



Terms and Conditions

MAE Cashback Every Week Promotional Campaign June (“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 or MAE customers identified by National Registration Identity Card (NRIC) 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 the new app, MAE by Maybank2u (MAE app version 0.6.8) (“Campaign Platform”).

i. Customer may check the app version via Apple App Store and Google Play Store.

b) All individual customers who have fulfilled the above criteria upon the successful Eligible Transaction will hereinafter be referred to as “Eligible Customers”. Eligible Customers would be automatically eligible to participate in this Campaign.

c) This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification documents. 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.

2.0 Campaign Mechanics and Conditions

a) This Campaign will start from 22nd June 2021 00:00:00 and end on 22nd August 2021 11:59:59 (“Campaign Period”), with the relevant weeks illustrated in Table 2

b) Eligible Customers are required to perform the Eligible Transactions via the Campaign Platform as stated in the **Table 1** below with a minimum spend of RM20.00 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 on the Campaign Platform a chance to win the following:

Table 1

Winning Category	No. of Winners	No. of transactions	Type of transaction	Min. Spend	Prizes per Week	Total Prizes per Winner
Weekly* Prize	4,000/week	2x Bill Payment or more, OR 2x Prepaid Reload or more	Bill payment or Prepaid Reload	RM20 per transaction	1x RM10 cash / winner	Up to RM90 cash in total
Grand Prize	6 winners throughout Campaign Period	Accumulate 18x transactions (2x transactions a week) throughout Campaign Period	Bill payment or Prepaid Reload	RM20 per transaction	-	1x Sony PlayStation 5, OR 1x iPhone 12 Pro Max, OR 1x Shopee voucher
Bonus Prize	20 winners throughout Campaign Period	Accumulate 18x Mobile Prepaid Reload (2x transactions a week) throughout the campaign	Prepaid Reload	RM20 per transaction	-	RM1,000 cash

*For reference of week duration kindly refer **Table 2** below

Table 2

Weekly Window	Date	Duration
Week 1	22 June - 27 June	6 days
Week 2	28 June - 4 July	7 days
Week 3	5 July - 11 July	7 days
Week 4	12 July - 18 July	7 days
Week 5	19 July - 25 July	7 days
Week 6	26 July - 1 August	7 days
Week 7	2 August - 8 August	7 days
Week 8	9 August - 15 August	7 days
Week 9	16 August - 22 August	7 days

d) Only payment via a valid Maybank Current Account or Savings Account or MAE account made through the Eligible Platform (as stated in Clause 1.0(a)) will be deemed eligible for this Campaign. Bill payments and prepaid reload payments will be deemed eligible for this Campaign through direct payee only (excluding JomPay, Direct Payment Engine [DPE] & Financial Process Exchange [FPX]).

e) Weekly winners will be selected based on the randomizer programme and cashback will be credited on the following cycles:

- a) Cycle 1 - August (for winners from 22June - 31July).
- b) Cycle 2 - September (for winners from 1 August - 31 August).

e) Grand prize and Bonus prize winners would 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 ends on 22 August 2021 as per Clause 2(a).

f) Maybank will not be held liable for any loss of data and/or prizes throughout 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 previous accumulated entries which were forfeited, and all other previously stored and/or obtained Campaign data shall not be recoverable or usable.

Example:-

No.	Scenario	Prizes Eligibility	Reason
Weekly prizes			
	<ul style="list-style-type: none"> - Pay bill RM100 x1 and, - Reload prepaid RM30 x1, - Both on 27 June 	-	Transaction count of bill payment or prepaid reload during the Campaign Period does not meet minimum requirement per week.
	<ul style="list-style-type: none"> - Pay bill RM100 x2 on 27 June and, - Reload prepaid RM30 x1 on 28 June 	RM10	Transaction count and amount of bill payment during Campaign Period meets minimum requirement per week.
	<ul style="list-style-type: none"> - Pay bill RM15 x1 and - Reload prepaid RM20 x2, - Both on 27 June 	RM10	Transaction count and amount of prepaid reload during Campaign Period meets minimum requirement per week, and amount of RM20/transaction.
	<ul style="list-style-type: none"> - Pay Bill RM100 x2 and - Reload prepaid RM30 x2, - Both on 23 August 2021 	-	Transactions for bill payment and prepaid reloads are not done during the Campaign Period.
	<ul style="list-style-type: none"> - Pay Bill RM100 x2 on 28 June 	RM10	Transaction count and amount of bill payment during the Campaign Period meets the minimum requirement per week.
Grand Prize			
	<ul style="list-style-type: none"> - Pay bill RM100 x1 - Reload prepaid for RM30 x1, - Both on the same day every week - Total transactions of 18 times throughout Campaign Period 	1x Sony PlayStation 5, OR 1x iPhone 12 Pro Max, OR 1x Shopee Voucher	Total transactions for bill payment meet the minimum accumulation for grand prize, but does not meet the minimum requirement for weekly prizes.
	<ul style="list-style-type: none"> - Pay bills of RM100 x2 (in a week) - Total bill payment transaction accumulated is 18 times throughout the whole Campaign 	RM10, up to RM90 ONLY OR, 1x Sony PlayStation 5,	Total transactions for bill payment meet the minimum accumulation for grand prize and minimum requirement for weekly prizes.

