

**Maybank2u & MAE Pay Bills and Get Paid
Terms & Conditions**

Maybank2u & MAE Pay Bills and Get Paid (“Campaign”) is organized by Malayan Banking Berhad (Co. No. 196001000142) and Maybank Islamic Berhad (Co. No. 200701029411) (collectively referred to as “Maybank”) and shall be subject to the Terms And Conditions. By participating in the Campaign, the Eligible Participants hereby expressly agree to be bound by these Terms & Conditions.

1.0 Eligibility

- a) This campaign is open to all customers of Maybank in Malaysia who are individuals and MAE e-Wallet customers who have not performed a bill payment via Maybank2u, Maybank2u MY App and/or MAE e-Wallet in the last 6 months or more. (“Eligible Customers”).

2.0 Campaign Mechanics and Conditions

- a) This Campaign commences from **13th July 2020** and ends on the **14th August 2020**, **both dates inclusive (“Campaign Period”)**,
- b) Maybank will be rewarding a maximum of RM5 cash rebate per Eligible Customer, limited to the first 900 Eligible Customers per day throughout the Campaign Period.
- c) Eligible Customers must successfully performs a minimum of two (2) bill payments within a single day, of a minimum of RM20 per bill from the participating payees as listed in Appendix I (“Eligible Transaction”).

| | | |
|---|--------------------------------|---|
| | Rebate | RM5.00 |
| | Capping | One (1) time per Eligible Customer throughout the Campaign Period. |
| 3 | Minimum Qualifying Transaction | Pay any 2 different bills from the selected Payees (as listed in Appendix I) within a single day. |
| 4 | Minimum Qualifying Spend | RM20 per bill |
| 5 | Redemption Limits | First 900 Eligible Customers per day |
| 6 | Payment Channel | Maybank2u, Maybank2u MY App or and/or MAE e-Wallet |

Table 1: Mechanics & Prizes

Example:

| Scenario | | Eligible Rebate Value |
|----------|---|---------------------------------|
| a | Pay 2 different bills from selected "Payees" within the same day. | Eligible for RM5.00 Cash Rebate |
| b | Pay 2 bills from selected "Payees" on separate days | Not Eligible |
| c | Pay 2 same bills from selected payees within the same day. | Not Eligible |

- d) **Two (2)** bills paid must be paid to **Two (2)** different payees listed in Appendix 1. Paying twice to the same payee will not be considered as an Eligible Transaction.
- e) **Two (2)** bills can only be paid via the "Pay to Payee" function available on Maybank2u, Maybank2u MY App & MAE e-Wallet . Payment made via JomPAY, FPX or DPE will not be considered as an Eligible Transaction.
- f) Each Eligible Customer shall only be entitled to a total of **one (1)** rebate each during the Campaign Period.
- g) The rebates will only apply to customers who have not paid their bills via M2u in the past 6 months or more.
- h) The cash rebates will be made to the first daily 900 bill payers who have paid **two (2)** bills within the same day and cash rebates will be debited to the customer accounts respectively within 30 working days from end of campaign date.
- i) Cash rebate will be debited to the account used to perform the bill payments during the Campaign Period.
- j) The account used to perform the bill payments during the Campaign Period must remain active and deactivated accounts will not be rewarded with the cash rebate.
- k) The use of any false information of the Maybank and/or Maybank Islamic account holder (Maybank2u Pay customers) will result in disqualification from this Campaign.
- l) In the event a transaction is processed with the said rebate and a rebate is obtained in accordance with para (b) above with a merchant not listed in Appendix 1 herein for any reasons whatsoever, Maybank reserves the right to immediately take appropriate action(s) against the Eligible Customer to recover the rebated amount including the right to set off the amount from the Eligible Customer's account with prior notice.

3.0 General Terms & Conditions

- a) Maybank shall not be responsible or held liable in any manner whatsoever in respect of 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 Maybank2u, nor the determination of the customers' eligibility for the Campaign, provided that the same is not attributable to Maybank's gross negligence.

- b) Maybank reserves the right to amend, cancel, suspend or terminate this Campaign or any part thereof with twenty one (21) days notice. Such notice may be published by Maybank via Maybank2u website (www.maybank.com.my) and/or through any other mode of communication as determined by Maybank. It shall be the responsibility of Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
- a. Notwithstanding the above, Maybank may without prior notice during the Campaign Period amend Appendix I to reflect additional Merchants being included in the Campaign after the commencement thereof.
- c) For the avoidance of doubt, the amendment, 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 such amendment, 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 Eligible 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 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 do 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) Eligible Customers also agree and consent to their information or details (including without limitation personal data or information) being 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, each Eligible Customers agrees to co-operate and participate in all reasonable advertising and publicity activities of Maybank in relation to the Campaign.

For 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.maybank.com.my).

Appendix I:

| Payee | Payment Channel |
|--|------------------------|
| Tenaga Nasional Berhad | M2U App, M2U Web & MAE |
| Sabah Electricity | M2U App, M2U Web & MAE |
| Syarikat Secso Sdn Bhd | M2U Web only |
| Telekom Malaysia | M2U App, M2U Web & MAE |
| Maxis | M2U App, M2U Web & MAE |
| Celcom | M2U App, M2U Web & MAE |
| Digi | M2U App, M2U Web & MAE |
| U Mobile | M2U App, M2U Web & MAE |
| YTL | M2U App, M2U Web & MAE |
| TT Dot Com Sdn Bhd | M2U Web only |
| RedOne | M2U App, M2U Web & MAE |
| SAJ Holdings (Johor Water) | M2U Web only |
| Indah Water | M2U App, M2U Web & MAE |
| PB Air Pulau Pinang | M2U App, M2U Web & MAE |
| Syarikat Air Negeri Sembilan | M2U App, M2U Web & MAE |
| Lembaga Air Perak | M2U App, M2U Web & MAE |
| Jabatan Air Sabah | M2U Web only |
| Syarikat Air Melaka Berhad | M2U App, M2U Web & MAE |
| Syarikat Air Terengganu | M2U App, M2U Web & MAE |
| Syarikat Air Arul Daman Sdn Bhd (SADA) | M2U App, M2U Web & MAE |
| Astro (MEASAT Broadcast Net. Sys.) | M2U App, M2U Web & MAE |