

Maybank Grab “Hit Your Milestone” Campaign 2021 Terms and Conditions

The “Maybank Grab Hit Your Milestone Campaign 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 Cardholders (as defined below) hereby expressly agree to be bound by these Terms & Conditions.

Campaign Period

1. The Campaign will commence from 16 September 2021 - 30 September 2021, both dates inclusive (“Campaign Period”).
2. 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.

Eligibility

3. Subject to these Terms and Conditions, the Campaign is open to all existing (Malayan Banking Berhad) cardholders who are residents of Malaysia and has the Maybank Grab Mastercard Platinum Credit Card issued by Maybank (“Maybank Credit Card”).

Eligible Cardholders

4. The Maybank Grab Hit Your Milestone Campaign 2021 is open to individuals
 - who have an active Maybank Grab Mastercard Platinum Credit Card
 - who are eighteen (18) years of age and above with valid identification documents.
 - who are Malaysian citizens, permanent residents residing in Malaysia and foreigners who are travelling or working in Malaysia.

Maybank Grab Hit Your Milestone Campaign 2021 Mechanics & Rules

5. “Join the Campaign” description - via the Grab app, spend a cumulative amount of RM3000 from any of the below mentioned Grab Services:
 - a) GrabPay Wallet Top-Up
 - b) GrabMart
 - c) GrabFoodwith a valid Maybank Grab Mastercard Platinum Credit Card and receive up to 9,000 GrabRewards Points. For details refer to table below:

Period	Milestone 1	Prizes
16 th September 2021 - 30 th September 2021	Spend RM2,000 on Grab e-Wallet Top-Up/ GrabFood/ GrabMart	4,500 GrabRewards Points
	Capped at 1,400 units (1,400 X 4,500 GrabRewards Points)	
	Milestone 2	Prizes
	Spend RM1,000 on Grab e-Wallet Top-Up/ GrabFood/ GrabMart	4,500 GrabRewards Points
	Capped at 650 units (650 X 4,500 GrabRewards Points)	

6. Cardholders must hit Milestone 1 in order to be eligible for Milestone 2 as explained in scenario below:
The Cardholder spend a minimum of RM2,000 and get 4,500 GrabRewards Points, then only cardholder can spend another RM1,000 to get rewarded with another 4,500 GrabRewards Points.
7. The campaign is only applicable for Maybank Credit Card transactions on Grab Services (GrabPay Wallet Top-Up, and GrabMart). It is NOT valid for Maybank debit card, or FPX transactions.
8. The “Maybank Grab Hit Your Milestone Campaign 2021” will cease once all prizes have been fully awarded.
9. The “Maybank Grab Hit Your Milestone Campaign 2021” progress status can be viewed on the Grab app at any time during the Campaign period via the ‘CAMPAIGN’ tile.
10. The Campaign is only valid when you are in Malaysia. Any Grab transaction made outside Malaysia will not be considered for this Campaign.
11. The progress of the Maybank Grab Hit Your Milestone Campaign 2021 within the Grab app may take up to 1 hour to reflect.
12. The Campaign cannot be shared. Each Campaign is specially designed for every individual user and they may receive different Campaigns, limited to the user who has access to the Campaign in their app.
13. Maybank and Grab reserves the right to limit accessibility of participants to the Campaign in their app. The reward will be issued after Maybank and Grab has conducted the relevant examinations, which include fraudulent checks on the participants.

Campaign Fulfilment

14. Prizes fulfilment will be carried out immediately when cardholders completed the campaign 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.
15. The rewards of the GrabRewards Points is subject to availability on a first-come-first-served basis.

16. Maybank and Grab 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")

17. 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.
18. 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.
19. Grab's decisions in any matter in relation to the Campaign 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 Campaign provided that the same is not caused by Grab and as to be determined by a competent court in Malaysia.
20. 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.
21. 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.
22. Unless otherwise provided, all prizes are non-transferable and non-exchangeable for cash/credit in kind.
23. These terms and conditions are governed by the laws of Malaysia and the non-exclusive jurisdiction of the Malaysian courts.

General Terms and Conditions - Maybank

24. 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.
25. 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 Customers to be informed of or otherwise seek out any such notice validly posted.

26. 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.
27. 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, Eligible Customers agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
28. 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.
 29. 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.
 30. 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.

31. 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, Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.