

## **TERMS & CONDITIONS – XPAX RELOAD PROMOTION WITH MAYBANK CAMPAIGN (“CAMPAIGN”)**

### **Introduction**

This Campaign shall be read together with the general terms and conditions relevant to the Customer in respect of this Campaign as published at <https://www.celcom.com.my/legal/terms-and-conditions/personal>

### **Duration of Campaign**

This Campaign shall commence from 25<sup>th</sup> March until 30<sup>th</sup> April 2020 (“Campaign Period”). Any extension or discontinuation thereof shall be determined by mutual agreement between Celcom and Malayan Banking Berhad (“Maybank”).

### **Eligibility**

This Campaign shall be applicable to all existing Celcom’s prepaid customers with Maybank’s online banking accessibility (“Customer”).

### **Campaign Mechanics**

1. Customer will be automatically eligible to participate in the Campaign and a chance to receive FREE 2GB of Data (“Rewards”) upon minimum reload of RM30 in a single transaction via Maybank2U [www.maybank2u.com.my](http://www.maybank2u.com.my) and Maybank2U app (“Maybank2U”) from the App store and Google Play during the Campaign period. For clarity, any denominations lower than RM30 shall not be entitled to receive the Rewards.
2. The Rewards are valid to be used for any data usage including tethering with two (2) days validity.
3. Fulfilment of Rewards will be done within 24 hours from the date of reload activation.
4. Customer can start enjoying the Rewards once they receive an SMS notification of successful provision.
5. Customer can send ADD ON BAL to 28882 for info on Rewards balance. No service fee will be charged upon SMS sent for balance enquiry.
6. There will be no multiple Rewards receivable if customers reload minimum RM30 again on the same day throughout the Campaign Period.
7. If the Customer reload RM30 and above the next day after first reload, and there is a remaining data balance from previous Rewards, Customer shall receive the additional Rewards in a different bonus bucket with different validity date.
8. Upon expiration of the prevailing account validity period, all unused Rewards (if any) will be forfeited.
9. The Rewards are not exchangeable, sharing or transferable.
10. The terms and conditions of Maybank2U usage shall apply.

## **Maybank 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 QRPay, Maybank2u, 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 Maybank2u website ([www.maybank.com.my](http://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.
- 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 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, 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.maybank.com.my](http://www.maybank.com.my) ("Maybank's Privacy Notice"). 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, Eligible Customers agree and consent to his/ her personal data or information being collected, 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.
  
- j) 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](http://www.maybank.com.my))