

MAE app Referral Campaign - Terms and Conditions

MAE app Referral Campaign (“Campaign”) is organised by Malayan Banking Berhad (Registration No. 196001000142) (“Maybank”) and shall be subject to the Terms and Conditions herein. By participating in this Campaign, the Eligible Participants (as defined in Clause 1 below) hereby expressly agree to be bound by these Terms & Conditions and any decisions made by Maybank in respect of the Campaign shall be final and binding.

1. Eligibility and Platform

- 1.1. This Campaign is open to the following eligible participants (**“Eligible Participants”**).
 - (a) non-Maybank customers; and
 - (b) Existing Maybank customers with valid M2U login credentials who do not have a MAE account and have not been on-boarded to the MAE App before.
- 1.2. This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification documents.
- 1.3. **Sole Proprietors** are not eligible to participate in this Campaign.
- 1.4. This Campaign is accessible through the MAE by Maybank2u mobile app version version 0.8.4 and above only (**“Campaign Platforms”**).

2. Campaign Mechanics and Conditions

- 2.1. **Campaign Period:** 15 March 2022 (00:00 hours) – 30 April 2022 (23:59 hours) or until all Prizes as stated in Clause 3 are fully exhausted, whichever is earlier (**“Campaign Period”**).
- 2.2. There are two types of **Eligible Participants: Inviter and Referee**
 - (a) **Inviters** are existing Maybank customers who have a unique referral code by linking their M2U ID to the MAE app or have successfully applied for a MAE account. This unique referral code is available in the “Profile” section of the MAE app.
 - (b) **Referees** are either existing Maybank customers that do not have a MAE account and never been onboarded to the MAE app before or non-Maybank customers.
- 2.3. A **Referee** is required to input an **Inviter’s** unique referral code upon their first-time login in the MAE app or upon their first-time successful application of a MAE account in the MAE app.
- 2.4. There is no limit to the frequency an Inviter’s unique referral code can be used during the Campaign Period. For clarity, this means an Inviter can refer as many Referees as they wish.
- 2.5. Only the first referral code entered during onboarding of the MAE app (either during first-time log in or first-time application of a MAE account) by the Referee is valid. Subsequent attempts using a different referral code when logging in or applying for the MAE account again via the MAE app is considered invalid.

3. Prize

3.1. Cash Prize

- (a) Total prize budget for the entire campaign is RM950,000.00.
- (b) If the Referee who is an existing Maybank customer signs up for a MAE account successfully and logs-in to the MAE app for the first time by inputting an Inviter's unique referral code during the Campaign Period, both the Referee and the Inviter will earn RM5.00 respectively.
- (c) If a Referee who is a non-existing Maybank customer signs up for a MAE account and logs-in to the MAE app for the first time by inputting an Inviter's unique referral code during the Campaign Period, both the Referee and the Inviter will earn RM5.00 respectively.
- (d) For a successful referral, the pair of Inviter and Referee will instantly win the cash reward into their respective active MAE account as long as the prize budget has not been exhausted, and as long as their respective MAE account is active.
- (e) The cash prize will be credited into active MAE accounts only. **Eligible Participants** are responsible for ensuring their accounts remain active during the **Campaign Period** for the prize to be credited. Should eligible winners fail to activate their MAE account within the **Campaign Period**, any cash prize(s) won will be forfeited.
- (f) **Eligible Participants** are responsible for ensuring that their MAE account has not reached the balance limit to allow the cash reward to be credited. Cash rewards can only be credited when the account balance has not reached the ceiling amount. Should eligible winners fail to maintain an account balance that allows the cash reward to be credited, within the **Campaign Period**, any cash prize(s) won will be forfeited.
- (g) If an **Eligible Participant** has multiple M2U IDs, only the M2U ID that is linked with a MAE account and is active will be eligible for the cash prize to be credited.
- (h) Eligible Participants shall receive a notification through the Campaign Platform for each successful referral informing them of the cash prize(s) won if they have won or if cash prizes has been fully exhausted.

3.2. Maybank reserves the right to substitute the Cash Prize with any other item(s) of similar market value.

3.3. Prize(s) are not transferable nor exchangeable and will only be issued to winners as verified by Maybank.

3.4. 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.

3.5. The winners acknowledge and agree that Maybank reserves the rights to disqualify participation of the Campaign or withdraw any cash prize from the winners if:

- (a) The winner is found or suspected of tampering with the Campaign mechanics or the operations of the Campaign;

- (b) The winner is found or suspected of undertaking fraudulent activities or other activities harmful to the Campaign; or
- (c) The winner is in breach of his obligations or any Terms and Conditions of this Campaign. Notwithstanding the above, Maybank reserves the right to reject any participation or the winners without assigning any reasons whatsoever.

4. General Terms and Conditions

- 4.1. 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.
- 4.2. 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 (“day” shall have the same meaning as calendar day), prior notice thereof, the notice of which shall be posted through the Maybank2u website at www.maybank2u.com.my or through any other channel 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.
- 4.3. By participating in this Campaign, Eligible Customers agree to access the 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.
- 4.4. By participating in this Campaign, 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 the Maybank Privacy Statement, which may be viewed on www.maybank2u.com.my (“Maybank’s Privacy Statement”) and the Personal Data Protection Act 2010 (PDPA) Form for Individual Customers.

In addition and without prejudice to the terms in the Maybank’s Privacy Statement and the Personal Data Protection Act 2010 (PDPA) Form for Individual Customers, 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 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 Customers agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
- 4.5 Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for the 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 the any

gross negligence or omission by Maybank.

- 4.6 Maybank shall not be liable for any default of its obligation under this Campaign due to any force majeure events which include but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events beyond the reasonable control of Maybank.
- 4.7 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.
- 4.8 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 this 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.