

Maybank2u and MAE Q4 Prepaid Reload Promotional Campaign Terms & Conditions



Maybank2u and MAE Q4 Prepaid Reload 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.

1.0 Eligibility

- a) This Campaign is open to individuals who have an active Maybank2u (M2U) registered account and Maybank Anytime Everywhere (“**MAE**”) customers identified by National Registration Identity Card (NRIC) number or passport number 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 Maybank2u website, M2U MY app, and MAE by Maybank2u (version 1.3 and above) (“**Eligible Platforms**”).
 - a. Customer may check the app version of MAE by Maybank2u via Apple App Store and Google Play Store.
- b) 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 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 consent of his or her parents and/or legal guardian. These Terms and Conditions will be applicable to their parents and/or legal guardian in substitution of the applicability of this Terms and Conditions on the minor.
- c) All individual customers who have fulfilled the above criteria upon successful transaction will hereinafter be referred to as “**Eligible Customers**”. Eligible Customers would be automatically eligible to participate in this Campaign.

2.0 Campaign Mechanics and Conditions

- a) This Campaign will start from 1st October 2021 00:00:00 and end on 31st December 2021 11:59:59 (“**Campaign Period**”).
- b) Eligible Customers are required to perform the Eligible Transactions via any of the Eligible Platforms with a **minimum spend of RM10.00** to earn opportunities to stand a chance to win the prizes as set out in Clause 3.0.

- c) During the Campaign Period, Maybank offers to all Eligible Customers that performed the Eligible Transactions as stipulated below:

Eligible Platforms	Maybank2u website, M2U MY app, or MAE by Maybank2u only			
Eligible Transactions	Minimum qualifying purchase	Prizes	Winner selection method	Winner quantity
Reload mobile prepaid to any telcos for at least three (3) times per month on any Maybank's online platform during the Campaign Period.	RM10.00	Stand a chance to win RM10 cashback during the Campaign Period.	Random 4,500 unique, eligible transactions per month during the Campaign Period.	<ul style="list-style-type: none"> • 4,500 winners per month. • <i>Total: 13,500 winners for the entire Campaign Period.</i>
Top highest accumulated in value (RM) who performed Hotlink mobile prepaid reloads on any Maybank's online platform during the Campaign Period.	RM10.00	<ol style="list-style-type: none"> 1. Samsung Galaxy Z Flip3 256GB (worth RM4,199 per unit) in October and November. 2. iPhone 13 Pro Max 128GB (worth RM5,799 per unit) in December. 	<ol style="list-style-type: none"> 1. Top 4 unique winners per month during the Campaign Period in October and November. 2. Top 3 unique winners per month during the Campaign Period in October and November. 	<ul style="list-style-type: none"> • 4 winners per month in October and November • 3 winners per month in December • <i>Total: 11 winners for the entire Campaign Period.</i>
Reload Digi mobile prepaid reload to stand a chance to win RM15 worth of complimentary mobile internet for 1 month on any Maybank's online platform during the Campaign Period.	RM10.00	RM15 worth of complimentary mobile internet for 1 month.	<p>500 random winners per month during the Campaign Period.</p> <p>(Winners will be given instructions on how to redeem their FREE Internet PINS on Digi's MyDigi app to utilise the rewards.)</p>	<ul style="list-style-type: none"> • 500 winners per month in November and December. • <i>Total: 1,000 winners in November and December.</i>
Reload U Mobile mobile prepaid reload to stand a chance to win a PHILLIPS TV and Xiaomi Mi True Wireless Earbuds Basic on any Maybank's online platform during the	RM30.00	<p>Grand Prize: PHILIPS 43" LED TV</p> <p>Consolation Prize: Xiaomi Mi True Wireless Earbuds Basic</p>	<p>Grand Prize: Be the 50,000th and 100,000th successful transaction of the month during the Campaign Period.</p> <p>Consolation Prize: Be the 150,000th, 200,000th & 250,000th successful</p>	<ul style="list-style-type: none"> • 2 Grand Prize winners per month in November and December. • <i>Total: 4 Grand Prize winners in November and December.</i> • 3 Consolation Prize winners per month

