



Maybank Sama-Sama Lokal Sehati Selokal Mooncakes All A-Round 2021 ("Campaign") is organized by Malayan Banking Berhad (196001000142) ("**Maybank**"). 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.

1. Eligibility

- 1.1. This Campaign is open to (i) all individuals who have an active Maybank2u (M2U) registered account; and/or (ii) Maybank Anytime Everywhere ("MAE") customers, who are registered to utilise Maybank Scan & Pay (formerly known as Maybank QRPay) 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) ("Minors"), 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. "Merchants" means the third party vendors who sell the products through the Sama-Sama Lokal online platform. The Participating Merchants for this Campaign will fall under the sub-category "Sehati Selokal Mooncakes".
- 2.2. "Products" means the goods, products and/or services offered by the Merchants.
- 2.3. "Users" or "you" means the individuals who are eligible to use, and uses the Sama-Sama Lokal online platform.
- 2.4. "Buyer" or "you" means the individuals who have purchased a product by making payment via Sama-Sama Lokal platform to the Merchants.

3. Sehati Selokal Mooncakes Campaign Mechanics and Conditions

- 3.1. This Campaign commences on 00:01 AM 13 September 2021 and ends on 11:59 PM 21 September 2021, both dates inclusive, or until the Promo Code redemption is exhausted (total of 4,500 Promo Code for the entire Campaign), whichever earlier ("Campaign Period").
- 3.2. During the Campaign Period, Maybank shall provide a RM30 OFF discount per transaction for online purchases from the "Sehati Selokal Mooncakes" Participating Merchants.
- 3.3. The promo code Campaign mechanics ("Promo Code") are illustrated in respective tables to Clause 3.4 and Clause 3.5 below.

3.4. "MOONCAKE" Promo Code Eligibility

1.	Discount	RM30 OFF
2.	Capping	RM30.00 per transaction
3.	Minimum Qualifying Purchase ("Minimum Spend")	RM50.00 per transaction
4.	Promo Code	MOONCAKE
5.	Capping of Promo Code	The promo code usage is capped at THREE (3) total usages per Eligible Customer for the entire Campaign Period; i.e. Eligible Customers can use the promo code discount for a total of three (3) times from 13 September 2021 until 21 September 2021, subject always to the availability of the promo code which is limited to the first 4,500 usages only throughout the Campaign Period. Daily promo code redemption limit is capped at 500 usages per day.
6.	Validity of Promo Code	Each promo code is only valid for one (1) transaction that the Eligible Customer adds to his or her purchase cart and is applicable from 8AM – 8PM daily during this entire Campaign period.
7.	Promo Period	13 September 2021 until 21 September 2021
8.	Payment Method	MAE or online bank transfer via the Maybank2u App (version 7.8 and above) or via Web (www.maybank2u.com.my).

3.5. Purchasing Scenarios and Eligible Discount Value when using the Promo Code:

Scenario	Eligible Discount Value (after applying promo code)	Amount to Pay (after applying promo code)
Total purchase of RM15.00	No discount given as the transaction value does not meet the minimum qualifying transaction of RM50.00.	RM15.00
Total purchase of RM50.00	Discount value of RM30.00	RM20.00
Total purchase of RM100.00	Discount value of RM30.00 (capped at RM30.00)	RM70.00
Total purchase of RM100.00 <i>(in the event that the Promo Code is exhausted, no discount will be given, even if</i>	No discount given as the Promo Code redemption is exhausted and it has reached its limit as stated in the above table. Notification of daily promo code exhaustion will be shown in Maybank2u App upon checkout.	RM100.00

<i>Minimum Spend is satisfied)</i>		
------------------------------------	--	--

- 3.6. By inputting the promo code “MOONCAKE” in the field ‘Promo Code’ during the online payment process, Eligible Customers will instantly receive the discount for their purchase.
- 3.7. This Campaign is only applicable to orders made online through the Merchants on the Sama-Sama Lokal online platform via the Maybank2u App or Web.
- 3.8. In the event a transaction is processed with the said Promo Code and a discount is successfully obtained with a Merchant not listed on the Sama-Sama Lokal online platform for any reasons whatsoever, Maybank reserves the right to immediately take the appropriate action(s) against the Eligible Customer to recover the discounted amount including the right to set off the amount from the Eligible Customer’s account with prior notice via the Eligible Customer’s email registered with Maybank.
- 3.9. Merchants are not allowed, at any point throughout the duration of the Campaign, to place any order from their own stores, either by themselves or through a third-party, using the Promo Code with the said orders. Orders made in this manner are not eligible for participation in this Campaign. If such orders are processed, Maybank reserves the right to immediately take the appropriate action(s) against the Merchant or the Eligible Customer to recover the discounted amount including the right to set off the amount from their account(s) with prior notice via their email registered with Maybank.

