

### **Maybank Grab Challenge June 2021 Terms and Conditions**

The “Maybank Grab Challenge June 2021” (“Campaign”) is organised by Malayan Banking Berhad (196001000142) and GrabCar Sdn Bhd (1089444V) and is subject to these Terms and Conditions. By participating in this Campaign, the Eligible Customers (as defined below) hereby expressly agree to be bound by these Terms & Conditions and the decisions made by Maybank and GrabCar.

#### **Campaign Period**

1. The Campaign will commence from 1 June 2021 – 30 June 2021, both dates inclusive (“Campaign Period”).

#### **Eligibility**

2. Subject to these Terms and Conditions, the Campaign is open to individuals who have an active Maybank Grab Mastercard Platinum Credit Card (“Maybank Grab Card”) issued by Malayan Banking Berhad (196001000142) who are:
  - a. Malaysian citizens, permanent residents residing in Malaysia and foreigners who are travelling or working in Malaysia; and
  - b. eighteen (18) years of age and above with valid identification documents, (“Eligible Customer”).
3. The following individuals are NOT eligible to participate in this Campaign:
  - a. Permanent and/or contract employees of Maybank (including its subsidiaries and related companies);
  - b. Any person who has committed or suspected of committing any misconduct, fraudulent or wrongful acts in relation to their account(s), any facility, and/or any services granted by Maybank and /or Maybank Islamic Berhad.

#### **Campaign Mechanics & Rules**

4. The prizes for this Campaign will be awarded based on the following:
  - a) Milestone 1: The first 1,400 Eligible Customers who charge a minimum spend of RM1,500 on GrabPay E-wallet Top-up or GrabFood or GrabMart shall receive 4,000 GrabRewards Points;AND/ OR
  - b) Milestone 2: The first 650 Eligible Customers who charge a minimum retail spend of RM600 on GrabPay E-Wallet Top-Up (on top of spending from Milestone 1) shall receive another 4,000 GrabRewards Points.

(Collectively defined as “Winners”)

<b>Milestone</b>	<b>Qualifying Spend</b>	<b>Prizes</b>
Milestone 1: 1 June – 30 June 2021	Spend RM1,500 on GrabPay E-wallet Top-up/ GrabFood/ GrabMart	<ul style="list-style-type: none"><li>• 4,000 GrabRewards Points</li><li>• Limited to first 1,400 Eligible Customers</li></ul>
Milestone 2: 1 June – 30 June 2021	Spend another RM600 on GrabPay E-wallet Top-up	<ul style="list-style-type: none"><li>• 4,000 GrabRewards Points</li><li>• Limited to first 650 Eligible Customers</li></ul>

5. The “Maybank Grab Challenge June 2021” will run from 1 June 2021 (12.01am) - 30 June 2021 (11.59pm). The challenge will cease once all prizes have been fully awarded.
6. The “Maybank Grab Challenge June 2021” progress status can be viewed on the Grab app at any time during the Challenge period via the ‘CHALLENGE’ tile. The challenge is only valid when you are in Malaysia. Any Grab transaction made outside Malaysia will not be considered for this Challenge.
7. The progress of the Maybank Grab Challenge June 2021 within the Grab app may take up to 1 hour to reflect.
8. The Challenge cannot be shared. Each Challenge is specially designed for every individual user and they may receive different Challenges, limited to the user who has access to the Challenge in their app.
9. Grab reserves the right to limit accessibility of participants to the Challenge in their app. The prizes will be credited by Grab after Grab has conducted the relevant examinations, which include fraudulent checks on the participants. Maybank is not responsible for the distribution of the prizes. Any dispute on the distribution of the prizes should be dealt with directly with Grab.

#### **Campaign Fulfilment**

10. Prizes fulfilment will be carried out immediately when customers completed the challenge by Grab. The gift will be credited to winners grab account. The gifts are neither transferable, nor exchangeable for cash or credit or kind whether in part or in full.
11. Maybank reserves the right to disqualify an Eligible Customer from participating in the Campaign and/or from receiving the prizes, due to the following:
  - a. where the minimum payment or any amounts due and payable under any of the Eligible Customer’s Maybank Credit Card account(s) are not settled on or before its due date;
  - b. if any of the Eligible Customer’s Maybank Card account(s) is cancelled, closed, or terminated for any reason whatsoever, either voluntarily or involuntarily on or before the fulfilment of the prizes;
  - c. has committed or is suspected of committing any misconduct, fraudulent or wrongful acts.

#### **General Terms & Conditions – GrabCar Sdn Bhd (“Grab”)**

12. You agree that you are in compliance with Grab’s terms of service applicable for the Grab service provided, as stipulated in the Grab app. Each reward is governed by its applicable terms of use. Please refer to the Terms and Conditions in each reward for such applicable terms.
13. Grab reserves the sole and absolute right to withdraw, amend and/or alter any part of the whole terms and conditions in relation to this Campaign at any time with twenty one (21) days’ notice to you and you agree to be bound by those changes.
14. Grab’s decisions in any matter in relation to the Challenge shall be final and conclusive. Grab shall not be liable for any claims by you or any third-party claims or losses of any nature, including but not limited to, loss of profits, expectation loss, punitive, indirect, special, incidental, or consequential damages or for other damages and any related claims of any nature, including direct, indirect, third-part, consequential or other damages resulting from or in connection with this Challenge provided that the same is not caused by Grab and as to be determined by a competent court in Malaysia.

15. Grab may, at its sole and absolute discretion, substitute the prize for another prize of similar value, under such circumstances which includes but is not limited to unavailability of the original prize, illegality or non-feasibility by giving at least minimum of twenty one (21) days prior notice thereof
16. In claiming the prize, Grab may request for such identification documents or further information to verify and check the identity of the prize winner to prevent gaming and fraud.
17. Unless otherwise provided, all prizes are non-transferable and non-exchangeable for cash/credit in kind.
18. These terms and conditions are governed by the laws of Malaysia and the non-exclusive jurisdiction of the Malaysian courts.

### **General Terms & Conditions – Maybank**

19. 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 nor the determination of the Eligible Customers.
20. 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](http://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.
21. By participating in this Campaign, Eligible Customers agree to access to Maybank website at [www.maybank2u.com.my](http://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.
22. 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](http://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.

23. 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.
24. 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.
25. 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.
26. 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](http://www.maybank2u.com.my)).