Campaign Period.			transaction of the month during the Campaign Period. (Prizes will be fulfilled by Maybank as per clause 3.0)	in November and December. • <i>Total: 6 Consolation Prize winners in November and December.</i>
Reload Tune Talk mobile prepaid reload to stand a chance to win RM200 cash prize daily and a SAMSUNG 65" Smart TV on any Maybank's online platform during the Campaign Period.	RM30.00 or RM50.00	Daily Prize: RM200 cashback Grand Prize: SAMSUNG 65" Smart TV	Daily Prize: 1 winner will be selected randomly to receive the cashback from Tune Talk. (The lucky winner will be informed via SMS by Tune Talk. The cashback will be fulfilled by Tune Talk) Grand Prize: 3 winners will be selected randomly to receive a SAMSUNG 65" Smart TV during the Campaign Period. (The Grand Prize will be fulfilled by Tune Talk as per Tune Talk's campaign "Make Your Reload Count!")	• 30 Daily Prize winners in November 2021 • 31 Daily Prize winners in December 2021 • <i>Total: 61 Daily Prize winners in November and December.</i> • <i>Total: 3 Grand Prize winners in November and December</i>

- d) Only payment via a valid Maybank Current Account or Savings Account and through the Eligible Platforms (as stated in Clause 1.0(a)) will be deemed eligible. Prepaid reload payments will be deemed eligible through direct payee (excluding JomPay, Direct Payment Engine [DPE] & Financial Process Exchange [FPX]). Direct payee can only be done via the Eligible Platforms.
- e) Winners will be selected following the date of the Eligible Transaction made during the Campaign Period and will be announced within sixty (60) days after the Campaign Period.
- f) Maybank will not be held liable for any loss of data and/or prizes fulfilment throughout or after the Campaign Period. The Eligible Customers are allowed to continue participating in the Campaign with the same Maybank2u login details. All winning prizes from participation in the Campaign would only be linked to the same Maybank2u login details. Any data on prepaid reload spending before the Campaign Period (which may previously be stored) shall not be recoverable or useable.

Examples:

	Scenario	Eligible chances upon Eligible Transaction
a	Three (3) times prepaid telco reload of RM10.00 to any telcos per month,	Stand a chance to win RM10 cashback. The cash reward will be credited into the Eligible Customer's current or savings account within 60 days after the Campaign ends.

	funded from a Maybank savings account	
b	Three (3) times prepaid telco reload of RM30.00 to Hotlink per month, funded from a Maybank savings account	Stand a chance to win RM10 cashback and be in the running to win a Samsung Z Flip3. The cash reward and/or Samsung Z Flip3 will be credited/fulfilled to the Eligible Customer within 60 days after the Campaign ends.
c	A prepaid telco reload of RM100.00 to Hotlink per month, funded from a Maybank savings account	Be in the running to win a Samsung Z Flip3. The Samsung Z Flip3 will be fulfilled to the Eligible Customer within 60 days after the Campaign ends.
d	Three (3) times prepaid telco reload of RM5.00 to any telcos per month, funded from a Maybank savings account	No prize as the transaction does not satisfy the requirements of an 'Eligible Transaction' as per Clause 2(c) and 2(d).
e	Three (3) times prepaid prepaid telco reload of RM30.00 to any telcos per month, funded from a credit card	No prize as the transaction does not satisfy the requirements of an 'Eligible Transaction' as per Clause 2(c) and (d).

g) Eligible Customer is limited to only win throughout the Campaign Period:

