

Maybank PETRONAS Visa Raya Spend & Win 2021 Campaign

Terms and Conditions

The "Maybank PETRONAS Visa Raya Spend & Win 2021 Campaign" ("Campaign") is organised by Malayan Banking Berhad (196001000142) and Maybank Islamic Berhad (200701029411) (collectively referred to as "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 Campaign will commence from 15 April 2021 to 15 June 2021, both dates inclusive ("Campaign Period").

Eligibility

2. Subject to these Terms and Conditions, the Campaign is open to all new and existing Cardmembers of Maybank PETRONAS Visa Credit Card or Maybank Islamic PETRONAS Ikhwan Visa Credit Card (collectively referred to as "Maybank Cards") issued by Malayan Banking Berhad (196001000142) or Maybank Islamic Berhad (200701029411) who had successfully registered for the Campaign via short messages service ("SMS") ("Eligible Customer").
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);
 - 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.
 - c. 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;
 - d. 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;
 - e. has committed or is suspected of committing any misconduct, fraudulent or wrongful acts.

SMS Registration

4. In order to be eligible, all principal Maybank Cards Cardmembers ("Principal Cardmembers") are required to register once via SMS using Maxis/ Digi/ Celcom/ Umobile/ Yes/ One XOX/ Tunetalk/ Unifi / any other relevant telecommunication provider (post-paid or prepaid) ("Telco") number within the Campaign Period ("Registration") as follows:

SMS PETRAYA<space>12-digit NRIC Number to 66628 (E.g. PETRAYA 810101086111)

Note: to register, use 12-digit NRIC Number/Passport Number

5. Principal Cardmembers are only required to register ONCE within the Campaign Period to participate in the Campaign.

6. 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.
7. 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.
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 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).
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 for any reasons 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 Principal 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.

Qualified Spend

13. The Eligible Customer(s) must spend using their Maybank Petronas Credit Card/-i (s) on any retail spend.
14. 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.
15. 50 Eligible Customer(s) with the highest accumulated Eligible Spend amount for each Campaign Month ("Winner") will win one (1) unit of Five Hundred Ringgit (RM500) Shopee Voucher ("Prize") each, as per Table 1 below. In the event of a tie for the top 50 highest accumulated Eligible Spend amount for each Campaign Month, the Eligible Customer who achieves the tied accumulated Eligible Spend amount first will be the Monthly Prize Winner.
16. Eligible Customer(s) can receive a maximum of one (1) Prize only throughout the Campaign Period. If an Eligible Customer is identified as both the Month 1 and Month 2 Prize Winner, the Eligible Customer shall receive one (1) Prize only. In such an event, a new Monthly Prize Winner will be selected based on the next highest accumulated Eligible Spend for that particular Campaign Month.

Table 1: Campaign Month, Campaign Dates and Prize

Month	Campaign Period	Monthly Prize
1	15 April 2021 to 14 May 2021	50 units of RM500 Shopee Voucher
2	15 May 2021 to 15 June 2021	50 units of RM500 Shopee Voucher

17. There are a total of one hundred (100) units of Monthly Prize (“Prize”) for this Promotion”. Maybank is the sole provider for all the Prizes in this Promotion.
18. 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 Qualifying Spend.

Campaign Fulfilment

19. 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 15 June 2021, winners is required to expect the fulfilment to be done 12 weeks from 15 June 2021. The fulfilment is expected to be completed latest by 7 September 2021.

20. Maybank is entitled to substitute the Prize(s) with any other item of similar value at any time with 21 calendar days’ prior notice.
21. The gifts are neither transferable, nor exchangeable for cash or credit or kind whether in part or in full.
22. The prize of RM500 Shopee voucher will be fulfilled in the form of e-voucher. Voucher is valid for 3-months. The voucher code will be sent via SMS to Winners. Winners to enter the voucher code in “My Vouchers” section to redeem the RM500 rewards. **For winners who doesn’t have an account on the Shopee app, they need to register an account on the app in order to redeem the voucher.**
23. 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

24. "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 other card transaction 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 Setel 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

25. 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 using Maybank Cards provided the same is not caused by Maybank nor the determination of the customers' eligibility for the Campaign.
26. 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. It shall be the responsibility of Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
27. 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.
28. 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 or any event beyond the reasonable control of Maybank.
29. 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.
30. 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.

31. 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.)
32. 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.
33. 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)