



Grab Maybank Bonanza (“**Campaign**”) is organised by Malayan Banking Berhad (Co. No.196001000142) and Maybank Islamic Berhad (Co. No. 200701029411) (collectively referred to as “**Maybank**”) and Grabcar Sdn. Bhd. (Co. No. 1089444V) and shall be subjected to the Terms and Conditions herein. By participating in this Campaign, Eligible Customers (as defined in Clause 1.0 below) hereby expressly agree to be bound by these Terms & Conditions and the decisions made by Maybank in respect of the Campaign and shall be final, conclusive and binding.

### 1.0 Eligibility

- a) This Campaign is open to all individuals who have an active Maybank2u (“M2U”) registered account or Maybank Cards holders and all Grab users with a valid Grab account. (All individual customers who have fulfilled the above criteria will hereinafter be referred to as “**Eligible Customers**”).
- b) This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification document. For individuals below the age of eighteen (18) years (“minor”), they must obtain a written consent from their parents and/or legal guardian in order to participate in this Campaign, which then shall be provided to Maybank at any time at Maybank’s request. The use of MAE is an acknowledgement to Maybank that the minor has obtained the prior consent of his or her parents and/or legal guardian. These Terms and Conditions will be equally applicable to their parents and/or legal guardian in substitution of the applicability of this Terms and Conditions on the minor.
- c) This Campaign is only valid in Malaysia. Any transaction made outside Malaysia will not contribute towards or be considered for this Campaign.

### 2.0 Campaign Mechanics & Duration

- a) This Campaign will commence on 03 March 2021, at 12:00:00AM and ends on the 31 March 2021, at 23:59:59PM (both dates inclusive) (“**Campaign Period**”), or when the prizes are fully awarded, whichever earlier.
  - b) This Campaign comprises of 2 stages, as follows:  
Challenge 1: 3 March 2021 - 23 March 2021  
Challenge 2: 3 March 2021 - 31 March 2021
  - c) This Campaign is only eligible for users who are designated for the Challenges below via Grab App (“**Campaign Platform**”) and receive GrabRewards Points (“**Promo**”):
    - i) Challenge 1: Auto Top-Up GrabPay Wallet with a minimum amount of RM50 using Maybank2u account linking or any Maybank cards issued by Maybank and get up to 2,400 GrabRewards Points. Eligible Customers must trigger an auto top-up with a minimum amount of RM50 into their GrabPay Wallet with Maybank cards or Maybank2u account linking. The prizes for each Auto Top-Up is limited as below:
      - 1st Auto Top-Up (RM50): 400 GrabRewards Points
      - 2nd Auto Top-Up (RM50): 800 GrabRewards Points
      - 3rd Auto Top-Up (RM50): 1,200 GrabRewards Points
- This Challenge is only applicable for Maybank2u account linking with GrabPay Wallet and Maybank debit or credit card. It is NOT valid for Online Banking (FPX) transactions.
  - Users must trigger an auto top-up with a minimum amount of RM50 into their GrabPay Wallet with Maybank cards or Maybank2u account linking to get the prizes.

- ii) **Challenge 2:** Link Maybank2u account with GrabPay Wallet and top-up a minimum of RM50 and get 500 GrabRewards Points.
  - This Challenge is only applicable for Eligible Customers who link their Maybank2u account with GrabPay Wallet account for the first time. It is NOT valid for Online Banking (FPX) transactions or Maybank debit or credit card transactions.
  - Users must link their Maybank2u account & top-up with a minimum amount of RM50 into their GrabPay Wallet to get the prize.
- c) General Challenge rules:
  - i) Each Challenge cannot be shared. Each Challenge is specially designed for every individual user and each user may receive different Challenges, limited to the user having access to the Challenge in their app. Grab reserves the right to limit the accessibility of participants to the Challenge in their app.
  - ii) Challenges are only valid throughout the Campaign Period.
  - iii) Challenges are only valid in Malaysia. Any Grab transaction made outside Malaysia will not contribute towards or be considered for this Challenge.
  - iv) GrabRewards points earned from the Challenges do not count towards tier upgrade, and no extensions of reward validity will be entertained.
  - v) Grab users who have completed the Challenge will be awarded with the GrabRewards Points within 5 working days.
  - vi) Challenges will end at the end of the Campaign Period, or when the available prizes have been fully awarded, whichever earlier.
  - vii) The Challenge's progress status can be viewed on the Grab app at any time during the Campaign Period via the 'CHALLENGES' tile under the 'Account' button.
  - viii) The Challenges cannot be replayed once it is completed or when the Campaign Period has ended.

### 3.0 Promo & Validity

- a) Promo:
  - i) limited for:
    - Challenge 1:**
      - 1st Auto Top-Up (RM50): 13,125 redemptions, AND
      - 2nd Auto Top-Up (RM50): 6,563 redemptions, AND
      - 3rd Auto Top-Up (RM50): 4,375 redemptions only for the entire Campaign Period.
    - Challenge 2:** For the first 31,525 redemption only for the entire Campaign Period.
  - ii) is not counted towards tier upgrade, and no extensions of reward validity will be entertained.
  - iii) GrabRewards points be awarded the within 5 working days into the Campaign Platform.

### 4.0 Customer's Obligations

- a) You agree that you are in compliance with Grab's terms of service applicable for the Grab service provided, as stipulated in the Grab app. Each reward is governed by its applicable terms of use. Please refer to the Terms and Conditions in each Promo for such applicable terms.
- b) Grab reserves the right to withdraw, amend and/or alter any part of the whole Terms and Conditions in relation to this Campaign at any time without giving any prior notice.
- c) Grab's decisions in any matter in relation to the Campaign shall be final and conclusive. Grab shall not be liable for any claims by you or third-party claims or losses of any nature, including but not limited to, loss of profits, expectation loss, punitive, indirect, special, incidental, or consequential damages or for other damages and any related claims of any nature, including direct, indirect, third-part, consequential or other damages resulting from or in connection with this Campaign.

- d) Grab may substitute the prize for another prize of similar value, in circumstances that include unavailability of the original prize, illegality or non-feasibility.
- e) In claiming the prize, Grab may request such identification documents or further information to verify and check the identity of the prize winner, to prevent gaming and fraud.
- f) All prizes must be claimed/redeemed within the stipulated deadline. Any prizes not claimed by the deadline may be forfeited (or disposed of, or donated, all at Grab's discretion), and no claims whatsoever for payment or compensation shall be entertained.
- g) Unless otherwise provided, all prizes are non-transferable and non-exchangeable for cash/credit in kind.
- h) These terms are governed by the laws of Malaysia and are subjected to the non-exclusive jurisdiction of the Malaysia courts.

## **5.0 General Terms & Conditions**

- a) 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 via QRPay, Maybank2u, provided the same is not caused by Maybank nor the determination of the customers' eligibility for the Campaign.
- b) 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](http://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.
- c) 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.
- d) 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, epidemic or pandemic, industrial action, fire, flood, drought, storm or any event beyond the reasonable control of Maybank.
- e) The terms and conditions stated herein shall be governed by the Laws of Malaysia and are subjected to the exclusive jurisdiction of the Courts of Malaysia.
- f) 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. 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.)
- g) 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](http://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.

- h) 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 promotional 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.
- i) 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](http://www.maybank.com.my)).