



WIN a-MAE-zing PRIZES WITH MAE
Promotional Campaign Terms & Conditions
***Effective from 3rd August to 31st December**

WIN a-MAE-zing PRIZES WITH MAE Promotional Campaign (“**Campaign**”) is organized by Malayan Banking Berhad (196001000142 (3813-K) and shall be subjected to the Terms and Conditions of this Campaign. By participating in this Campaign, the Eligible Customers (as defined in Clause 1 below) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank in respect of the Campaign shall be final and binding.

1. Eligibility & Platform

- 1.1. The Campaign is open to all Maybank and Non-Maybank customers who successfully create a MAE account for the first time by using the Campaign code provided during the Campaign Period. (All individual customers who have fulfilled the above criteria will hereinafter be referred to as “**Eligible Customers**”).
- 1.2. For clarity, first-time log in or first-time successful application of MAE account done outside of the Campaign Period is not eligible to participate in this Campaign. Reinstallation of the MAE app during the Campaign Period is also not eligible for the reward.

2. Campaign Mechanics and Conditions

- 2.1. Campaign period: Monday 3 May 2021 0000hrs to Friday 31 December 2021 2359hrs (“**Campaign Period**”)
- 2.2. The **Eligible Customers** would need to download the MAE app and successfully create a MAE account by using the Campaign code provided within the Campaign Period. This would result the **Eligible Customers** to stand a chance to win the Prizes as set out in Clause 3.

3. Prizes

- 3.1. The winners will be rewarded with the Prizes according to each phase as indicated in the table below:

Activity	Details
Phase I (3rd May - 23rd July)	1) Winners x 31 2) Prizes i. Apple Watch SE x 1 ii. RM50 x 10 (MAE Credit) iii. RM30 x 20 (MAE Credit)
Phase II (26th July – 3rd September)	1) Winners x 31 2) Prizes i. Airpod Pro x 1 ii. RM50 x 10 (MAE Credit) iii. RM30 x 20 (MAE Credit)
Phase III (6th September – 31st December)	1) Winners x 46 2) Prizes i. PS5 Digital Edition x 1 ii. RM50 x 15 (MAE Credit) iii. RM30 x 30 (MAE Credit)

- 3.2. The Winners are selected following the date of the eligible MAE account creation made during the relevant phase and will be announced within sixty (60) calendar days after the phase ends as per Clause 3.1.
- 3.3. The Winner will be selected randomly by a randomizer operated by Maybank.
- 3.4. **Eligible Customers** are limited to only win 1 Prize throughout the Campaign Period, as follows:
 - i. 1x Apple Watch SE; OR
 - ii. 1x Airpod Pro; OR
 - iii. 1x PS5 Digital Edition; OR
 - iv. 1x RM50 MAE Credit; OR
 - v. 1x RM30 MAE Credit.
- 3.5. Maybank reserves the right to substitute any and all of the above listed Prizes with any other item(s) of similar market value at its reasonable discretion with twenty-one (21) calendar days prior notice to the Winners.
- 3.6. The physical prize is non-exchangeable, non-transferable, and is not redeemable for cash or other prizes and all cash reward is non-transferable and non-exchangeable for cash or other items.
- 3.7. The cash rewards cannot be transferred to any other Maybank account(s) or Maybank users and it may not be exchanged with other rewards.
- 3.8. Maybank reserves the right to forfeit and withdraw the cash reward which has been credited into the Eligible Customer's MAE account without any notification to the customer if the Eligible Customer does not comply with the Terms & Conditions or is found to have tampered with the mechanism of this Campaign.

4. Prizes Fulfillment

- 4.1. Winners will be notified via direct phone call.
- 4.2. Maybank shall make a maximum of five (5) call attempts during working hours (9:00am to 6:00pm) within three (3) business days to contact the Winners at the latest number furnished to Maybank as shown in Maybank's records for verification.
- 4.3. For physical prizes from Maybank, phone verification would be required before delivery of Prizes and said Prizes would be delivered within sixty (60) days after the Campaign phase has ended except for the PS5 Digital Edition, which shall be subject to its availability.
- 4.4. Maybank reserves the right to request for documentation or proof of identification, age, and place of residence of any of the Winners.
- 4.5. In the event that Maybank is unable to contact shortlisted winner, including but not limited to, no reply, number not in use and no connection after five (5) call attempts, the shortlisted Winner will be automatically disqualified, and Maybank reserves the right to proceed to contact the next shortlisted Winner.
- 4.6. Maybank will not ask for any banking details such as credit card/debit card number and bank Transaction Authorization Code (TAC), account password, Personal Identification Number (PIN) or one-time password (OTP) for the Winners to claim the Prize or for any reason. The Winners acknowledge and agree that Maybank reserves the rights to disqualify their participation in this Campaign or clawback any Prizes from the Winners if:
 - a. the Winner is found or suspected of tampering with the Campaign Mechanics or the operation of the Campaign;
 - b. the Winner is found or suspected of undertaking fraudulent activities or other activities that are harmful to the Campaign; and/ or
 - c. the Winner is in breach of its obligations or any Terms and Conditions of this Campaign. Notwithstanding the above, Maybank reserves the right to reject any participation or the Winners at its reasonable discretion without assigning any reasons.

5. General Terms & Conditions

- 5.1. 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 nor the determination of the Eligible Customers.
- 5.2. 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 of this Campaign, from time to time by giving at least minimum of twenty one (21) calendar days prior notice thereof, the notice of which shall be posted through Maybank2u website at 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.
- 5.3. By participating in this Campaign, the Eligible Customers agree to be bound by the Terms and Conditions of this Campaign 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 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.
- 5.4. Maybank nor any of 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 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 gross negligence or omission by Maybank.
 - 5.5. 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.
 - 5.6. Maybank may disqualify/reject any Eligible Customer who does not comply with the Terms and Conditions of this Campaign 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.
 - 5.7. These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.

5.8. These Terms and Conditions must be read together with the terms and conditions for MAE available in the Maybank2u website. These Terms and Conditions will prevail over any provisions or representatives contained in any promotional materials (including without limitation printed posters or leaflets) advertising 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.maybank2u.com.my)