

Maybank Manchester United 10th Anniversary – Up to 10% Cash Back on e-Commerce Campaign

Terms and Conditions

The “Maybank Manchester United 10th Anniversary – 10% Cash Back Campaign” (“Campaign”) is organised by Malayan Banking Berhad (196001000142) (“Maybank”) 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 Maybank Manchester United 10th Anniversary – 10% Cash Back Campaign will commence from 1 October 2021 – 31 May 2022, both dates inclusive (“Campaign Period”).

Eligibility

2. Subject to these Terms and Conditions, the Campaign is open to all existing Principal Cardmembers of Maybank Manchester United Visa Gold Credit Card and Maybank Manchester United Visa Infinite Credit Card (collectively referred to as “Maybank Credit Cards”) issued by Malayan Banking Berhad (196001000142) who had successfully registered for the Campaign via short messages service (“SMS”) (“Eligible Customer”).
3. This Campaign is only valid for e-commerce transactions with the eligible Maybank Credit Cards.
4. The following individuals are NOT eligible to participate in this Campaign:
 - a. 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
 - b. Supplementary cardmembers of Maybank Manchester United Visa Gold Credit Card, Maybank Manchester United Visa Infinite Credit Card (hereinafter referred to as “Supplementary Cardmembers”).

SMS Registration

5. In order to be eligible, all principal Maybank Cards Cardmembers (“Principal Cardmembers”) are required to register once via SMS using all principal Maybank Manchester United Credit Cards Cardmembers (“Cardmembers”) are required to register once via SMS using any of the registered telecommunication companies (“Telco”) number within the Campaign Period (“Registration”) as follows:

SMS: MU10<space>last 6-digit NRIC/Passport number to 66628 (E.g. MU10 145242).

6. Eligible Cardmembers must register their participation for the Campaign using the mobile phone number that was registered with Maybank and multiple registration using the same phone number is not accepted. In the event the information that been provided by cardmember does not match with Maybank database, Maybank reserves the right to reject the registration.

7. Principal Cardmembers shall be responsible to pay the standard SMS charges levied by their respective Telco service providers for each Registration sent to the designated number "66628" under the Campaign.
8. Principal Cardmembers are solely responsible to ensure that the details in the Registration sent to "66628" are complete, accurate and within the Campaign Period; failing which, the Registration is deemed invalid or unsuccessful.
9. Cancellation and/or any changes made after the Registration which has been successfully sent to "66628" will not be entertained.
10. Proof of SMS sent to "66628" by Principal Cardmembers shall not be deemed as successful Registration unless the Principal Cardmembers receives a confirmation SMS from "66628" and such confirmation SMS will be sent to the same mobile phone number used for Registration, subject to the SMS traffic at the respective Telco's network. The confirmation SMS is automatically generated to confirm receipt of a successful Registration and shall not deem as notification that the Principal Cardmembers has been confirmed as the Winner (as defined below).
11. Maybank reserves the right to disqualify any Registration sent to "66628" due to reason(s) including, but not limited to duplicate registrations, invalid NRIC/Passport Number, incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period and shall not be liable for such disqualification.
12. Maybank is not responsible nor does Maybank has any control whatsoever on the SMS traffic, network failure and/or interruptions on the part of the respective Telco or Maybank's SMS service provider or for any other reason(s) whatsoever during the process of the Registration sent to "66628" or SMS confirmation sent from "66628" to Principal Cardmembers which may result in the delay of the Registration during the Campaign Period.
13. SMS service is provided and supported by the service provider appointed by Maybank.

Campaign Mechanics

14. Maybank Manchester United Visa Gold Credit Card & Maybank Manchester United Visa Infinite Credit Card : Principal Credit Card
 - a. Be rewarded with 10% cash back for e-commerce spend performed on every 10th of the month (capped at RM30 per month); and
 - b. Be rewarded with 1% on e-commerce spend performed on any other days except for the 10th of the month (capped at RM70 per month).

Example 1: RM20 accumulated spending on e-commerce performed on the 10th December 2021 will receive RM2 cash back for the month of December 2021.

Example 2: RM5,000 accumulated spending on e-commerce performed on the 7th January, 15th January and 22nd January 2022 will receive RM50 cash back for the month January 2022.

15. Tracking of the Eligible Spend is based on transaction dates (Malaysian Time) and the time in which the transactions are successfully posted in Maybank' system throughout the Campaign Period.

16. 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, the spending made by Supplementary Cardmembers will be consolidated under the Principal Cardmember’s Card account for the purpose of accumulating the monthly spending.

Prize Fulfilment

17. Prizes fulfilment will be carried out monthly within twelve (12) weeks from the last day of the particular month within the campaign period. Winners will be notified either in writing or SMS or any other method of communications which Maybank deems appropriate.

Example: For eligible transactions done on 15 October 2021, the cash back will be credited up to twelve (12) weeks after 31 October 2021. The fulfilment is expected to be completed by 23 January 2022.

Transactions done in month	Cash Back Fulfilment (12 weeks after the last day of the month)
October 2021	By 23 January 2022
November 2021	By 22 February 2022
December 2021	By 25 March 2022
January 2022	By 25 April 2022
February 2022	By 23 May 2022
March 2022	By 23 June 2022
April 2022	By 23 July 2022
May 2022	By 23 August 2022

18. The cash back is neither transferable, nor exchangeable for credit or any 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:
- 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;
 - 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;
 - 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 (inclusive e-commerce transactions) 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, Utility and Government Services 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 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.
- 22. 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) 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.
- 22. By participating in this Campaign, Eligible Customers agree to access to Maybank 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, Eligible Customers may contact Maybank for clarification.
- 23. 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, each Eligible Customers agrees to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
24. 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.
25. 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.
26. 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.
27. 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).

