

## SPEND & BE REWARDED CAMPAIGN FY2021

### FREQUENTLY ASKED QUESTION (FAQ)

<b>1</b>	<b>Who is eligible to participate in this campaign?</b>												
	Principal Cardmember(s) of Maybank Visa, MasterCard and American Express Credit Card(s) issued by Maybank and Maybank Islamic Malaysia who received the Campaign invitation to participate through Short Message Service (SMS) or Electronic Direct Mailer (eDM). The selected Principal Cardmember will only be targeted in one of the phase only.												
<b>2</b>	<b>How long is the campaign period?</b>												
	The campaign runs in two (2) phases as below: Phase 1: 15 August 2021 until 15 November 2021 Phase 2: 15 October 2021 until 15 January 2022												
<b>3</b>	<b>How do I know my spend target?</b>												
	The spend target will be communicated via SMS and eligible Cardmember is required to meet the spend target and criteria within the campaign period.												
<b>4</b>	<b>How do I qualify to win the campaign prizes?</b>												
	Eligible Cardmember who meet the spend target and criteria will be entitled for the Tier 1 offer. Upon meeting Tier 1 offer, all eligible Cardmembers will stand a chance to win exciting prizes in Tier 2.												
	<table border="1"> <tr> <td><b>Tier 1</b></td> <td>Earn guaranteed TreatsPoints/Membership Rewards/ Cash back as communicated via SMS</td> </tr> <tr> <td><b>Tier 2</b></td> <td>Stand a chance to win exciting prizes</td> </tr> </table>	<b>Tier 1</b>	Earn guaranteed TreatsPoints/Membership Rewards/ Cash back as communicated via SMS	<b>Tier 2</b>	Stand a chance to win exciting prizes								
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<b>5</b>	<b>What are the campaign prizes?</b>												
	The campaign prizes are as follow: <table border="1"> <thead> <tr> <th>Prize Category</th> <th>Unit</th> <th>Item</th> </tr> </thead> <tbody> <tr> <td>Grand Prize</td> <td>40</td> <td>iMac 27 inch (5k retina)</td> </tr> <tr> <td>First Prize</td> <td>90</td> <td>Dyson Cordless Vacuum</td> </tr> <tr> <td>Consolation</td> <td>170</td> <td>Apple Watch Series 6 (GPS+ Cellular)</td> </tr> </tbody> </table>	Prize Category	Unit	Item	Grand Prize	40	iMac 27 inch (5k retina)	First Prize	90	Dyson Cordless Vacuum	Consolation	170	Apple Watch Series 6 (GPS+ Cellular)
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<b>6</b>	<b>How many prizes can I win?</b>
	Eligible Cardmember is entitled to win one (1) prizes throughout the Campaign.
<b>7</b>	<b>I am having both TreatsPoints and CashBack Card. How can I be rewarded?</b>
	<p>If you are having a credit card with points rewarding system, TreatsPoints/Membership Rewards will be rewarded and for CashBack card, the equivalent cash back offer will be rewarded.</p> <p>However, the rewards of TreatsPoints or CashBack will be based on the highest level of Card hierarchy.</p> <p>Example: If you are having both Maybank FC Barcelona Visa Signature (Cash Back card) and Maybank MasterCard / Visa Platinum (TreatsPoints rewarding card), Cash Back will be rewarded since Maybank FC Barcelona Visa Signature card is higher than Maybank MasterCard / Visa Platinum in Card hierarchy.</p>
<b>8</b>	<b>What is the qualifying spend criteria?</b>
	<ul style="list-style-type: none"> <li>• Qualified spend shall include retail and online purchases transacted locally internationally using your Maybank/Maybank Islamic Card during the campaign period.</li> <li>• Qualified spend shall exclude: <ul style="list-style-type: none"> <li>a) Instalments transactions (Ezypay, Ezypay Plus, Balance Transfer, EzyCash, Auto Balance conversion) registered and commenced before the Campaign Period, e-wallet reload and Cash Advance.</li> <li>b) Any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions;</li> <li>c) Payment of annual Maybank Credit Card membership fees;</li> <li>d) Interest/ Management Charge payments, late payment fees, charges for cash withdrawals.</li> </ul> </li> </ul>
<b>9</b>	<b>Can my Supplementary card spend included in the total qualifying spend?</b>
	Supplementary Cardmember(s) spending under the same Principal Cardmember shall also be included in the computation of Total Qualified Spend.
<b>10</b>	<b>I have more than one (1) card. Can I combine all Cards spending to meet the target?</b>
	Yes you can. All Maybank/Maybank Islamic Cards spending will be combined for computation of total spend.
<b>11</b>	<b>Can I get my friends or family member to participate in this campaign?</b>
	No. This campaign is exclusively for the selected Cardmembers who received SMS or eDM invitation from Maybank.
<b>12</b>	<b>When will the winners be announced?</b>
	Eligible Cardmembers will be shortlisted by Maybank's randomizer programme and fulfilment will be carried out within four to six (4-6) weeks from the Campaign Phase 2 end date.

