

Maybank Manchester United Bangkok Pre-Season Match Social Media Challenge

Terms and Conditions

The “Maybank Manchester United Bangkok Pre-Season Match Social Media Challenge” (“Campaign”) is organised by Malayan Banking Berhad (196001000142) (“Maybank”) and is subject to these Terms and Conditions. By participating in this Campaign, the Eligible Customers (as defined below) hereby expressly agree to be bound by these Terms & Conditions and the decisions made by Maybank in respect of the Campaign shall be final, conclusive and binding.

Campaign Period

1. This Campaign commences on **28 June 2022 at 12.00 am MYT** and ends on **1 July 2022 at 11.59pm MYT**, both dates and times inclusive, unless notified otherwise (“Campaign Period”).

Eligibility

2. Subject to these Terms and Conditions, the Campaign is open to all Maybank Credit Card and Debit Card issued by Malayan Banking Berhad (196001000142) [all the cards are hereinafter collectively referred to as “Maybank Cards” and all existing cardmembers which hold the Maybank Cards are hereinafter collectively referred to as “Eligible Customer(s)”].
3. This Challenge is open to all Eligible Customers who are at least eighteen (18) years old (proof of age may be required) (“Eligible Participant(s)”).
4. The following individuals are NOT eligible to participate in this Campaign:
 - a. any person who has committed or suspected of committing any misconduct, fraudulent or wrongful acts in relation to their account(s), any facility, and/or any services granted by Maybank ; and/or
 - b. supplementary cardmembers of Maybank Credit Card (hereinafter referred to as “Supplementary Cardmembers”).

Campaign Mechanics: Maybank Credit Card & Debit Card

5. To participate in this Campaign, Eligible Participant is required to upload a picture with captions explaining why they want to see the match live in Bangkok, on any of their official social media platforms, as below:-
 - i. Facebook
 - ii. Instagram
 - iii. Twitter
6. Upon uploading the post, Eligible Participants are required to include the details in the caption below. (All Eligible Participants who have fulfilled the criteria below will hereinafter be referred to as “Eligible Submissions”).
 - a. To make sure their social media profile is public,
 - b. To include their Facebook, Instagram and Twitter usernames in the caption,

- c. To explain in the captions why they want to see the match live in Bangkok,
- d. To include the following hashtags: #MaybankCards #MU10,
- e. Tag 3 friends to join in the challenge.

7. The winner will be chosen based on the creativity for both picture and caption uploaded.

Prize

8. The Prize for this Campaign (“Prize”) is listed as following:

Total Number of Winner(s)	Prize for each Winner
Ten (10) Winners	<ul style="list-style-type: none"> • 2 Silver Cat 1 tickets to watch Manchester United LIVE for Manchester United vs Liverpool Pre-Season 22/23 Tour in Stadium Rajamangala, Bangkok, Thailand.

9. Prize shall EXCLUDE the following and shall be borne by the Winner(s) and their companion [as defined below] and the exclusion list is not exhaustive:

- a) Application for visa/warrant and/or applicable fees (if any);
- b) Transportation;
- c) Travel insurance;
- d) Non-program scheduled transportation, meals, events, activities and services;
- e) Hotel Incidentals (e.g. Phone, mini bar, room service, etc.);
- f) On-site translation services;
- g) Any applicable taxes; and
- h) All other travel expenses including any accommodation, personal expenses, meal expenses, medical procedure or screening expenses, quarantine expenses or such other expenses.

Selection of Winner

10. Each Eligible Participant is entitled to win one prize only.

11. The Winners will be contacted by Maybank Customer Care representative with official Maybank social media account via the social media chat box at any time during office hours. During the verification process, Eligible Participant(s) need to provide their full name and full NRIC number to prove that they are a Maybank customer.

12. In the event Maybank or its appointed representative is unable to contact the Winner via the social media chat box 3 attempts and/or the shortlisted Eligible Participant does not wish to receive the Prize upon being contacted by Maybank or its appointed representatives, the shortlisted Eligible Participant will be deemed to be disqualified from the contest.

13.The Prize shall not be exchangeable for cash, credit or in kind, in part or in full.

14.The Winners are not allowed to transfer or sell his/her right to the prize to any other person.

15.The judges' decisions are final and no correspondence thereon will be entertained after winner announcement has been made.

Campaign Fulfilment

16. Prize fulfilment will be carried out within one (1) week from the end of Campaign Period. Winners will be notified either in writing or SMS to the mobile number that was registered with Maybank or any other method of communications which Maybank deems appropriate on the Prize.

Example: The Campaign ends on 1 July 2022, the fulfilment is expected to be done within 1 week starting from 1 July 2022. The fulfilment is expected to be completed latest by 7 July 2022.

17.The Manchester United vs Liverpool Pre-Season 22/23 match in Bangkok, Thailand will take place tentatively on 12 July 2022.

18.Maybank shall not be responsible for claims of any nature whatsoever for any loss, illness and bodily injury including death of any Winner and/or the Winners' companion arising out of the use of the Prize. The Winners shall not be entitled to claim for any compensation against Maybank for any and all losses and/or damages directly or indirectly suffered or incurred by his/her Participation in the Campaign including but not limited to any inconveniences, injuries or accidents suffered by the Winners and/or his/her companion arising out of the use of the Prize.

19.The Prize is given on an "As Is" basis, which is non-exchangeable for cash or other kinds, whether in part or in full.

20.Maybank reserves the right to disqualify an Eligible Participant from participating in the Campaign and/or from receiving the Prize, due to the following:

- a. where the minimum payment or any amounts due and payable under any of the Eligible Participant's Maybank Credit Card account(s) are not settled on or before its due date;
- b. if any of the Eligible Participant's Maybank Card account(s) is cancelled, closed, or terminated for any reason whatsoever, either voluntarily or involuntarily on or before the fulfilment of the Prize;
- c. has committed or is suspected of committing any misconduct, fraudulent or wrongful acts.

Retail Spend

21."Retail Spend" means the purchase of any goods or services (local or international) with the use of the Maybank Cards and may include, at Maybank's discretion, any card transaction (inclusive e-commerce transactions) as may be determined by Maybank except for the following transactions:

- a. instalments paid under Maybank's Flexi Payment Plan, Easy Payment Plan transactions registered and commenced before the Campaign Period, Credit Shield Plus, Dial For Cash,

- Balance Transfer, Balance Transfer via Instalment Plan, eWallet and Cash Advance. Easy Payment Plan transaction is not categorised as “Retail Spend” transaction;
- b. any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions;
 - c. payment of annual Maybank Credit Card membership fees;
 - d. interest/ Management Charge payments, late payment fees, charges for cash withdrawals, any taxes imposed by law and any other form of service/miscellaneous fees; and
 - e. transactions made by the Eligible Participant with any merchant associated with or controlled by them (whether as employee, employer, shareholder or director). i.e. transactions by Eligible Participant with any corporation or business entity in which he/she is an employee or employer or works with or has shares or interest in or is a director of.

General Terms & Conditions

- 22. 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.
- 23. 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 Maybank2u website at www.maybank2u.com.my or through any other channel determined by Maybank. It shall be the responsibility of the Eligible Participants to be informed of or otherwise seek out any such notice validly posted.
- 24. By participating in this Campaign, Eligible Participants 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.
- 25. By participating in this Campaign, Eligible Participants 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.
- 26. 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 Participants 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 Participants agree

to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.

27. 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 Participants 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.
28. 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.
29. Maybank may disqualify/reject any Eligible Participant 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.
30. 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.