		OR 1x iPhone 12 Pro Max, OR 1x Shopee Voucher	
	<ul style="list-style-type: none"> - Reload RM100 x2 (consistently across 8 weeks but only transact once in week 9) - Total prepaid reload transaction accumulated is 17 times throughout the whole Campaign. 	RM10, up to RM80 ONLY	Total transactions throughout the Campaign for prepaid reload does not meet the minimum accumulation, but meets the minimum requirement for weekly prizes.
	<ul style="list-style-type: none"> - Pay bills RM100 x1 (in a week) - Total bill payment transaction accumulated is 9 times throughout the whole Campaign. 	-	Total transactions throughout the Campaign for bill payment does not meet both the minimum accumulation and minimum transaction amount per week.
Bonus Prize			
	<ul style="list-style-type: none"> - Reloads RM30 x2 <ul style="list-style-type: none"> - In a week, reloads 2 times a week. - Other weeks, reloads more than 2 times. - Total prepaid reload accumulated is 20 times throughout the whole campaign. 	RM10, up to RM90 ONLY OR RM1,000 cash prize OR 1x Sony PlayStation 5, OR 1x iPhone 12 Pro Max, OR 1x Shopee Vouchers	Total transactions throughout the Campaign for prepaid reload meets the minimum accumulation for Grand and Bonus Prize, and also meets the minimum transaction amount and count per week for weekly prizes.
	<ul style="list-style-type: none"> - Reload RM50 x1 (in a week) - Total reloads accumulated is 9 times throughout the whole Campaign 	-	Total transactions throughout the Campaign for prepaid reload does not meet the minimum

			accumulation for both weekly and throughout Campaign Period
	<ul style="list-style-type: none"> - Reload RM10 x1 (in a week) - Total reloads accumulated is 18 times throughout the whole Campaign 	-	Total transactions throughout the Campaign for prepaid reload meets the minimum accumulation BUT does not meet the minimum transaction amount and count per week.

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

- i) Weekly cash prize,
 - Up to 9x RM10 cashback

AND/OR

- ii) Grand Prize
 - 1x Sony PlayStation 5, OR
 - 1x iPhone 12 Pro Max, OR
 - 1x Shopee Voucher

OR

- iii) Bonus prize
 - RM1,000 cash reward

Eligible customers stand a chance to win the following:

- i) Weekly prize only
- ii) Weekly and/or Grand Prize
- iii) Weekly and/or Bonus Prize

Eligible customers who have won the Grand Prize is not eligible for Bonus Prize, and vice versa.

h) 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) days prior notice to the winners. Maybank has the right to change or substitute the model or color for electronic Prizes. Creative visuals are for illustration purposes only.

i) 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) All Winners' names and their phone number (last 4 digits) will be published on Maybank's official Facebook page and the Campaign's promotional page on www.maybank2u.com.my and/or any other method of communication that Maybank may deem appropriate.

b) All cash prizes would be credited directly into the winner's account (current/savings/MAE) within 60 days after the Campaign has ended. For physical prizes, verification would be required before delivery of prizes and said prizes would be delivered within 60 days after the Campaign has ended.

c) Maybank shall make a maximum of three (3) call attempts during working hours (9:00am - 6:00pm) within two (2) business days to contact the winners at the latest number furnished to Maybank as shown in Maybank's records for verification.

d) 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.

e) 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.

f) 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 **General Terms and Conditions**

5.1 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.

5.2 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) days prior notice thereof, the notice of which shall be posted through Maybank2u website at www.maybank2u.com 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.

- 5.3 By participating in this Campaign, Eligible Customers agree to access to Maybank 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, Eligible Customers may contact Maybank for clarification.
- 5.4 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”).

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:

- a) the purposes of the Campaign; and
 - b) 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, each Eligible Customers agrees to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
- 5.5 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.
- 5.6 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.
- 5.7 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.

5.8 These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.

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.maybank2u.com.my)