

Maybank Grab Mastercard Platinum RM300 Cash Back Campaign 2021

Terms and Conditions

The "Maybank Grab Mastercard Platinum RM300 Cash Back Campaign 2021" ("Campaign") is organised by Malayan Banking Berhad (196001000142) 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.

Campaign Period

1. The Campaign will commence from 1 March 2021 to 30 April 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 does not have any existing credit card issued by Maybank ("Maybank Credit Card") and who has attained the age of 21 years at the time of making an application for any one or more of Maybank Credit Card(s) as a principal cardmember during the Campaign Period ("Eligible Customer").
3. To be eligible for this Campaign, an Eligible Customer must apply for Maybank Grab Mastercard Platinum Credit Card via Maybank2u ("M2U") at www.maybank2u.com.my ("Website") by completing an electronic Maybank Credit Card application form and uploading all required supporting documents on the Website.
4. Eligible Customer who apply for Maybank Grab Mastercard Platinum Credit Card under this Campaign shall hereinafter be referred to as "Applicant(s)".
5. An Applicant may be entitled to participate in more than one Maybank Credit Card promotions organized for or in conjunction with the acquisition of a new credit card customer wherein the Applicant may also be similarly entitled to other gifts or rewards under the respective promotions. In the event that the promotion periods for such other promotions overlap with the Campaign Period, the Applicant understands and agrees that he/she shall only be entitled to receive the gifts or rewards from the first Maybank Credit Card approved by Maybank via the channel that the Applicant had applied from, regardless of the number of successfully approved applications in such other promotions and/or this Campaign.
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.

Campaign Promotion: Maybank Grab Mastercard Platinum Credit Card : Principal Card

7. All approved applications made by the Applicants via the Website within the Campaign Period with an eligible spend of a minimum retail spend of RM300 (“Qualifying Spend”) within the first 45 days from the Maybank Grab Mastercard Platinum Credit Card approval date will stand a chance to win RM300 Cash Back.
8. The prize will be awarded based on the following:
 - a) Every 2nd successful Maybank Grab Mastercard Platinum Credit Card Applicants who meet the Qualifying Spend shall receive RM300 Cash Back (“Winners”); and
 - b) Limit to 10 Winners each day throughout the campaign period.
9. The Qualifying Spend made during the Campaign Period must be captured by the credit card system maintained by Maybank in order to be eligible for participation in the Campaign.
10. The determination on whether the gift awarded for the Qualifying Spend shall be based on the date the charges are processed by Maybank and debited from the Cardmember’s card account and not the date the Qualifying Spend transaction was made by the Cardmember.
11. Supplementary Maybank Cards Cardmembers (“Supplementary Cardmembers”) are not eligible to receive prizes for this Campaign. However, for each Principal Cardmembers who is an Eligible Customer, Qualifying Spend made by Supplementary Cardmembers will be consolidated under the Principal Cardmember’s Card account for the purpose of accumulating the relevant minimum Qualifying Spend.

Campaign Fulfilment

16. Prizes fulfilment will be carried out within twelve (12) weeks from the Campaign’s end date. Winners will be notified either in writing or SMS or any other method of communications which Maybank deems appropriate.

Example: The Campaign ends on 30 April 2021, winners is required to expect the fulfilment to be done 12 weeks from 30 April 2021. The fulfilment is expected to be completed latest by 23 July 2021.
17. A winner message via SMS will be sent to the Winner’s mobile phone number which was provide to Maybank at the point of application. The gift RM300 will be credited into the Winner’s Maybank Grab Mastercard Platinum account.
18. The gifts are neither transferable, nor exchangeable for cash or credit or kind whether in part or in full.
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.

Retail Spend

20. "Retail Spend" means the purchase of any goods or services (local or international) with the use of the Maybank Cards and may include, at Maybank's discretion, any card transaction as may be determined by Maybank except for the following transactions:
 - a. Instalments paid under Maybank's Flexi Payment Plan, Easy Payment Plan transactions registered and commenced before the Campaign Period, Credit Shield Plus, Dial For Cash, Balance Transfer, Balance Transfer via Instalment Plan, eWallet (except Grab e-wallet) and Cash Advance. Easy Payment Plan transaction is not categorised as "Retail Spend" transaction;
 - b. Any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions;
 - c. Payment of annual Maybank Credit Card membership fees;
 - d. Interest/ Management Charge payments, late payment fees, charges for cash withdrawals, any taxes imposed by law and any other form of service/miscellaneous fees; and
 - e. Transactions made by the Eligible Customer with any merchant associated with or controlled by them (whether as employee, employer, shareholder or director). i.e. transactions by Eligible Customer with any corporation or business entity in which he/she is an employee or employer or works with or has shares or interest in or is a director of.

General Terms & Conditions

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)