2771 7000 from 8am to 10pm daily.
- The top up value and validity as below:

TOP UP DENO	VALIDITY
RM5.00	5 days
RM10.00	10 days
RM15.00	20 days
RM20.00	20 days
RM30.00	30 days
RM50.00	50 days
RM100.00	100 days
RM200.00	200 days

- Each top up will be entitle for a Tune Talk Big Point. Kindly refer to the [www.tunetalk.com](http://www.tunetalk.com) for further information.
- Once Top Up validity expires, you will still be able to receive incoming calls and SMS only for a grace period of 45 days. During grace period, you unable to make outgoing calls, sending sms and use your data until you top up your account. **After the grace period ends, service will be terminated. Unused credit and Tune Talk BIG points will be forfeited and the mobile number cannot be reactivated.**

(iii) Shopee Voucher

- Enjoy RM8 off when you spend RM100 and above
- Promo code is valid for new and existing users only
- Promo period from 20<sup>th</sup> April - 26<sup>th</sup> July 2020
- Promo code valid on Shopee app with a min spend of RM100
- Promo valid for Preferred Sellers & Shopee Mall
- Promo not valid for Diapers & Potties, Baby Food and Formula, Tickets & Vouchers, S-Mart Milo & Automotive Merchandise & Shopee MMA Store
- Promo valid for payments made using Maybank2u and Maybank cards only

(iv) New Balance Voucher

- Enjoy RM50 off when you spend RM400 and above
- Only applicable for normal price item only
- Validaty date: From 10<sup>th</sup> May - 30<sup>th</sup> July 2020
- Voucher is only for one time usage

(v) Huawei Phones, Edifier Earphones, Samsung Tablets Delivery (Gadgets)

- Superbuy Fulfilment Helpdesk 03-8090 5068 (ext 203) which is available from Monday - Friday (9am-6pm) excluding public holidays
- Kindly email [rewards@superbuy.my](mailto:rewards@superbuy.my) for further assistance on delivery of products

(vi) Huawei Phones Warranty

- For Huawei phone warranty, please refer to <https://consumer.huawei.com/my/support/warranty-policy/smartphone/#>

- *All queries pertaining to the above should be directed to Huawei's Customer Care by calling 1800 22 0086 Monday to Sunday (9am-9pm)*
- (vii) Edifier Earphones, Samsung Tablets Warranty
- *Validity: 1 year warranty*
  - *If product is faulty / damage / defective, please contact [rewards@superbuy.my](mailto:rewards@superbuy.my) within 3 days after receiving the product. Individual is required to include the order reference number, picture of the product and the problem in all correspondence.*
  - *For any exchange or replacement or warranty claim, the original product received by customer must be returned in its original packaging including the packaging, boxes, tags, labels, warranty card, etc. Please ensure that the returned product is packaged properly before delivering. The product is at customer responsibility until it has reached our warehouse. Superbuy is not responsible for any returned product which are damaged. Upon receiving the returned product, Superbuy will inspect and investigate on the returned product. If the product received are damage, faulty, defective, not the same as the original products, fake, duplicated, missing items, and/or without the original packaging, we will not process the exchange or replacement.*

## 5.0 General Terms & Conditions

- a) Maybank shall not be held responsible or liable in any manner whatsoever including but not limited to 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 QRPay, Maybank2u, provided the same is not caused by Maybank and/or prizes for the Contest.
- b) The selection of Eligible Participants and winners will be made by Maybank. All matters relating to the Contest, including the determination of the Eligible Participants and winners, is final, binding and conclusive. No correspondence, protests or appeals will be entertained.
- c) Maybank reserves the right to amend, shorten, cancel, suspend, or terminate this Contest or any part thereof with twenty-one (21) days' notice. Such notice may be published by Maybank via the new Maybank website ([www.maybank.com.my](http://www.maybank.com.my)) and/or through any other mode of communication as determined by Maybank in its sole discretion. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
- d) For the avoidance of doubt, the amendment, shortening, cancellation, suspension, or termination of this Contest 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 such amendment, shortening, cancellation, suspension, or termination.
- e) Maybank shall not be liable for any losses, damages, or costs incurred or suffered by any Eligible Participants as a result of the Eligible Participants' participation in the Contest. Furthermore, Maybank shall not be liable for any default of its obligations

under the Contest due to any force majeure event which includes but is not limited to an Act of God, war, riot, lockout, industrial action, fire, flood, drought, storm, or any other event beyond the reasonable control of Maybank.

- f) The Terms and Conditions shall be governed by the laws of Malaysia and all relevant parties shall hereby submit to the exclusive jurisdiction of the courts of Malaysia.
- g) Maybank is entitled, at its discretion, to, disqualify or reject any Eligible Participant who does not comply with the Terms and Conditions and/or are found or suspected to be tampering with the Contest and/or its process or the operations of the Contest. Tampering shall include but not limited to fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Contest.
- h) Any variation (of any of the Terms and Conditions stated herein) shall be binding on the Eligible Participants (notification of the variation will be through any notice displayed at <http://www.maybank2u.com.my/>).
- i) By participating in the Contest, the Eligible Participants agree and consent to allow his/her personal data to be collected, processed and used by Maybank in accordance with the Maybank Privacy Notice, which may be viewed on [www.maybank2u.com.my](http://www.maybank2u.com.my) ("Maybank's Privacy Notice"). The Eligible Participants are welcome to seek clarification from Maybank should they not fully understand any of the Terms and Conditions.
- j) In addition and without prejudice to the terms in the Maybank's Privacy Notice, the Eligible Participants also agree and consent to his/her personal data or information being collected, processed and used by Maybank:
  - a. for the purposes of the Contest;
  - b. for 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. The marketing and promotional activities include without limitation to 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 cooperate and participate, in all reasonable advertising and publicity activities of Maybank in relation to the Contest.

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