## KEMPEN 'SPEND & BE REWARDED' 2021

### SOALAN LAZIM

<b>1</b>	<b>Siapa yang layak untuk menyertai kempen ini?</b>												
	Ahli Kad Utama Maybank Visa, Mastercard dan American Express Credit Card yang dikeluarkan oleh Maybank Malaysia yang menerima jemputan untuk mengambil bahagian melalui Perkhidmatan Pesanan Ringkas (SMS) atau Electronic Direct Mailer (eDM). Ahli Kad Utama yang terpilih hanya akan disasarkan dalam satu fasa sahaja.												
<b>2</b>	<b>Berapa lamakah kempen ini berlangsung?</b>												
	Kempen ini dijalankan dalam dua (2) fasa seperti di bawah: Fasa 1: 15 Ogos 2021 hingga 15 November 2021 Fasa 2: 15 Oktober 2021 hingga 15 Januari 2022												
<b>3</b>	<b>Bagaimana untuk mengetahui jumlah sasaran perbelanjaan saya?</b>												
	Sasaran perbelanjaan akan dimaklumkan melalui SMS dan Ahli Kad yang memenuhi syarat perlu memenuhi sasaran dan kriteria perbelanjaan dalam tempoh kempen.												
<b>4</b>	<b>Bagaimana saya layak memenangi hadiah kempen?</b>												
	Ahli Kad yang Layak memenuhi kriteria dan jumlah perbelanjaan runcit pada tarikh/tempoh yang ditetapkan melalui komunikasi (SMS) berhak mendapat tawaran Peringkat 1. Setelah memenuhi tawaran Peringkat 1, semua Ahli Kad yang Layak berpeluang memenangi hadiah menarik di peringkat 2. <table border="1" data-bbox="341 1119 1471 1297"><tr><td><b>Peringkat 1</b></td><td>Peroleh Mata TreatsPoints / Ganjaran Keahlian / Pulangan Tunai yang dijamin seperti yang disampaikan melalui SMS</td></tr><tr><td><b>Peringkat 2</b></td><td>Peluang untuk memenangi hadiah menarik</td></tr></table>	<b>Peringkat 1</b>	Peroleh Mata TreatsPoints / Ganjaran Keahlian / Pulangan Tunai yang dijamin seperti yang disampaikan melalui SMS	<b>Peringkat 2</b>	Peluang untuk memenangi hadiah menarik								
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<b>5</b>	<b>Apakah hadiah kempen ini?</b>												
	Hadiah kempen adalah seperti berikut: <table border="1" data-bbox="302 1514 1471 1692"><thead><tr><th>Kategori</th><th>Unit</th><th>Hadiah</th></tr></thead><tbody><tr><td>Hadiah Utama</td><td>40</td><td>iMac 27 inch (5k retina)</td></tr><tr><td>Hadiah Pertama</td><td>90</td><td>Dyson Cordless Vacuum</td></tr><tr><td>Hadiah Saguhati</td><td>170</td><td>Apple Watch Series 6 (GPS+ Cellular)</td></tr></tbody></table>	Kategori	Unit	Hadiah	Hadiah Utama	40	iMac 27 inch (5k retina)	Hadiah Pertama	90	Dyson Cordless Vacuum	Hadiah Saguhati	170	Apple Watch Series 6 (GPS+ Cellular)
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<b>6</b>	<b>Berapa banyak hadiah yang boleh saya menangi?</b>												
	Ahli Kad yang Layak berhak memenangi satu (1) hadiah sepanjang tempoh Kempen.												

