

## **Maybank Manchester United 10<sup>th</sup> Anniversary - Top Spender Campaign**

### **Terms and Conditions**

The “Maybank Manchester United 10<sup>th</sup> Anniversary - Top Spender 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 10<sup>th</sup> Anniversary – Top Spender Campaign will commence from 1 October 2021 – 31 January 2022, both dates inclusive (“Campaign Period”).

### **Eligibility**

2. Subject to these Terms and Conditions, the Campaign is open for all existing principal cardmembers of Maybank Manchester United Visa Gold Credit Card, Maybank Manchester United Visa Infinite Credit Card and cardmembers for Maybank Manchester United Visa Debit Card (all the cardmembers are hereinafter collectively referred to as “Cardmembers” while all the Cards are hereinafter collectively referred to as “Maybank Cards”) issued by Malayan Banking Berhad (196001000142) who had successfully registered for the Campaign via short messages service (“SMS”) (*the successful Cardmembers are hereinafter referred to as “Eligible Cardmembers”*).
3. 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) including their immediate family members;
  - 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*
  - c. 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**

4. In order to be eligible, 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. WIN 145442).

5. 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.

6. 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.
7. 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.
8. Cancellation and/or any changes made after the Registration which has been successfully sent to “66628” will not be entertained.
9. Proof of SMS sent to “66628” by Cardmembers shall not be deemed as successful Registration unless the 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 Cardmembers has been confirmed as the Winner (as defined below).
10. 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.
11. 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 Cardmembers which may result in the delay of the Registration during the Campaign Period.
12. SMS service is provided and supported by the service provider appointed by Maybank.

**Campaign Mechanics: Maybank Manchester United Visa Credit Card & Debit Card**

13. Eligible Cardmembers are required to meet the accumulated Qualifying Amount of RM3,000 spending with Maybank Cards during the Campaign Period.

*Example 1: If a Manchester United Credit Visa Gold Cardmember registered for the Campaign via SMS and spent an accumulated amount of RM12,000 during Campaign Period, he/she could be eligible to win if his/her total spending is one of the highest.*

*Example 2: If a Manchester United Visa Debit Cardmember registered for the Campaign via SMS and spent an accumulated amount of RM2,500 during the Campaign Period, his/her participation won't be counted as he/she does not meet the Qualifying Amount requirement.*

*Example 3: If a Manchester United Credit Visa Infinite Cardmember spent an accumulated amount of RM30,000 during the Campaign Period but has not registered for this Campaign via SMS, he/she won't be eligible to win even if his/her total spending is one of the highest.*

14. The prizes for this Campaign will be awarded based on the following:

a) Eligible Cardmembers who spend the highest during the Campaign Period will win the following prize:

Cards	Requirement	No of Winner(s)	Prize
Maybank Manchester United Visa Gold Credit Card	Becoming the top spenders	Two (2) winners	<ul style="list-style-type: none"> <li>• Trip for 2 (includes flight and hotel) to watch Manchester United LIVE from Maybank Executive Box in Old Trafford.</li> <li>• Stadium and museum tour and a meal in Red Café, Old Trafford.</li> </ul>
Maybank Manchester United Visa Infinite Credit Card		Two (2) winners	
Maybank Manchester United Visa Debit Card		One (1) winner	

14. Prize EXCLUDES the following and the exclusion list is not exhaustive:

- a) Application for visa/warrant and applicable fees (if any);
- b) Transportation to and from Kuala Lumpur International Airport (KLIA);
- c) Travel insurance;
- d) Non-program scheduled transportation, meals, events, activities and services;
- e) Hotel Incidentals (e.g. Phone, mini bar, room service, etc.);
- f) On-site translation services; and
- g) Any applicable taxes.

All other travel expenses including any personal expenses, meal expenses, medical procedure or screening expenses, quarantine expenses or such other expenses shall be borne by the Winners.

15. In the event if there is an imposed by either the Government of Malaysia and/or the Government of United Kingdom during the prize fulfilment period, Maybank has the right to replace the prize to one off RM15,000 cash back to the winners' credit or debit card account.
16. Although Supplementary Cardmembers not eligible to participate and receive prizes for this Campaign, the spending made by Supplementary Cardmembers will be consolidated with the spending made by their principal cardmembers for the purpose of accumulating the relevant minimum Qualifying Spend for Eligible Cardmembers.

### **Campaign Fulfilment**

17. Prizes fulfilment will be performed 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 31 January 2022, the fulfilment is expected to be done within 12 weeks from 31 January 2022. The fulfilment is expected to be completed latest by 25 April 2022.

18. The expected trip to the United Kingdom is planned to be in the month of May 2022.

19. The winners will be contacted by Maybank's representatives at the mobile phone numbers registered or recorded in Maybank's system.
20. In the event the winner(s) are not contactable after three (3) attempts on the same day for whatsoever reason(s) and/or the winner(s) wish to withdraw from the Campaign upon being contacted by Maybank's representative, he/she will be disqualified from the Campaign.
21. Each Eligible customer is entitled to win one (1) Prize only throughout the Campaign.
22. Winners must confirm the issuance of the flight tickets with the nominated passengers' details within five (5) working days upon being contacted by Maybank's representative.
23. The nominated passengers are required to travel together from Kuala Lumpur to Manchester on Economy Class return flights. Passenger below 16 years old must be accompanied by parent or a legal guardian/teacher (identification or proper documents to be produced upon request).
24. Winners shall be responsible for supplying valid passports and, where necessary, for obtaining appropriate health documentation. The Winners shall be in possession of a valid passport with a validity extending up to at least six (6) months from date of departure.
25. Maybank shall not be responsible for claims of any nature whatsoever for any loss, illness and bodily injury including death of any Winner and/or the winners' companion arising out of the use of the Prizes. The Winners shall not be entitled to claim for any compensation against Maybank for any and all losses and/or damages directly or indirectly suffered or incurred by his/ her participation in the Campaign including but not limited to any inconveniences, injuries or accidents suffered by the Winners and/or his/her companion arising out of the use of the Prize.
26. Issuance of flight tickets is subject to the airline's policy and any other general terms and conditions applicable to the flight tickets. Such terms and conditions are beyond Maybank's control and are determined by the airline.
27. Any dispute arising from issuance/reissuance of the flight ticket(s) and/or hotel accommodation shall be settled directly by the Winner with the respective service operations without recourse to Maybank.
28. Prize is given on an "As Is" basis, which is non-exchangeable for cash or other kinds, whether in part or in full.
29. 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**

30. "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 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**

31. 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.
32. 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](http://www.maybank2u.com) or through any other channel or channels determined by Maybank. It shall be the responsibility of the Eligible Cardmembers to be informed of or otherwise seek out any such notice validly posted.
33. By participating in this Campaign, Eligible Cardmembers agree to access to Maybank website at [www.maybank2u.com.my](http://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 Cardmembers may contact Maybank for clarification.
34. By participating in this Campaign, the Eligible Cardmembers 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](http://www.maybank2u.com.my) ("Maybank's Privacy Notice").

35. In addition and without prejudice to the terms in the Maybank's Privacy Notice, Eligible Cardmembers 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 Cardmembers agrees to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
36. 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 Cardmembers 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.
37. Maybank shall not be responsible and / or liable for any losses suffered by Eligible Cardmembers resulting directly or indirectly from the Eligible Cardmembers' 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.
38. 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.
38. 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 Cardmembers may choose to e-mail Maybank via the feedback form at Maybank2u website ([www.maybank2u.com.my](http://www.maybank2u.com.my)).