4. Delivery & Fulfillment

- 4.1. Buyer can opt to choose delivery or self-pickup to receive the Products. Delivery methods can be further categorized into
 - 4.1.1. “Instant Delivery” – the assignment of delivery service providers such as Lalamove, Mr.speedy, Grab Express, Matdespatch and Bungkusit will be automatically assigned by Delyva, an aggregated delivery partner platform.
 - 4.1.2. “Merchant Delivery” - The Merchant is free to use their own preferred delivery partner, and Maybank does not have any control over the delivery partner selected by the Merchant
- 4.2. In the event of self-pickup, buyer will be required to arrange the self-pickup time with the Merchant.
- 4.3. Maybank will provide a RM10 (up to) discount on the delivery fees, with a limited quota of 500 per day on a first come first serve basis or such other limit Maybank, at its discretion, determines. Splitting of bills for the purpose of redeeming multiple RM10 discounts on delivery fees is strictly prohibited.
- 4.4. Eligible Customers can enjoy the RM10 discount on the delivery fees for a total of ten (10) times during the Campaign Period.
- 4.5. For the avoidance of doubt, the RM10 discount on the delivery fees is only applicable for delivery methods as set out in Clause 4.1.1 and 4.1.2 above, and not for self-pickups.

5. Instant Delivery

- 5.1. In the event the method of delivery is via Instant delivery by Delyva the (i) delivery fees is automatically calculated based on the delivery rate per kilometer controlled by each delivery service provider; and (ii) Maybank will provide up to RM10 discount on the delivery fees, with a limited quota of 500 discounts per day on a first come first serve basis or such other limit Maybank, at its discretion, determines.
- 5.2. Upon placing an order with the Merchant, you are deemed to have acknowledged and consented that your contact number and delivery address will be shared to the delivery service provider in order for the delivery service provider to contact you real-time to track your order or settle additional delivery charges, if any. The delivery service provider may also contact you to clarify on your order or delivery address to ensure the completion of a proper trade.
- 5.3. Your orders may be cancelled or they may not be processed due to high-volume or back-log of orders.

6. Merchant Delivery

- 6.1. The Merchant is free to use their preferred delivery partner. Maybank does not have any control over the delivery partner selected by the Merchant.
- 6.2. In the event that you have purchased a Product from a Merchant who opted to arrange for their own delivery, the products will be delivered and fulfilled by the Merchant. For the avoidance of doubt, Maybank will not be responsible for the delivery and/or fulfillment of the product by the Merchant.
- 6.3. In the event the method of delivery is via Merchant Delivery, the (i) delivery fees is automatically calculated based on the delivery rate per kilometer controlled by each delivery partner; and (ii) Maybank will provide up to RM10 discount on the delivery fees, with a limited total quota of 500 discounts per day on a first come first serve basis or such other limit Maybank at its discretion determines.
- 6.4. Upon placing an order with the Merchant, you are deemed to have acknowledged and consented that your contact number and delivery address will be shared to the Merchant in order for the delivery partners to contact you real-time to track your order or settle additional delivery charges, if any. The Merchant may also contact you to clarify on your order or delivery address to ensure the completion of a proper trade.

7. Order Cancellation & Refund

- 7.1. Any order shall be placed directly with the Merchant. The Merchant will treat all orders placed with them as confirmed. Should 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 for the product (if any) will be between you and the Merchant.
- 7.2. In the event your cancellation was successful, but only after the delivery services have been arranged by the Merchant, you would still have to bear the delivery charges.
- 7.3. In the event your delivery is cancelled by the delivery partners or delivery service providers, your order will be cancelled and you will be refunded (if charged) by the Merchant.
- 7.4. Any dispute on payments shall be settled between you and the Merchant directly. Maybank shall not be responsible or liable for any monetary disputes between you and Merchant.

8. General Terms & Conditions

- 8.1. Maybank shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or errors in the administration and/or processing of the transaction performed where applicable via the MAE app, M2U app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
- 8.2. 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 a minimum of twenty-one (21) calendar days' prior notice thereof, the notice of which shall be posted through Maybank2u website at www.maybank2u.com or through any other channel or channels 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.
- 8.3. By participating in this Campaign, Eligible Customers agree to access Maybank's website at www.maybank.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.
- 8.4. By participating in this Campaign, the Eligible Customers 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.maybank.com.my ("Maybank's Privacy Notice").

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: i) the purposes of the Campaign; and ii) 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 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, each Eligible Customer agrees to co-operate and participate in all reasonable advertising and publicity activities of Maybank in relation to the Campaign.

- 8.5. 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 Eligible Customers 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 any gross negligence or omission by Maybank.
- 8.6. Maybank shall not be responsible and / or liable for any losses suffered by Eligible Customers resulting directly or indirectly from the Eligible Customers' 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.
- 8.7. Maybank may disqualify/reject any Eligible Customer 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.
- 8.8. These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.

For further information, enquiries, feedback and/or complaints related to this 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)