<b>7</b>	<b>Saya mempunyai kedua-dua Kad Mata TreatsPoints dan Pulangan Tunai. Bagaimana saya diberi ganjaran?</b>
	<p>Sekiranya anda memiliki kad kredit dengan sistem mata ganjaran, maka Mata TreatsPoints / Ganjaran Keahlian akan diberikan dan untuk kad Pulangan Tunai, tawaran wang tunai yang setara akan diberikan.</p> <p>Walau bagaimanapun, ganjaran Mata TreatsPoints atau pulangan tunai akan berdasarkan tahap tertinggi hierarki Kad.</p> <p>Contoh: Sekiranya anda mempunyai Maybank FC Barcelona Visa Signature (Kad Pulangan Tunai) dan Maybank Mastercard / Visa Platinum (Kad Mata TreatsPoints), Pulangan Tunai akan diberikan kerana kad Maybank FC Barcelona Visa Signature lebih tinggi daripada Maybank Mastercard / Visa Platinum dalam hierarki Kad.</p>
<b>8</b>	<b>Apa itu perbelanjaan berkelayakan?</b>
	<ul style="list-style-type: none"> <li>• Perbelanjaan yang memenuhi syarat merangkumi pembelian runcit dan dalam talian yang ditransaksikan secara tempatan menggunakan kad Islam Maybank / Maybank anda dalam tempoh kempen.</li> <li>• Perbelanjaan yang memenuhi syarat tidak termasuk: <ul style="list-style-type: none"> <li>a) Transaksi ansuran (Ezypay, Ezypay Plus, Balance Transfer, EzyCash, Auto Balance Conversion) didaftarkan dan dimulakan sebelum Tempoh Kempen, tambah nilai e-dompet dan Wang Tunai.</li> <li>b) Sebarang transaksi pembelian yang dipertikaikan, dibatalkan, dikembalikan, tidak sah atau palsu;</li> <li>c) Pembayaran yuran tahunan keahlian Kad Kredit Maybank;</li> <li>d) Bayaran Faedah / Pengurusan, yuran pembayaran lewat, caj untuk pengeluaran tunai.</li> </ul> </li> </ul>
<b>9</b>	<b>Bolehkah perbelanjaan kad Tambahan saya termasuk dalam jumlah perbelanjaan yang layak?</b>
	Perbelanjaan Ahli Kad Tambahan di bawah Ahli Kad Utama yang sama juga akan dimasukkan dalam pengiraan jumlah perbelanjaan berkelayakan.
<b>10</b>	<b>Saya mempunyai lebih daripada satu (1) kad. Bolehkah saya menggabungkan semua perbelanjaan kad?</b>
	Ya, anda boleh. Semua perbelanjaan Kad Maybank akan digabungkan untuk pengiraan jumlah perbelanjaan.
<b>11</b>	<b>Bolehkah rakan atau ahli keluarga saya untuk menyertai kempen ini?</b>
	Tidak. Kempen ini hanya untuk Ahli Kad terpilih yang menerima jemputan SMS atau eDM dari Maybank.
<b>12</b>	<b>Bilakah pemenang akan diumumkan?</b>
	Pemilihan pemenang akan disenarai pendek oleh program 'randomizer' Maybank dan pemenuhan akan dilakukan dalam masa empat hingga enam (4-6) minggu dari tarikh akhir Fasa 2 Kempen.