

2021 Maybank Cards eWallet Campaign - Terms and Conditions

1. The **“Maybank – Maybank Cards eWallet” (“Campaign”)** is organized by Malayan Banking Berhad (Registration. No. 196001000142) (“Maybank”). The Campaign commences on **15 Aug 2021 at 12:00 AM MYT until 15 November 2021 at 11:59 PM MYT** (both dates inclusive) unless notified otherwise for **Maybank Visa, Mastercard or American Express Card**.
2. These are the terms and conditions applicable to the Campaign (**“Terms and Conditions”**).

3. Eligibility

- 3.1 The Campaign is opened to all new and existing Principal Cardmembers of Maybank Visa, Mastercard or American Express Card [except for Maybank Debit Card(s) and/or Maybank Prepaid Card(s) (**“Maybank Cards”**)] issued by Maybank.
- 3.2 The following persons are NOT eligible to participate in the Campaign:
 - a) Cardmembers whose Maybank Card account(s) status is delinquent, suspended, cancelled or in breach of any Terms and Conditions and/or Maybank Card Agreement during the Campaign Period;
 - b) Cardmembers of Maybank Cards who are in default of any facility granted by Maybank at any time;
 - c) Cardmembers of Maybank Commercial/ Corporate Cards; and
 - d) Permanent and contract employees of Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department.
- 3.3 For avoidance of doubt, permanent and contract, employees of Maybank (other than Cards Marketing Department of Maybank and Regional Cards Marketing Department) and/or vendors, suppliers, advertising and promotion agencies for the Campaign are eligible to participate in the Campaign and stand to get the Cash Back.

4. Campaign Mechanics & Qualifying Requirements

- 4.1 Eligible Cardmembers will need to meet the spending requirement (**“Qualified Spend”**) in order to participate and stand a chance to get a Cash Back (as set out in table below) in the manner as illustrated below:

Qualifying Spends	Monthly minimum Qualifying Spend on eWallet transactions	Capping Monthly Cash Back per customer	Cash Back Pool Capping Per Month
Cardmember must perform minimum of 5 eWallet top up transactions at selected e-Wallet subject to the minimum spend of RM600 per month (each month based on table 4.3)	RM600 per month	RM30	3,333 cardmembers

4.2 List of selected/participating e-Wallet platforms as follows:

e-Wallet
ShopeePay
GrabPay Wallet
Touch 'n Go eWallet
Boost eWallet
Lazada Wallet
BigPay eWallet
Setel

4.3 The Campaign are divided into 3 Campaign Months below:

Campaign Month	Campaign Period
Month 1	15 Aug 2021 - 14 Sep 2021
Month 2	15 Sep 2021 - 14 Oct 2021
Month 3	15 Oct 2021 - 15 Nov 2021

4.4 For avoidance of doubt:

- a) **“eWallet top up transactions”** refers to online transactions made by Eligible Cardmembers with his/her Card(s) at eWallet mobile application with the purpose of adding fund into their respective eWallet account.
- b) **“Qualifying Spend(s)”** refer to eWallet top up transactions (subject to the minimum spends as stipulated in Table 4.1 which are made using of his/her Maybank Card(s) within the Campaign Period).

4.5 Computation of the total Qualified Spend will be based on Qualified Spend transacted with all valid Maybank Card(s) issued under the same Eligible Cardmember throughout the Campaign Period per illustrations below:

Example :	Total transaction	Transaction Details	Total accumulative eWallet top up	Eligibility to get a chance to win Cash Back
Cardmember A	Top up 5 transactions in 1 month (transactions is based on 4.2 table and duration month is based on 4.3 table)	1 st transaction: RM100 2 nd transaction: RM100 3 rd transaction: RM100 4 th transaction: RM150 5 th transaction: RM150	RM600	Yes
Cardmember B	Top up 6 transactions in 1 month (transactions are based on	1 st transaction: RM100 2 nd transaction: RM100 3 rd transaction: RM100 4 th transaction: RM150 5 th transaction: RM150	RM650	Yes

