



MAE **RM8 Cash** Promotional Campaign ("**Campaign**") is organised by Malayan Banking Berhad (196001000142 (3813-K)) ("**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. The Campaign is open to all first time users who have downloaded the MAE app and linked their Maybank2u account to the MAE app during the Campaign Period. The Campaign is only open to users with a Maybank/Maybank Islamic savings account, current account and sole proprietor account. It is not open to users with an M2U Biz Account. (All individual customers who have fulfilled the above criteria will hereinafter be referred to as "**Eligible Customers**").
- 1.2. Should the user already downloaded the MAE app and linked his or her M2U account prior to the commencement of the Campaign Period, they will not be eligible to participate in this Campaign.
- 1.3. Should the user uninstall (whether intentionally or by accident) the MAE app and re-install it again during the Campaign Period, the user will not be entitled to receive the cash reward.
- 1.4. This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification document. For individuals below the age of eighteen (18) years ("**minor**"), they must obtain the written consent of their parents and/or legal guardian in order to participate in this Campaign. The use of the MAE app and MAE account is an acknowledgement to Maybank that the minor has obtained the prior written consent of his or her parents and/or legal guardian. These Terms and Conditions will be equally applicable to their parents and/or legal guardian in substitution of the applicability of this Terms and Conditions on the minor.

2. Campaign Mechanics and Conditions

- 2.1. Campaign period: 19 January 2021 0000hrs - 31 January 2021 2359hrs (13 days) ("**Campaign Period**")
- 2.2. The **Eligible Customers** would need to:
 - i) download the MAE app and link their existing M2U account to the MAE app; and
 - ii) the Eligible Customer must ensure that he or she has an active MAE account during the campaign period in order for the cash reward to be credited into that MAE account.

3. Cash Reward

- 3.1. The **Eligible Customers** will then be rewarded with the cash reward of RM8 which will be credited into their MAE account, and this cash reward is only valid for the first 230,000 customers (first come first served basis) within the Campaign Period.
- 3.2. The **Eligible Customers** must ensure that they have an active MAE account during the entire Campaign Period or the cash reward shall be forfeited. An active MAE account is one that have done a transaction within the past 6 months. If there are no transaction within the last

6 months, the MAE account considered inactive/dormant. You are then required to do the reactivation process by visiting any of our Maybank branch.

- 3.3. Fulfilment of the cash reward will be done within 21 working days after the end of the Campaign Period.
- 3.4. The **Eligible Customers** will be notified of the cashback received through the MAE app or via SMS notification and it will be the responsibility of the Eligible Customers to check the notification.
- 3.5. Maybank may request for any additional documentation or written proof to ensure compliance by the **Eligible Customers** 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.
- 3.6. All cash reward is non-transferable and non-exchangeable for cash or other items.
- 3.7. The cash rewards cannot be transferred to any other Maybank account(s) or Maybank users and it may not be exchanged with other rewards.
- 3.8. In the instance that an Eligible Customer may have multiple M2U ID, Maybank reserves the right to award the cash reward to one account only.
- 3.9. Maybank reserves the right to forfeit and withdraw the cash reward worth RM8 which has been credited into the Eligible Customer's MAE account without any notification to the customer 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.
- 3.10. Maybank may change the terms and conditions of the Campaign, qualification for the cash reward and substitute any reward with other products and/or services subjected to twenty one (21) days' prior notice as stipulated in Clause 4(b) of this Terms and Condition on Maybank's official social media channels like Facebook and/or the Maybank2u website (www.maybank2u.com.my). It will be the responsibility of the Eligible Customers to keep themselves informed and updated of these changes and no separate notice will be provided to the Eligible Customers other than that stated herein.

4. 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 MAE app, 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) 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 reasonable 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** ("**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**)