

Maybank Grab Raya Challenge 2021 Terms and Conditions

The “Maybank Grab Raya Challenge 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 23 April 2021 – 13 June 2021, both dates inclusive (“Campaign Period”).

Eligibility

2. Subject to these Terms and Conditions, the Campaign is open to all new-to-bank individuals or existing Maybank (Malayan Banking Berhad and Maybank Islamic Berhad) customers who are residents of Malaysia and existing credit card issued by Maybank (“Maybank Credit Card”).
3. The Maybank Grab Raya Challenge 2021 is valid to individuals who have an active Maybank Mastercard credit card as listed below:

Maybank Mastercard Classic	Maybank Mastercard Platinum
Maybank Mastercard Gold	Maybank Maybank 2 Mastercard Gold
Maybank Mastercard Ikhwan Gold	Maybank Maybank 2 MasterCard Platinum
Maybank Mastercard Ikhwan Platinum	Maybank Mastercard Grab Platinum

4. The Maybank Grab Raya Challenge 2021 is open for individuals who are eighteen (18) years of age and above with valid identification documents.
5. The Maybank Grab Raya Challenge 2021 is open to all Malaysian citizens, permanent residents residing in Malaysia and foreigners who are travelling or working in Malaysia.
6. 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.

Maybank Grab Raya Challenge 2021 Mechanics & Rules

7. “The Maybank Challenge” description - via the Grab app, spend a cumulative amount of RM500 or RM700 from any of the below mentioned Grab Services:
 - a) GrabPay Wallet Top-Up
 - b) GrabMartwith a valid Maybank Credit Card (Mastercard only) and receive 1,888 GrabRewards Points or 3,888 GrabRewards Points (for Maybank Grab Mastercard Platinum Credit Card)
8. The challenge 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.
9. The “Maybank Grab Raya Challenge 2021” is only valid as per below

Period	Spend	Winners	Gift
--------	-------	---------	------

23 April 2021 – 6 May 2021	RM700 in GrabPay Wallet Top-Up/ GrabMart	Maybank Credit Card (Mastercard) limited to 1,983 winners	1,888 GrabRewards Points
		Maybank Grab Mastercard Platinum Credit Card limited to 1,000 winners	3,888 GrabRewards Points
14 May 2021 – 27 May 2021	RM500 in GrabPay Wallet Top-Up/ GrabMart	Maybank Credit Card (Mastercard) limited to 3,531 winners	1,888 GrabRewards Points
	RM700 in GrabPay Wallet Top-Up/ GrabMart	Maybank Grab Mastercard Platinum Credit Card limited to 1,429 winners	3,888 GrabRewards Points

10. The “Maybank Grab Raya Challenge 2021” will cease once all prizes have been fully awarded.
11. The Challenge will run from 14 April 2021 (12.01am) -13 June 2021 (11.59pm)
12. The “Maybank Grab Raya Challenge 2021” progress status can be viewed on the Grab app at any time during the Challenge period via the ‘CHALLENGE” tile.
13. The Challenge is only valid when you are in Malaysia. Any Grab transaction made outside Malaysia will not be considered for this Challenge.
14. The progress of the Maybank Grab Raya Challenge 2021 within the Grab app may take up to 1 hour to reflect.
15. 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.
16. Grab reserves the right to limit accessibility of participants to the Challenge in their app. The reward will be issued after Grab has conducted the relevant examinations, which include fraudulent checks on the participants.

Campaign Fulfilment

17. 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.
18. The rewards of 1,888 GrabRewards Points (Mastercard only) or 3,888 GrabRewards Points (for Maybank Grab Mastercard Platinum Credit Card) will still continue after campaign period and will end by 13 June 2021, subject to a total pool of 3,966 units of 1,888 GrabRewards Points and 2,000 units of 3,888 GrabRewards Points.
19. 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”)

20. 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.
21. 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.
22. 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.
23. 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.
24. 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.
26. Unless otherwise provided, all prizes are non-transferable and non-exchangeable for cash/credit in kind.
27. These terms and conditions are governed by the laws of Malaysia and the non-exclusive jurisdiction of the Malaysian courts.

General Terms & Conditions – Malayan Banking Berhad (“Maybank”)

21. Maybank shall not be responsible or held liable in any manner whatsoever in respect of technical failures of any kind whatsoever, intervention, interruptions and/or electronic or human error in the administration and/or processing of the transaction performed via QRPay, Maybank2u, provided the same is not caused by Maybank nor the determination of the customers’ eligibility for the Campaign.
22. Maybank reserves the right to amend, shorten, cancel, suspend or terminate this Campaign or any part thereof with twenty one (21) days’ notice. Such notice may be published by Maybank via Maybank2u website (www.maybank.com.my) and/or through any other mode of communication as determined by Maybank.
23. For the avoidance of doubt, the amendment, shortening, cancellation, suspension or termination of this Campaign by Maybank shall not entitle the Eligible Customers or any other persons whatsoever to any claim or compensation against Maybank for any losses or damages suffered or incurred as a direct or indirect result of the such amendment, shortening, cancellation, suspension or termination.
24. Maybank shall not be liable for any losses, damages or costs incurred or suffered by any Eligible Customer as a result of the customer participating in this Campaign. Furthermore, Maybank shall not be liable for any default of its obligations under the Campaign due to any force majeure event which includes but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm, epidemic or pandemic or any event beyond the reasonable control of Maybank.
25. The terms and conditions stated herein shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.

26. Maybank is entitled to, at its discretion, disqualify/reject any Eligible Customers 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. Tampering shall include fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.
27. Any variation (of any of the terms and conditions stated herein) shall be binding on the Eligible Customers (through any notice displayed at the Maybank2u website.)
28. By participating in this Campaign, Eligible Customers 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.maybank.com.my ("Maybank's Privacy Notice"). Eligible Customers are welcome to seek clarification from Maybank should any of the Terms and Conditions be not fully understood.
29. 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 by 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 reasonable advertising and publicity activities of Maybank in relation to the 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, the Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website (www.maybank.com.my)