	4.2 table and duration month is based on 4.3 table)	6 th transaction: RM50		
Cardmember C	Top up 6 transactions in 1 month (transactions are based on 4.2 table and duration month is based on 4.3 table)	1 st transaction: RM100 2 nd transaction: RM100 3 rd transaction: RM100 4 th transaction: RM100 5 th transaction: RM100 6 th transaction: RM50	RM550	No
Cardmember D	Top up 3 transactions in 1 month (transactions are based on 4.2 table and duration month is based on 4.3 table)	1 st transaction: RM100 2 nd transaction: RM300 3 rd transaction: RM450	RM850	No
Cardmember E	Top up 4 transactions in 1 month (transactions are based on 4.2 table and duration month is based on 4.3 table)	1 st transaction: RM100 2 nd transaction: RM100 3 rd transaction: RM100 4 th transaction: RM100	RM400	No

4.6 Qualified Spend by Supplementary Cardmember(s) under an Eligible Principal Cardmember's Maybank Cards account(s) will be included in the computation of the Eligible Principal Cardmember's Qualified Spend.

5. FULFILMENT OF CASH BACK

5.1 At the end of each campaign Month, the Qualifying Spend of each Eligible Cardmember will be calculated and sorted via date and time stamp in ascending order.

5.2 The Cash Back Pool is based on the first 3,333 customers per month. Once the monthly pool is exhausted, no further Cash Back will be awarded to the Eligible Cardmembers.

5.3 The total monthly Cash Back will be credited into the respective Eligible Cardmembers's valid Card account.

5.4 Each Eligible Cardmember has chances to get Cash Back more than one (1) time throughout the Campaign.

5.5 The following additional terms and conditions shall apply to the Cash Back:

- a) Cash Back is not transferable.
- b) If there is any dispute or non-receipt of the Cash Back, winners are required to contact Maybank Customer Service at 1300 88 6688 by **15 January 2022** to request for an inquiry. No request for any inquiry shall be entertained after **15 January 2022**.
- c) Supplementary Cardmembers are not entitled to receive the Cash Back. Cash Back received by such supplementary Cardmember, if any, will be given to the principal Cardmember.

6. By participating in the Campaign, Eligible Cardmembers/winners:

- (a) agree to be bound by these Terms and Conditions of the Campaign;
- (b) agree that all records of transactions captured by Maybank's system within the Campaign Period based on the local date and time shall be accurate, conclusive and final;
- (c) agree that Maybank's decision on all matters relating to the Campaign shall be final and binding on all Eligible Cardmembers. No further appeal or further correspondence will be entertained;
- (d) agree that any reversal of Qualified Spend shall be excluded from the Campaign.
- (e) consent for Maybank to disclose their particulars to third party service provider(s)/ authorized supplier(s) including vendors, suppliers, advertising and promotion agencies engaged by Maybank for contact purposes during and after the Campaign Period;
- (f) authorize Maybank to publish their names, photos taken or other information provided by him/her for current and future advertising and publicity purposes in any advertising or publicity material relating to the Campaign without any compensation;
- (g) shall not be entitled to claim for and waive any rights to any compensation against Maybank nor any of its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for the purposes of the Campaign) for any and all loss and damage suffered or incurred by his/her participation in the Campaign whether as a direct or indirect result of the act of amendments, termination or suspension of the Campaign.

7. General Terms & Condition

7.1 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.

7.2 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.my or through any other channel or channels determined by Maybank. It shall be the responsibility of the Eligible Cardmembers to be informed of or otherwise seek out any such notice validly posted.

- 7.3** By participating in this Campaign, Eligible Cardmembers agree to access to Maybank2u website at www.maybank2u.com on a regular basis to view these terms and conditions or any latest update and seek clarification from Maybank should any of these Terms & Conditions be not fully understood.
- 7.4** By participating in this Campaign, the Eligible Cardmembers agree to be bound by these Terms and Conditions 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 Cardmembers 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, Eligible Cardmembers agrees to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
- 7.5** 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 Cardmembers 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.
- 7.6** Furthermore, Maybank will 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, epidemic, pandemic or any event beyond the reasonable control of Maybank.
- 7.7** Maybank may disqualify/reject any Eligible Cardmembers who does not comply with these terms and conditions 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.

- 7.8** These Terms and Conditions shall be governed by the Laws of Malaysia and Malaysian courts shall have exclusive jurisdiction to decide any claims arising out of this 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, Eligible Cardmembers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.