

## Dah DuitNow Ke? Campaign

### Terms & Conditions

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Dah DuitNow Ke? (“Campaign”) is organised by Malayan Banking Berhad (196001000142) (“Maybank”) and shall be subject to the Terms and Conditions herein. By participating in the Campaign, the Eligible Participants (as defined in Clause 1) hereby expressly agree to be bound by the Terms and Conditions and any decisions made by Maybank with respect to the Campaign shall be final and binding.

#### 1.0 Eligibility and Platform

- a) This Campaign is only open to all Maybank customers who has or will register their DuitNow ID with Maybank (“Eligible Participants”) through the new Maybank website ([www.maybank2u.com.my](http://www.maybank2u.com.my)), Maybank2u MY App (version 7.4) and MAE by Maybank2u app (version 1.3). Customer may check the latest app version via Apple App Store, Huawei AppGallery and Google Play Store.
- b) Eligible Participants are required to perform at least one (1) DuitNow transaction of a minimum RM10 as stated in Clause 2.0 (b) during the Campaign Period in order to be part of first 1,600 Winners to earn RM5 cashback.
- c) Only NEW registered DuitNow Participant shall be eligible for the Monthly Prize as stated in Clause 3.0. DuitNow registration during the Campaign Period shall be eligible as one (1) entry.
- d) Eligible NEW registered and Existing Participants shall be eligible for the Grand Prize as stated in Clause 3.0. Each DuitNow Transaction to a unique DuitNow ID (mobile number, NRIC, police/army number or passport number) shall be eligible as two (2) entries for the participant whereas each Instant Transfer from Maybank account to another account number (recipient of another bank) shall be eligible as one (1) entry.

*\*Business Registration Number would be not eligible as an entry for this campaign.*

Example:

Situation	Qualification	Transaction	Prizes
User A send to User B on 14 <sup>th</sup> January	User A is an existing DuitNow Maybank customer and User B also has DuitNow ID (mobile number, NRIC, police/army number, passport number)	RM10.00	RM5.00 cashback + 2 entries to win Grand Prize
User B send to User C on 14 <sup>th</sup> January	User B is an existing Maybank customer and User C is a recipient of another bank	RM20.00	RM5.00 cashback + 1 entry to win Grand Prize
User D send to User B on 15 <sup>th</sup> January	User D is a new DuitNow Maybank customer and	RM20.00	RM5.00 cashback + 1 entry to win Monthly Prize +

	User B also has DuitNow ID(mobile number, NRIC, police/army number, passport number)		2 entries to win Grand Prize
User A send to User B on 15 <sup>th</sup> January	User A is an existing DuitNow Maybank customer and User B also has DuitNow ID (mobile number, NRIC, police/army number, passport number)	RM20.00	RM0.00 cashback + 2 entries to win Grand Prize <i>*As User A has already won RM5.00 on 14<sup>th</sup> January</i>

- e) The use of any false information of the Maybank account holder will result in disqualification from participation in this Campaign.

## 2.0 Campaign Mechanics and Conditions

- a) This Campaign will commence on 07 January 2021 (at 00:00:00) and will end on 31 January 2021 (at 23:59:59) ('Campaign Period').
- b) The Eligible Participants are required to perform minimum RM10 to a unique DuitNow ID (mobile number, NRIC, police/army number, passport number) or Instant Transfer from Maybank account to another account number (recipient of another bank) which does not belong to Eligible Participant during campaign period earn cashback and stand a chance to win Prizes as set out in Clause 3.0.

### Example:

	Transaction	Qualified entry
User A send to User B on 14 <sup>th</sup> January 2021	RM20 to unique DuitNow ID (mobile number, NRIC, police/army number, passport number)	2
User A send to User C on 14 <sup>th</sup> January 2021	RM20 via unique DuitNow ID (mobile number, NRIC, police/army number, passport number)	2
User A send to User C on 15 <sup>th</sup> January 2021	RM20 via unique DuitNow ID (mobile number, NRIC, police/army number, passport number)	2
User B send to User C on 15 <sup>th</sup> January 2021	RM5 via unique DuitNow ID (mobile number, NRIC, police/army number, passport number)	0

User B send to User C on 15 <sup>th</sup> January 2021	RM20 via unique DuitNow ID (mobile number, NRIC, police/army number, passport number)	2
User C send to User A on 14 <sup>th</sup> January 2021	RM50 via Instant Transfer to another account number (recipient of another bank)	1

- c) Eligible Participants shall only earn cashback ONCE (1) only throughout Campaign Period, irrespective of the number of entries collected by Maybank. Winners would be selected daily following the date and time of each eligible transaction made during the Campaign Period and will be announced on 26<sup>th</sup> February 2021.
- d) For customers with two (2) DuitNow identification linked to them, under the Campaign, only one DuitNow identification will be accepted as the Winner, if selected.

