



**Maybank Sama-Sama Lokal Jaga Lokal Care Package ("Campaign")** is organized by Malayan Banking Berhad (196001000142) ("**Maybank**") and shall be subjected to the Terms and Conditions herein. By participating in this Campaign, the Eligible Customers (as defined in Clause 1 below) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank in respect of the Campaign shall be final, conclusive and binding.

## **1. Eligibility**

- 1.1. This Campaign is open to all individuals who have an active Maybank2u (M2U) registered account or Maybank Anytime Everywhere ("MAE") customers and are registered to utilise Maybank Scan & Pay (formerly known as Maybank QRPay). (All individual customers who have fulfilled the above criteria will hereinafter be referred to as the ("Eligible Customers")).
- 1.2. The eligibility of users for Maybank Scan & Pay is governed by the Terms and Conditions of the product. Eligibility for usage of Maybank Scan & Pay is a primary requisite for eligibility to participate in this Campaign.
- 1.3. This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification documents. For individuals below the age of eighteen (18) ("minor"), they must obtain the consent of their parents and/or legal guardian to participate in this Campaign. The use of MAE is an acknowledgement to Maybank that the minor has obtained the prior consent of his/her parents and/or legal guardian. These Terms and Conditions will be equally applicable to the parents and/or legal guardian of the minor in substitution of the applicability of these Terms and Conditions to the minor.

## **2. Definition**

- 2.1. "Participating Merchants" means the third party vendors who sell the products through the Sama-Sama Lokal online platform. The Participating Merchants for this Campaign fall under the sub-categories "**Jaga Lokal Care Package**". See Appendix 1
- 2.2. "Care Package(s)" means the goods and products offered by the Participating Merchants. Kindly see Appendix 1 to see all the available Care Package(s) for sale.
- 2.3. "Customer(s)" means the individuals who have purchased a product by making a payment via Sama-Sama Lokal platform to the Participating Merchants.
- 2.4. "Care Package Recipients" means the individuals who will be receiving the Care Package(s). The Care Package Recipients are identified and selected by the Participating Merchants.

## **3. Jaga Lokal Care Package Campaign Mechanics and Conditions**

- 3.1. This Campaign commences on 00:01 AM 23 August 2021 until 11:59 PM 3 September 2021.
- 3.2. During the Campaign Period, you can donate a Care Package(s) by making an order from the Participating Merchants under the campaign.
- 3.3. Upon making the payment to the Participating Merchants, Customer(s)'s order will be processed and the Care Package(s) will be donated to Care Package Recipients.
- 3.4. The Participating Merchants are responsible to identify and select the Care Package Recipients and Maybank is not involved in the identification and selection of the Care Package Recipients.
- 3.5. The Care Package(s) will be delivered to the Care Package Recipients by the Participating Merchants with their own logistics no later than 3 weeks after the Campaign ends.
- 3.6. This Campaign is only applicable for online orders through the Participating Merchants on the Sama-Sama Lokal online platform via the Maybank2u App.

#### **4. Care Package Distribution and Utilisation**

- 4.1. By 30<sup>th</sup> September 2021, the Care Package(s) will be distributed to the Care Package Recipients. The Participating Merchants and Maybank will inform Customer(s) via email with and M2U app push notifications on the fulfillment status to the Care Package Recipients.
- 4.2. For details in respect of the distribution and utilization of Care Package(s), you can contact the Participating Merchants to get the full details.

#### **5. Order Cancellation & Refund**

- 5.1. The Participating Merchants will treat all orders placed with them as confirmed. No cancellation and changes on the orders are allowed.
- 5.2. Any dispute on payments already made shall be settled between Customer(s) and the Participating Merchants directly. Maybank shall not be responsible or be liable for any monetary disputes between Customer(s) and Participating Merchants.

