

Maybank Manchester United 10th Anniversary – Guess the Goal Contest

Terms and Conditions

The “Maybank Manchester United 10th Anniversary – Guess the Goal Contest” (“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 **9 May 2022 at 12.00 am MYT** and ends on **22 May 2022 at 9.00pm 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 new and existing principal cardmembers of Maybank Manchester United Visa Gold Credit Card, Maybank Manchester United Visa Infinite Credit Card and cardmembers of Maybank Manchester United Visa 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. The following individuals are NOT eligible to participate in this Campaign:
 - a. permanent and/or contract employees of Maybank (including its subsidiaries and related companies) including their immediate family members and any other individuals involved in organising, promoting and/or conducting this Campaign; and/or
 - b. 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
 - c. supplementary cardmembers of Maybank Manchester United Visa Gold Credit Card, Maybank Manchester United Visa Infinite Credit Card (hereinafter referred to as “Supplementary Cardmembers”).

Campaign Mechanics: Maybank Manchester United Visa Credit Card & Debit Card

4. To participate in this Campaign, Eligible Customer is required to predict the Manchester United score for Crystal Palace vs Manchester United EPL match on 22 May 2022 commencing at 11.00pm (GMT +8).
5. Eligible Customers must submit the prediction via SMS as follows (“Participation”):

SMS: MUSCORE<space>Predicted No. of Goal<space>Last 6-digit of NRIC or Passport Number to 66628

Example SMS to 66628: *MUSCORE 3 145727*

SMS

6. Eligible Customers must submit their goal prediction for the Campaign using the mobile phone number that was registered with Maybank within the Campaign Period. In the event the mobile phone number provided by Eligible Customer does not match with Maybank database, Maybank reserves the right to reject the Participation.
7. Eligible Customers must submit their goal prediction for the Campaign using the mobile phone number that was registered with Maybank Card and multiple predictions using the same phone number is prohibited. Should the Eligible Customer has made multiple predictions via SMS, Maybank will take the last SMS sent in by the Eligible Customer as final Participation.
8. Eligible Customers shall be responsible to pay the standard SMS charges levied by their respective Telco service providers for each Participation sent to the designated number "66628" under the Campaign.
9. Eligible Customers are solely responsible to ensure that the details in the prediction sent to "66628" are complete, accurate and within the Campaign Period; failing which, the Participation is deemed invalid or unsuccessful.
10. Cancellation after the prediction which has been successfully sent to "66628" will not be entertained.
11. Proof of SMS sent to "66628" by Eligible Customer shall not be deemed as successful Participation unless the Eligible Customer receives a confirmation SMS from "66628" and such confirmation SMS will be sent to the same mobile phone number used for Participation, subject to the SMS traffic at the respective Telco's network. The confirmation SMS is automatically generated to confirm receipt of a successful Participation and shall not be deemed as notification that the Eligible Customer has been confirmed as successful participation.
12. Maybank reserves the right to disqualify any Participation sent to "66628" due to reason(s) including, but not limited to duplicate Participations, invalid NRIC/Passport Number, incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period and Maybank shall not, in any way, be held liable for such disqualification.
13. Maybank is not responsible nor does Maybank has any control whatsoever over the SMS traffic, possible network failure(s) and/or interruption(s) on the part of the respective Telco or Maybank's SMS service provider or for any other reason(s) whatsoever during the process of the Participation sent to "66628" or SMS confirmation sent from "66628" to Eligible Customers which may result in the delay of the Participation during the Campaign Period.
14. SMS service is provided and supported by the service provider appointed by Maybank.

Prize

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

Cards	Total Number of Winner(s)	Prize for each Winner
Maybank Manchester United Visa Gold Credit Card	Five (5) Winners	• Trip for 2 persons (includes flight and hotel) to watch Manchester United LIVE for Manchester United vs Liverpool Pre-Season 22/23 Tour in Bangkok, Thailand.
Maybank Manchester United Visa Infinite Credit Card		
Maybank Manchester United Visa Debit Card		

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

- a) Application for visa/warrant and/or applicable fees (if any);
- b) Transportation to and from Kuala Lumpur International Airport (KLIA);
- 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 personal expenses, meal expenses, medical procedure or screening expenses, quarantine expenses or such other expenses.

