



## Terms and Conditions

Grab Maybank Bonanza ("Challenge") is a joint campaign organised by Malayan Banking Berhad (Co. No.196001000142) and Maybank Islamic Berhad (Co. No. 200701029411) (collectively referred to as "Maybank") and GPay Network (M) Sdn. Bhd. (Company Registration No. 201701005704) and shall be subjected to the Terms and Conditions herein. By participating in this Challenge, Eligible Customers (as defined in Clause 1.0 below) hereby expressly agree to be bound by these Terms & Conditions and the decisions made by Maybank in respect of the Challenge and shall be final, conclusive and binding.

### 1.0 Eligibility

- a) This Challenge is open to individuals who have an eligible Maybank2u ("M2U") registered account/ID and a valid Grab account, and who fulfil the criteria below:
  - i. First time user who has never link their M2U to GrabPay Wallet before  
(All individual customers who have fulfilled the above criteria will hereinafter be referred to as "Eligible Customers").
- b) This Challenge 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) years ("**Minor**"), they must obtain a written consent from their parents and/or legal guardian in order to participate in this Challenge, which then shall be provided to Maybank at any time at Maybank's request. These Terms and Conditions will be equally applicable to their parents and/or legal guardian in substitution of the applicability of these Terms and Conditions on the minor.
- c) This Challenge is only valid for transactions made with Grab Malaysia. The transaction needs to be done within Malaysia to a Grab Malaysia App. Any transaction made outside Grab app will not contribute towards or be considered for this Challenge.
- d) This Challenge is only applicable for instances where Maybank2u account is linked with GrabPay Wallet. It is NOT valid for Online Banking (FPX) transactions.

### 2.0 Challenge Mechanics & Duration

#### Campaign Mechanics

<b>Challenge</b>	<ul style="list-style-type: none"> <li>• Link M2U account to GrabPay Wallet;</li> <li>• Top up GrabPay Wallet for ten (10) times in Grab app; and</li> <li>• Each top-up must be minimum amount of RM50</li> </ul>
<b>Prize</b>	8,000 GrabRewards (" <b>Prize</b> ")
<b>Capping</b>	Capped at 1,400 prizes throughout the Challenge Period
<b>Prize Applicability</b>	First-come-first-serve basis for Eligible Customer throughout the entire Challenge Period.
<b>Payment Method</b>	Only available on Grab app and top-up is made through the linked Maybank2u account.

### 3.0 Prize, Validity and Grab Terms & Conditions

- a) Grab users who have completed the Challenge will be awarded the Prize within five (5) working days.
- b) Rules for the Challenge and general challenges in the Grab app:
- Each challenge cannot be shared. Each challenge is specially designed for every individual user and each user may receive different challenges and it is limited to the user who has access to the Challenge in their app. Grab reserves the right to limit accessibility of participants to the Challenge in their app.
  - The Challenge is only valid from 10 December 2022 to 31 December 2022.
  - The Challenge is only valid for users who link their GrabPay Wallet with Maybank2u account for the first time.
  - The Challenge is only applicable for top-up and auto top-up via linked-Maybank2u account throughout the Challenge period.
  - Participants are to perform only 1x top-up per day, top-up, or auto top-up via linked-Maybank2u account throughout the Challenge period.
  - The Challenge is only valid in Malaysia. Any Grab transaction made outside Malaysia will not contribute towards or be considered for this Challenge.
  - Users must top-up a minimum of RM50 each time into their GrabPay Wallet for TEN (10) times via linked-Maybank2u account to stand a chance to receive 8,000 GrabRewards ("Prize"). Prizes are limited and on a first come, first served basis only.
  - GrabPay Wallet top-up transactions via Online Banking Maybank - FPX (Onetime Topup) do not contribute to the Challenge progression.
  - GrabRewards earned from the Challenge does not count towards tier upgrade, and no extensions of reward validity will be entertained.
  - Grab users who have completed the Challenge will be awarded the GrabRewards within five (5) working days.
  - The Challenge will end at the end of the Challenge Period, or when the available Prizes have been fully awarded, whichever earlier.
  - The Challenge's progress status can be viewed on the Grab app at any time during the Challenge period via the 'CHALLENGES' tile under Account.
  - This Challenge cannot be replayed once it is completed or when the Challenge Period has ended.
  - Find out more about this challenge at <https://www.grab.com/my/grabpay-blog/bank-card-promo/mbb-bonanza-10-dec/>