- i. 1x cashback only; OR
- ii. 1x Samsung Z Flip3 only; OR
- iii. 1x cashback & 1x Samsung Z Flip3 only; OR
- iv. 2x cashback only; OR
- v. 2x cashback & 1x Samsung Z Flip3 only; OR
- vi. 3x cashback only; OR
- vii. 3x cashback & 1x Samsung Z Flip3 only; OR
- viii. 1x RM15 worth of complimentary mobile internet only; OR
- ix. 1x cashback & 1x RM15 worth of complimentary mobile internet only; OR
- x. 2x cashback & 1x RM15 worth of complimentary mobile internet only; OR
- xi. 3x cashback & 1x RM15 worth of complimentary mobile internet only; OR
- xii. 1x PHILIPS 43" LED TV; OR
- xiii. 1x cashback & 1x PHILIPS 43" LED TV only; OR
- xiv. 2x cashback & 1x PHILIPS 43" LED TV only; OR
- xv. 3x cashback & 1x PHILIPS 43" LED TV only; OR
- xvi. 1x RM200 cashback; OR
- xvii. 1x cashback & 1x RM200 cashback only; OR
- xviii. 2x cashback & 1x RM200 cashback only; OR
- xix. 3x cashback & 1x RM200 cashback only; OR
- xx. 1x Xiaomi Mi True Wireless Earbuds Basic; OR
- xxi. 1x cashback & 1x Xiaomi Mi True Wireless Earbuds Basic only; OR
- xxii. 2x cashback & 1x Xiaomi Mi True Wireless Earbuds Basic only; OR
- xxiii. 3x cashback & 1x Xiaomi Mi True Wireless Earbuds Basic only; OR
- xxiv. 1x SAMSUNG 65" Smart TV; OR
- xxv. 1x cashback & 1x SAMSUNG 65" Smart TV only; OR
- xxvi. 2x cashback & 1x SAMSUNG 65" Smart TV only; OR
- xxvii. 3x cashback & 1x SAMSUNG 65" Smart TV only.

- h) 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.

3.0 Prizes Fulfilment

- a) 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 reasonable discretion with twenty-one (21) calendar days' prior notice to the winners.
- b) All Winners' names and their phone number (last 4 digits) will be published on Maybank's official Facebook page and/or the Campaign's promotional page on www.maybank2u.com.my and/or any other method of communication that Maybank may deem appropriate.
- c) All cash prizes would be credited directly into the winner's account (current/savings/MAE) within 60 days after the Campaign Period. For physical prizes, verification would be required within 60 days after the Campaign Period before delivery of prizes and said prizes would be delivered within 60 days after the Campaign Period.
- d) Maybank shall make a maximum of three (3) call attempts during working hours (9:00am-6:00pm) within consecutively two (2) business days to contact the winners at the latest number furnished to Maybank as shown in Maybank's records for verification.
- e) Maybank reserves the right to request for documentation or proof of identification, age, and place of residence of any of the winners and Maybank reserves the right to contact the winners with regards to any relatable campaign which might take place in the future.
- f) In the event that Maybank is unable to contact shortlisted winner, including but not limited to, no reply, number not in use and no connection after 3 call attempts, the shortlisted winner will be automatically disqualified and Maybank reserves the right to proceed to contact the next shortlisted winner.
- g) 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. The winners acknowledge and agree that Maybank reserves the rights to disqualify participation in this Campaign or clawback any Prizes from the winners if:
 - a. The winner is found or suspected of tampering with the Campaign Mechanics or the operation of the Campaign;
 - b. The winner is found or suspected of undertaking fraudulent activities or other activities that are harmful to the Campaign; or
 - c. 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 reasonable discretion without assigning any reasons.

5.0 General Terms & Conditions

- a) Maybank shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or human errors in the administration and/or processing of the transaction performed via the MAE app, M2U app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.

- b) Maybank reserves the right to withdraw, cancel, suspend, extend or terminate this Campaign earlier in whole or in part and reserves the right to modify any of the terms and conditions contained herein, from time to time by giving at least minimum of twenty one (21) calendar days' prior notice thereof, the notice of which shall be posted through Maybank2u website at www.maybank2u.com.my or through any other channel or channels 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) By participating in this Campaign, Eligible Customers agree to access to Maybank2u website at www.maybank2u.com.my on a regular basis to view the terms and conditions herein and seek clarification from Maybank should any of the Terms & Conditions be not fully understood.
- d) By participating in this Campaign, the Eligible Customers agree to be bound by the Terms and Conditions herein and 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").
- e) 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 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, Eligible Customers agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
- f) Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for purposes of this Campaign) shall not be liable to Eligible Customers in this Campaign for any direct, indirect, special or consequential loss or damage (including but not limited to, loss of income, profits or goodwill) arising from or in connection with this Campaign unless caused by the any gross negligence or omission by Maybank.
- g) Maybank shall not be responsible and / or liable for any losses suffered by Eligible Customers resulting directly or indirectly from the Eligible Customers' participation in this Campaign or otherwise. Furthermore, Maybank shall not be liable for any default of its obligation under this Campaign due to any force majeure event which include 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.
- h) Maybank may disqualify/reject any Eligible Customer 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 which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.

- i) These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
- 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, Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.