

## MAE Card 30% Instant Cashback Promotional Campaign Terms & Conditions

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MAE Card 30% Instant Cashback Promotional Campaign (“**Campaign**”) is organised by Malayan Banking Berhad (196001000142) (“**Maybank**”) and shall be subjected to the Terms and Conditions herein. By participating in this Campaign, the Eligible Customers (as defined in Clause 1 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. Eligibility & Platform

- 1.1. This Campaign is only open to customers with a physical Maybank MAE Visa Debit Card (“**Eligible Customers**”).
- 1.2. The eligibility of users for the physical Maybank MAE Visa Debit Card (“**Card**”) is governed by the Terms and Conditions of the respective product.
- 1.3. Customers who do not have a physical **Card** can apply for one through the MAE app. They would need an MAE account as a pre-requisite to apply for the **Card**.
- 1.4. The Campaign is only accessible via the usage of the physical **Card** and MAE by Maybank2u app (“**Campaign Platforms**”). For the avoidance of doubt, this Campaign is not applicable to customers with a virtual Maybank MAE Visa Debit Card.

### 2. Campaign Mechanics and Conditions

- 2.1. Campaign period: Tue 22 Dec 2020 0000hrs - Mon 11 Jan 2021 2359hrs (21 days) (“**Campaign Period**”)
- 2.2. **Eligible Customers** will get 30% cashback (up to RM 10.00) when they spend a minimum of RM30.00 using their **Card**.
- 2.3. This applies to all successful sales transactions performed with the physical **Card** at any retail merchants and e-commerce merchants, both locally and overseas.
- 2.4. Top up of MAE account using the MAE card is not an eligible transaction and will not qualify for any cashback redemption.

### 3. Cashback

- 3.1. The cashback amount is instantly and automatically credited into the Eligible Customer’s respective MAE account.
- 3.2. Total cashback is RM 638,395.00 and subject to a daily redemption limit of 3040 cashback redemptions. This is on a first come first serve basis.
- 3.3. There is a maximum of two (2) cashback redemptions per Eligible Customer throughout the entire Campaign Period.
- 3.4. For the avoidance of doubt, if a particular Eligible Customer performs two (2) separate qualifying transactions in the same day, he or she will receive two (2) cashbacks within the same day as long as this daily cashback redemption has not exceeded its stated limit (3040) for that particular day. The Eligible Customer will not receive a cashback if the daily number of cashback redemption has reached the stated limit (3040) for that particular day.

- 3.5. The Eligible Customers' participation in the Campaign shall be construed as his or her consent to the terms and conditions for this Campaign and his or her explicit acceptance of any and all Campaign results which may be produced.
- 3.6. The **Eligible Customer** will be notified of the cashback received through the MAE app.
- 3.7. Maybank may request for additional documentation or written proof to ensure compliance by the Eligible Customer with the Terms & Conditions. For example, but not limited to, proof of identification, age, the eligible transaction, respective Maybank account username and place of residence for verification purposes.
- 3.8. Maybank reserves the right to withdraw the cashback credited into the Eligible Customer's MAE wallet in the event that the Eligible Customer does not comply with the Terms & Conditions herein or is found to have tampered with the mechanism of this Campaign.
- 3.9. Maybank may change the terms and conditions of the Campaign and qualification for the cashback subjected to 21 days' prior notice as stipulated in Clause 5(b) on Maybank's official social media channels like Facebook and/or the Maybank2u website ([www.maybank2u.com.my](http://www.maybank2u.com.my)).

## **5.0 General Terms & Conditions**

- a) Maybank shall not be responsible or held liable in any manner whatsoever in respect of any technical failures of any kind whatsoever, intervention, interruptions and/or electronic or human error in the administration and/or processing of the transaction performed using the Card, provided the same is not caused by Maybank nor the determination of the customers' eligibility for the Campaign.
- b) Maybank reserves the right to amend, shorten, cancel, suspend or terminate this Campaign or any part thereof with twenty one (21) days' notice. Such notice may be published by Maybank via the Maybank2u website ([www.maybank2u.com.my](http://www.maybank2u.com.my)) and/or through any other mode of communication as determined 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) For the avoidance of doubt, the amendment, shortening, cancellation, suspension or termination of this Campaign by Maybank shall not entitle the Eligible Customers 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 such amendment, shortening, cancellation, suspension or termination.
- d) Maybank shall not be liable for any losses, damages or costs incurred or suffered by any Eligible Customer as a result of the customer participating in this Campaign. Furthermore, Maybank shall not be liable for any default of its obligations 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, pandemic or epidemic, or any event beyond the reasonable control of Maybank.
- e) The terms and conditions stated herein shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
- f) Maybank is entitled to, at its discretion, disqualify/reject any Eligible Customers 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.

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

- g) Any variation (of any of the terms and conditions stated herein) shall be binding on the Eligible Customers (through any notice displayed at the Maybank2u website).
- h) By participating in this Campaign, the Eligible Customers agree and consent to allow his/her personal data being collected, processed and used by Maybank in accordance with Maybank Privacy Notice, which may be viewed on **[www.maybank2u.com.my](http://www.maybank2u.com.my)** ("**Maybank's Privacy Notice**"). The Eligible Customers are welcome to seek clarification from Maybank should any of the Terms and Conditions be not fully understood.
- i) In addition and without prejudice to the terms in the Maybank's Privacy Notice, the Eligible Customers agree and consent to his/ her personal data or information being collected, processed and used by Maybank for:
  - a. the purposes of the Campaign; and
  - b. 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, each Eligible Customers agrees to co-operate and participate in all reasonable advertising and publicity activities of Maybank in relation to the Campaign.
- j) For further information, enquiries, feedback and/or complaints related to the Campaign, please contact Maybank's Customer Care hotline at **1 300 88 6688** or **+603 7844 3696**. Alternatively, for feedback and/or complaints, the Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website (**[www.maybank2u.com.my](http://www.maybank2u.com.my)**)