#### Example scenarios

Scenario	Eligibility for Prize	Eligibility for Prize
First time link-up and top-up GrabPay Wallet for ten (10) times with a minimum value of RM50 for each top-up on 21 December 2022	8,000 GrabRewards	Eligible. Link-up during the Challenge Period and the number, as well as the value of top-up, meets the minimum qualifying transaction.
i. Existing link-up on 15 December 2022; AND ii. Perform only eight (8) top-up GrabPay Wallet with a minimum amount of RM20 for each manual top-up on 15 December 2022	-	Not eligible. The total number of top-ups during the Challenge Period, not a first-time link-up and the value of each top-up do not meet the minimum qualifying transaction.
i. First time link-up on 11 December 2022; AND	-	Not eligible. The total number of top-ups during the Challenge

ii. Top-up once a total of RM200 via linked M2U account by 25 December 2022		Period does not meet the minimum qualifying transaction which is to top-up ten (10) times.
First time link-up and auto top-up RM350 GrabPay Wallet on the 15 December 2022	-	Not eligible, as the total number of top-ups during the Challenge Period does not meet the minimum qualifying transaction which is to top-up ten (10) times.

#### 4.0 Customer's Obligations

- a) For the purpose of this clause, "you" refers to Eligible Customers.
- b) You agree that you are in compliance with Grab's terms of service (<https://www.grab.com/my/terms-policies/payment-rewards>) applicable for the Grab service provided, as stipulated in the Grab app. Each reward/prize is governed by its applicable terms of use. Please refer to the Terms and Conditions in each reward/prize for such applicable terms.
- c) Grab reserves the sole and absolute right to disqualify or reject any participant/customer deemed ineligible for the Challenge, be it under these terms and conditions or having engaged in conduct that Grab considers inappropriate or unacceptable.
- d) Grab's decisions in any matter in relation to the Challenge shall be final and conclusive. Grab shall not be liable for any claims by you or third-party claims or losses of any nature, including but not limited to, loss of profits, expectation loss, punitive, indirect, special, incidental, or consequential damages or for other damages and any related claims of any nature, including direct, indirect, third-part, consequential or other damages resulting from or in connection with this Challenge.
- e) In claiming the Prize, Grab may request for such identification documents or further information to verify and check the identity of the winner of the Prize, to prevent gaming and fraud.
- f) All prizes must be claimed/redeemed within the stipulated deadline. Any prizes not claimed by the deadline may be forfeited (or disposed of, or donated, all at Grab's discretion), and no claims whatsoever for payment or compensation shall be entertained.
- g) Unless otherwise provided, all prizes are non-transferable and non-exchangeable for cash/credit in kind.
- h) These Terms and Conditions are governed by the laws of Malaysia and the non-exclusive jurisdiction of the Malaysia courts.

#### 5.0 General Terms and Conditions

- a) 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 MY app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
- b) Maybank reserves the right to withdraw, cancel, suspend, extend or terminate this Challenge 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](http://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.

- c) By participating in this Challenge, Eligible Customers agree to access the Maybank2u website at [www.maybank2u.com.my](http://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.
- d) By participating in this Challenge, 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](http://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 Challenge; 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 Challenge.
- e) 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 Challenge) shall not be liable to Eligible Customers in this Challenge 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 Challenge unless caused by the any gross negligence or omission by Maybank.
- f) Maybank shall not be liable for any default of its obligation under this Challenge 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, pandemic or any events beyond the reasonable control of Maybank.
- g) 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 Challenge and/or its process or the operations of this Challenge which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Challenge.
- h) 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 the Challenge, 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](http://www.maybank2u.com.my).