



JomPAY Billers Incentives Q3 2021 Campaign (“**Campaign**”) is organised by Malayan Banking Berhad (196001000142) (“**Maybank**”). By participating in this Campaign, the Eligible Billers (as defined herein) hereby expressly agree to be bound by these Terms and Conditions.

1.0 Eligibility

- a) This Campaign is open to all inactive billers who have registered a JomPAY bill collection service with Maybank which is an accessible bill payment eco-system for consumers, banks and billers. JomPAY is Malaysia’s national bill payment scheme established and operated by Payments Network Malaysia Sdn Bhd (PayNet), under the auspices of Bank Negara Malaysia with the participation of banks and large billers. All billers who have fulfilled the above criteria will hereinafter be referred to as “**Eligible Billers**”.
- b) Inactive billers as referred to in a) above are defined as JomPAY billers who have less than one (1) JomPAY transaction for period from May to July 2021 and excludes major JomPAY billers such as utilities and telcos.
- c) The eligibility of billers for JomPAY is governed by the Terms and Conditions of the respective products. Eligibility for the usage of JomPAY is a primary prerequisite for the eligibility in this Campaign.

2.0 Campaign Mechanics and Conditions

- a) This Campaign will start on 23rd August 2021 at 00:00:00 AM and will end on 30th September 2021 at 11:59:59 PM, both dates inclusive (“**Campaign Period**”), for the transactions listed in the table set out in Clause 2(b).
- b) During the Campaign Period, Maybank offers, to Eligible Billers with the top 30 transaction volume billers 20% cashback (“**Cashback**”) from the biller’s total bill collections during the Campaign Period.

1	Cashback value	20%
2	Capping	Total Cashback per winner is capped at RM5,000.00
3	Minimum qualifying purchase	None
4	Number of winning billers	30
5	Winners	Top 30 JomPAY billers with the highest transaction volume during the Campaign Period

- c) The top 30 Eligible Billers with the highest JomPAY transaction volume will receive the Cashback in the manner as set out in Clause 3.0 below.
- d) The Campaign is accessible for the biller's customers via the Maybank2u MY App, Maybank2u website or MAE by Maybank2u ("Campaign Platforms").
- e) Users can perform a JomPAY bill payment transaction from the Maybank2u website, Maybank2u MY App, or the MAE by Maybank2u via the "Pay Bills" function.
- f) Maybank may change the terms and conditions of the Campaign Period and qualification for Cashback with twenty one (21) calendar days' notice.

3.0 Cashback Fulfilment

- a) The value of the cashback to be won is up to a maximum of RM5,000.00 per Winner, with the actual value depending on the total JomPAY bill collection value of the top 30 highest transaction volume winners as mentioned in Clauses 2(b) and 2(c) above.
- b) Winners would be selected after the Campaign Period and this will be announced within sixty (60) days after the end of the Campaign Period as per Clause 2(a).
- c) All Winners' business names will be published on the Campaign's promotional page on www.maybank2u.com.my and/or any other method of communication that Maybank may deem appropriate.
- d) Maybank shall make a maximum of three (3) call attempts during working hours (9:00am- 6:00pm) within two (2) business days to contact the Winners at the latest number furnished to Maybank based on Maybank's records for verification.
- e) Maybank reserves the right to request for any documentation or proof of identification, business name, and place of business of any of the Winners and Maybank reserves the right to contact the Winners with regards to any relatable Campaigns which might take place in the future.
- f) In the event that Maybank is unable to contact shortlisted Winner, including but not limited to, failure to receive replies, number not in use and/or no connection after 3 call attempts, the shortlisted Winner will be automatically disqualified and Maybank reserves the right to proceed to contact the next shortlisted Winner.
- g) Maybank will not ask for any banking details such as credit card/debit card numbers and bank Transaction Authorization Code (TAC), account password, PIN or one-time password (OTP) for the Winners.

5.0 General Terms & Conditions

- a) Maybank shall not be responsible or held liable 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

the MAE app, M2U MY app, or the Maybank2u website, provided the same is not caused by Maybank.

- b) 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 twenty one (21) calendar days' prior notice thereof, the notice of which shall be posted through the Maybank2u website (www.maybank2u.com.my) and/or through any other channel or channels determined by Maybank. It shall be the responsibility of Eligible Billers to be informed of or otherwise seek out any such notice validly posted.
- c) By participating in this Campaign, Eligible Billers agree to access to Maybank2u 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.
- d) By participating in this Campaign, the Eligible Billers 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 Billers agree and consent to their 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, Eligible Billers agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
- e) Maybank shall not be responsible and/or liable for any losses suffered by Eligible Billers resulting directly or indirectly from their participation in this Campaign. Furthermore, Maybank shall not be liable for any default of its obligations 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, epidemic, pandemic or any event beyond the reasonable control of Maybank.
- f) 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 Billers 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 gross negligence or omission by Maybank.

- g) The terms and conditions stated herein shall be governed by the Laws of Malaysia and are subject to the exclusive jurisdiction of the Courts of Malaysia.
- h) Maybank may disqualify/reject any Eligible Billers 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 deception and/or cheating with regards 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.maybank2u.com.my)