#### **6. General Terms and Conditions**

- 6.1. 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.
- 6.2. 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) days prior notice thereof, the notice of which shall be posted through Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) or through any other channel or channels determined by Maybank. It shall be the responsibility of the Customer(s) to be informed of or otherwise seek out any such notice validly posted.
- 6.3. By participating in this Campaign, Customer(s) agree to access to Maybank2u 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.
- 6.4. By participating in this Campaign, the Customer 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").

In addition and without prejudice to the terms in the Maybank's Privacy Notice, Customer(s) 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, Customer(s) agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.

- 6.5. 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 Customer(s) 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.

- 6.6. Maybank shall not be responsible and / or liable for any losses suffered by Customer(s) resulting directly or indirectly from the Customer(s)'s 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.
- 6.7. Maybank may disqualify/reject any Customer(s) 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.
- 6.8. 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, Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website [www.maybank2u.com.my](http://www.maybank2u.com.my).

### Appendix 1 – Participating Merchants and Care Packages details

Participating Merchants and NGOs	Care Packages
MyGroser	<p>Buy this voucher to help feed a family. RM100 helps feed a family of 4 for 2 weeks. All funds collected will be used to purchase supplies that are then sent to those who need them</p> <ul style="list-style-type: none"> <li>○ [Donation] RM25 Malaysia Together Grocery Packs</li> <li>○ [Donation] RM50 Malaysia Together Grocery Packs</li> <li>○ [Donation] RM100 Malaysia Together Grocery Packs</li> <li>○ [Donation] RM200 Malaysia Together Grocery Packs</li> <li>○ [Donation] RM500 Malaysia Together Grocery Packs</li> </ul>
The Lost Food project	<ol style="list-style-type: none"> <li>1. Donate RM20 to provide 100 meals to the needy</li> <li>2. Donate RM50 to provide 250 meals to the needy</li> <li>3. Donate RM100 to provide 500 meals to the needy</li> <li>4. Donate RM80 to feed a family of five for a month</li> <li>5. Donate RM600 to feed a charity for a month</li> </ol> <p>More information about how the meals will be distributed:  <a href="https://docs.google.com/document/d/1gYKgroPqconhw0tjuCdZwlbOE-quiL6g/edit">https://docs.google.com/document/d/1gYKgroPqconhw0tjuCdZwlbOE-quiL6g/edit</a></p>
HOPE Worldwide Malaysia	<p><b>Care Package A – Healthy Breakfast (RM65)</b></p> <ul style="list-style-type: none"> <li>- Organic Fruity Breakfast Box (400 g)</li> <li>- Organic Quick Oat (500g)</li> <li>- 2 packs Sugar Free Oatmeal Crackers</li> <li>- Skippy Peanut Spread</li> </ul> <p><b>Care Package B – Healthy Snacks - RM25</b></p> <ul style="list-style-type: none"> <li>- 1 pack Organic multi grain 10 ring snacks (tomato)</li> <li>- 1 pack Organic multi grain 10 ring snacks (onion)</li> <li>- 2 packs Brown Rice Crackers</li> </ul> <p><b>Care Package C – Hygiene Kit - RM60</b></p> <ul style="list-style-type: none"> <li>- Surgical Mask (50 pcs)</li> <li>- Hand Sanitizers</li> </ul> <p><b>Care Package D – Healthy Breakfast + Hygiene Kit - RM125</b></p> <ul style="list-style-type: none"> <li>- Organic Fruity Breakfast Box (400 g)</li> <li>- Organic Quick Oat (500g)</li> <li>- 2 packs Sugar Free Oatmeal Crackers</li> <li>- Skippy Peanut Spread</li> <li>- Surgical Mask (50 pcs)</li> <li>- Hand Sanitizers</li> </ul> <p>More information:  <a href="https://drive.google.com/file/d/1H_wZj5coSJsP2yUPNYYnps8ct5oyfTU/view">https://drive.google.com/file/d/1H_wZj5coSJsP2yUPNYYnps8ct5oyfTU/view</a></p>