### 3.0 Prizes

- a) The available Prizes for the Campaign are listed as per the table below:

#### Total Prizes during Campaign Period

Prize Category	Who's eligible	Prize Value (per unit)	No of Daily Winners	Total number of Winners throughout Campaign
Cashback	All Maybank customers	RM5.00	1,600	40,000

*Monthly Prize	Who's eligible	Total number of Winners
iPhone 12 (512gb) or iPhone 12 Pro* (512gb)	All participating banks' eligible NEW DuitNow customers	3

*\*The iPhone 12 Pro (512gb) model is subject to the actual launch date in Malaysia and may or may not be available during winner selection. In the event of launch date is delayed, winners are entitled to win iPhone 12 (512gb).*

*Grand Prize	Who's eligible	Total number of Winners
RM100,000	All participating banks' DuitNow customers	1

*\*For more information, kindly refer to [DuitNow Terms & Conditions](#).*

- b) Eligible Participant is limited to only win the following Prizes throughout the entire Campaign:

- 1 cashback OR
- 1 cashback & 1 Grand Prize (RM100,000) OR
- 1 cashback & 1 Monthly Prize (iPhone 12/iPhone 12 Pro)

*\*Only eligible for new registered DuitNow customers*

- c) Maybank reserves the right to substitute any and all of the above listed Prizes with any other item(s) of similar market value at its sole and absolute discretion with sixty (60) days prior notice to the Winners.
- d) In the event that the Winners fail to comply with any Terms and Conditions of this Campaign, Maybank reserves the right to forfeit the Prize.
- e) All Winners' names and their phone number (last 3 digits) will be published on Maybank's official Facebook page and/ or any other method of communication that Maybank may deem appropriate on 26<sup>th</sup> February 2021.
- f) All cash prizes would be credited directly into the Winner's account (current/savings/MAE) within 60 days after the Campaign has ended. For Monthly and Grand Prize, verification would be required within fourteen (14) business days after Winner selection. Maybank shall not be liable and/or responsible for the costs pertaining to the collection and/or delivery of the Monthly Prizes. Any additional costs, duties, taxes and/or incidental expenses or charges incurred in relation to the Prizes shall be solely

borne by the Winner. Grand Prize Winner must agree to attend the Prize Giving Ceremony to receive the Grand Prize at a specified date and place to be determined by Payments Network Malaysia Sdn Bhd/Maybank.

- g) Maybank shall make a maximum of three (3) call attempts during working hours (9:00am - 6:00pm) within fourteen (14) business days from 5<sup>th</sup> February 2021 to contact the Winners at the latest number furnished to Maybank as shown in Maybank's records.
- h) Maybank reserves the right to request for documentation or written proof of identification, age, and place of residence of any of the Winners and Maybank reserves the right to contact the Winners with regards to any relatable campaign which might take place in the future.
- i) In the event that Maybank is unable to contact shortlisted Winner, including but not limited to, no reply, number not in use and no connection after 3 call attempts, the shortlisted Winner will be automatically disqualified and Maybank reserve the right to proceed to contact the next shortlisted Winner.
- j) Maybank will not ask for any banking details such as credit card/debit card number and bank transaction authorization code (TAC), account password, PIN or one-time password (OTP) for the Winners to claim the prize or for any reason whatsoever. The Winners acknowledge and agree that Maybank reserves the rights to disqualify participation in this Campaign or clawback any Prizes from the Winners if:
  - (i) The Winner is found or suspected of tampering with the Campaign mechanics or the operation of the Campaign;
  - (ii) The Winner is found or suspected of undertaking fraudulent activities or other activities harmful to the Campaign; or
  - (iii) The Winner is in breach of its obligations or any Terms and Conditions of this Campaign. Notwithstanding the above, Maybank reserves the right to reject any participation or the Winners at its sole and absolute discretion without assigning any reasons whatsoever.

## **5.0 General Terms & Conditions**

- a) Maybank shall not be responsible or held liable 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 Scan & Pay, 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, 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 result.
- 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, industrial action, fire, flood, drought, storm or any pandemic 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 subject to the exclusive jurisdiction of the Courts of Malaysia.
- f) 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.
- g) 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.)
  - I. 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") including 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.

- h) Eligible Customers are welcome to seek clarification from Maybank should any of the Terms and Conditions be not fully understood.
- 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.maybank2u.com.my](http://www.maybank2u.com.my))