



Maybank Sama-Sama Lokal MAE-KE IT ONG (“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 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 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”).
- b) The eligibility of users for Maybank Scan & Pay is governed by the Terms and Conditions of the respective product. Eligibility for usage of Maybank Scan & Pay is a primary requisite for eligibility to participate in this Campaign.
- c) 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.

2.0 Definitions

- a) “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 “MAE-KE IT ONG”
- b) “Products” means the goods, products and/or services offered by the Online Order Merchants.
- c) “Users” means the individuals who are eligible to use, and uses the Sama-Sama Lokal online platform.
- d) “Buyer” or “you” means the individuals who have purchased a product by making a payment via Sama-Sama Lokal platform to the merchants.

2.1 MAE-KE IT ONG Mechanics and Conditions

- a) The Campaign commences on **25th January 2021** and will end on **3rd February 2021**, both dates inclusive, or until the delivery promo quota is exhausted, whichever is the earlier (“Campaign Period”).
- b) During the Campaign Period, Maybank shall enable and facilitate the provision of FREE delivery by sponsoring the delivery fees subject to a cap of RM20 per delivery with no minimum spend for online purchases with the participating merchants (Appendix A) on the Sama-Sama Lokal online platform.

1.	Free delivery	Of up to RM20.00 with no minimum spend
2.	Capping	RM20.00 per delivery
3.	Minimum Qualifying Purchase	No minimum spend
4.	Payment Method	MAE or online bank transfer via the Maybank2u App or Web (www.maybank2u.com.my).

3.0 Delivery & Fulfillment

- a) The Campaign involves the Eligible Customer to purchase the products on Sama-Sama Lokal from 25th January 2021 to 3rd February 2021 on Sama-Sama Lokal platform and get free delivery capped at RM20 with no minimum spend. The delivery period starts on 6th February 2021 to 8th February 2021.
- b) You can enjoy RM20 off delivery fee per delivery sponsored by Maybank. Depending on the actual delivery distance upon order, the delivery fees may exceed RM20 due to unforeseen traffic conditions such as (included but not limited to) roadblocks, traffic jam, road closures, peak hour charges. In case of additional delivery charges, you will need to bear the extra delivery charges. You may decline the delivery fee charges by cancelling the order directly with the Merchant. See clause 4.0 for order cancellation or refund.
- c) In the event of multiple different transactions with the same delivery address, Maybank may combine the orders and deliver in a single delivery. In this case, the Eligible Customer will enjoy one time FREE delivery (capped at RM20 off per delivery).
- d) Maybank does not own, sell, onsell or resell any Products and does not control the Merchant and the Delivery Service Providers or any services provided by them. Any Product order placed shall be subjected to the product availability and delivery location serviceability of the Merchants.

4.0 Order cancellation & Refund

- a) Any Product order placements shall be placed directly with the Merchant. The Merchant will treat all orders placed with them as confirmed. If you want to cancel your order, you will have to liaise with the Merchant directly. In the event the order placement is successfully cancelled before the delivery service is arranged, the refund of the payment for the product (if any) will be between you and the Merchant.
- b) In the event your cancellation was successful, but after the delivery services have been arranged by the Merchant, you have to bear the additional cost of delivery if the delivery has been arranged by the Merchant after deducting the RM20.00 delivery fees sponsored by the Bank. For any issues, disputes or complaints (i.e. delayed in delivery, wrong delivery, additional delivery charges) between You and Delivery Service Providers, please contact Mr.Speedy at <https://mrspeedy.my/>
- c) Any dispute on payment already made shall be settled between you and the merchant directly. Maybank shall not be responsible or be liable for any monetary disputes between you and merchant.

5.0 General Terms and Conditions

- a) Maybank shall not be responsible or held liable in any manner in respect of any technical failures of any kind, intervention, interruptions and/or electronic or human error in the administration and/or processing of the transaction performed via Maybank Scan & Pay, Maybank2u or MAE, provided that the same is not caused directly or indirectly by Maybank nor the determination of the customers' eligibility for the Campaign
- b) Maybank reserves the right to amend, cancel, suspend or terminate this Campaign or any part thereof with twenty one (21) days' notice. Such notice may be published by Maybank via the Maybank2u website (www.maybank.com.my) and/or through any other mode of communication as determined by Maybank. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted. Maybank may however without prior notice during the Campaign Period, amend the Merchants list after the commencement of the Campaign if such changes is required by law, regulations or Maybank's policies.
- c) For the avoidance of doubt, the amendment, cancellation, suspension or termination of this Campaign by Maybank shall not entitle the Eligible Customers or any other persons to any claim or compensation against Maybank for any losses or damages suffered or incurred as a direct or indirect result of such amendment, 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 Eligible Customer's participation 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 is not limited to, an act of God, war riot, lockdown, epidemic or pandemic, industrial action, fire, flood, drought, storm or any event beyond the reasonable control of Maybank.
- e) Maybank is entitled to, at its discretion, disqualify/reject any Eligible Customers who do 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.
- f) 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, the Eligible Customers agree and consent to allow his/her personal data being collected, processed and used by Maybank in accordance with the Maybank Privacy Notice, which may be viewed on www.maybank2u.com.my ("Maybank's Privacy Notice"). The 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, the 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 to the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well as responses and related photographs. In this regard, each Eligible Customers agree to co-operate and participate in all reasonable advertising and publicity activities of Maybank in relation to the Campaign.
- i) For further information, enquiries, feedback and/or complaints related to the Campaign, please contact Maybank's Customer Care hotline at 1 300 88 6688 or +6037844 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)

Appendix A

List of Participating Merchants
Aaron's Fresh Mart
Ang Ang Cookies
Armada Hotel
Bake Bliss
Bake La Vie
Baked KL
bakewithlovebakery
Beauty Bouquets Florist
Beng Kee
Chris Kitchen KL
D' Artisan Handmade Cheese
DRS Agro Ventures
Durianman SS2
E-Tree Fruits
Espora Malaysia (ALX SOLUTIONS PLT)
Figara11
Fluffleur
Gastro Pleasurez
Giffy & Co
Good Chen
Halaveg
ikou.eats
Julie & Co
Kedai Bunga Petalbees Florist
Krazylicious
LavieFLo
Lolili's Delight
Love Wishes Florist
Mama Chew's Kitchen
Marble and Co
Marsha Delights
Master Yong Siew Mai
Milky Way Food Industries
Mizicor
Moon River Florist
Mutiara Figs
My Naturi

Petfeast
PichaEats
Pluto Plus PLT
Poshies Lifestyle Enterprise
Preciouslicious
Purple Cane Ipoh Tea House
Purple Cane Signature Kitchen
Purple Cane Tea Cuisine
Restoran Sri Karak
Rubicious
Say Heng Durian Stall
Shangri-La Hotel
SHE Bakes
Sisters Flowers
Sweet Florist
Tachikawa Sushi
Taste by Mary
Tau Food
Tayo Bowl
Tea+
The Baking Firm
The FOODtree Cafe
The Hare
The Milk Shop
Touch Of Eden
Twenty Degrees Florist
VE Bakery
William's Dessert
XL Seafood Supply
Yibaba
Zhi Patisserie