Selection of Winners

17. The five Winners are selected based on the accuracy of the goal prediction and the number of goal must be correctly predicted. However, if there are more than 5 Eligible Customers who have correctly guessed the number of goal scored by Manchester United during the Crystal Palace vs Manchester United EPL match on 22 May 2022, then all Eligible Customers who have correctly guessed the number of goal would be ranked according to their past three (3) months spending from 22 February 2022 to 22 May 2022. The five (5) highest spending Eligible Customers from the pool would be receiving the Prize respectively (“**Winner(s)**”).
18. Although Supplementary Cardmembers is not eligible to participate and receive the Prize under this Campaign, the spending made by Supplementary Cardmembers will be consolidated with the spending made by their principal cardmembers for the purpose of accumulating the highest spending for Eligible Customers.
19. Each Eligible Customer is entitled to win one prize only.
20. The Winners will be contacted by Maybank or its appointed representatives (via the mobile number that was registered with Maybank) at any time during office hours.

21. In the event Maybank or its appointed representative is unable to contact the Winner via the mobile number that was registered with Maybank after 3 attempts and/or the shortlisted Eligible Customer does not wish to receive the Prize upon being contacted by Maybank or its appointed representatives, the shortlisted Eligible Customer will be deemed to be disqualified from the contest.
22. Winners must be in good credit standing throughout the Campaign Period in order to be entitled to receive the prize.
23. The Prize shall not be exchangeable for cash, credit or in kind, in part or in full.
24. The Winners are not allowed to transfer or sell his/her right to the prize to any other person.

Campaign Fulfilment

25. Prize fulfilment will be carried out within four (4) weeks 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 22 May 2022, the fulfilment is expected to be done within 4 weeks starting from 22 May 2022. The fulfilment is expected to be completed latest by 16 June 2022.

26. The expected trip to watch Manchester United vs Liverpool Pre-Season 22/23 Tour in Bangkok, Thailand is planned to be held from 10 July 2022 – 13 July 2022.
27. Winners must provide and confirm the nominated passenger's details for the purpose of the issuance of the flight tickets within three (3) working days upon being contacted by Maybank's representative.
28. The nominated passengers are required to travel together from Kuala Lumpur to Bangkok with Malaysia Airlines Economy Class return flights. Passenger below 16 years old must be accompanied by parent or a legal guardian/teacher (identification or proper documents to be produced upon request).
29. Winners shall be responsible for supplying valid passports and, where necessary, for obtaining appropriate health documentation. The Winners shall be in possession of a valid passport with a validity extending up to at least six (6) months from the date of departure.
30. 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.
31. Issuance of flight tickets is subject to the airline's policy and any other general terms and conditions applicable to the flight tickets. Such terms and conditions are beyond Maybank's control and are determined by the airline.

32. Any dispute arising from issuance/reissuance of the flight ticket(s) and/or hotel accommodation shall be settled by the Winner directly with the respective service operations without recourse to Maybank.
33. The Prize is given on an "As Is" basis, which is non-exchangeable for cash or other kinds, whether in part or in full.
34. Maybank reserves the right to disqualify an Eligible Customer 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 Customer's Maybank Credit Card account(s) are not settled on or before its due date;
 - b. if any of the Eligible Customer'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

35. "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 Customer with any merchant associated with or controlled by them (whether as employee, employer, shareholder or director). i.e. transactions by Eligible Customer 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

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.

36. 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" here shall refer to 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 Customers to be informed of or otherwise seek out any such notice validly posted.

37. 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.
38. 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.
39. 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.
40. 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.
41. 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.
42. 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.
43. 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.