

Maybank VISA FIFA World Cup 2022 Campaign
Terms and Conditions for Maybank Debit Cardmembers

The “**Maybank Visa FIFA World Cup 2022**” (“**Campaign**”) is organized by Malayan Banking Berhad (Registration. No. 196001000142) (“**Maybank**”). By participating in this Campaign, Eligible Cardmembers (as defined in Clause 3.1 below) hereby expressly agree to be bound by these Terms & Conditions.

The Campaign commences on **20 May 2022 at 12:00 AM MYT** and will expire on **31 August 2022 at 11:59 PM MYT**, both dates inclusive, unless notified otherwise (“**Campaign Period**”).

1. Eligibility

- 1.1 The Campaign is opened to all Maybank Debit Card(s) and/or Maybank Prepaid Card(s)] (“**Maybank Cards**”) issued by Maybank (“**Cardmembers**”) who have successfully registered for the Campaign via Short Messages Service (“**SMS**”).
- 1.2 The following persons are NOT eligible to participate in the Campaign:
 - a) Cardmembers whose Maybank Cards account(s) status is delinquent, suspended, cancelled or in breach of any Terms and Conditions and/or Maybank Cards Agreement during the Campaign Period;
 - b) Cardmembers of Maybank Cards who are in default of any facility granted by Maybank at any time;
 - c) Cardmembers of Maybank Commercial/ Corporate Cards;
 - d) Permanent and contract employees of the Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department of Maybank.
- 1.3 For avoidance of doubt, permanent and contractual employees of Maybank (other than from Cards Marketing Department of Maybank and Regional Cards Marketing Department of Maybank) and/or vendors, suppliers, advertising and promotion agencies for the Campaign are eligible to participate in the Campaign and are in the standing to win the 1st Prize and 2nd Prize categories.
- 1.4 Cardmembers who have fulfilled the above criteria will hereinafter be referred to as the “**Eligible Cardmembers**”.

2. SMS Registration

- 2.1 Registration for the Campaign is done on a one-time basis by using any of the registered telecommunication companies’ (“**Telco**”) services and must be made by the Cardmember within the Campaign Period as below:
 - (a) For Malaysian Cardmembers, type **QATAR**<space>**last 6-digit NRIC Number without spacing** and send to **66628** (E.g. QATAR 106658); or
 - (b) For non-Malaysian Cardmembers, type **QATAR**<space>**last 6-digit Passport Number without spacing** and send to **66628** (E.g. QATAR 123456)
- 2.2 Eligible Cardmembers must register their participation for the Campaign using the mobile phone number that has been registered with Maybank. Multiple registrations using the same mobile phone number are not accepted. In the event the information provided by the Eligible Cardmembers during the registration process does not match with Maybank database, Maybank reserves the right to reject the said registration.
- 2.3 To be eligible to participate in the Campaign, the Eligible Cardmembers with multiple Maybank Visa Debit Cards are only required to register once within the Campaign Period.
- 2.4 Eligible Cardmembers shall be responsible to pay the standard SMS charges levied by their respective Telco for each registration SMS sent to the designated number “66628” under the Campaign.
- 2.5 The Eligible Cardmembers are responsible to ensure that the details stated in the registration

SMS sent to 66628 are complete, accurate and sent within the Campaign Period; failing which, the registration SMS will be considered invalid or unsuccessful.

- 2.6 Cancellation of registration and/or change of any details in the registration SMS will not be accepted nor will it be entertained after the registration SMS has been successfully sent to 66628.
- 2.7 Proof of an SMS sent to 66628 by the Eligible Cardmembers shall not be considered as successful SMS registration, unless the Eligible Cardmember receives a confirmation SMS from 66628; such confirmation SMS will be sent to the same mobile phone number used for registration, subject to the SMS traffic on the respective Telco's network. The confirmation SMS is automatically generated to confirm receipt of a successful registration and shall not be deemed as notification that the Eligible Cardmember has been confirmed as a Winner of any Prize.
- 2.8 Maybank reserves the right to disqualify any registration SMS sent to 66628 due to any reason(s) including, but not limited, to duplicate registration, invalid last 6digit NRIC / passport number, incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period.
- 2.9 Maybank is not responsible, and Maybank has no control, for/over the SMS traffic, network failure and/or interruptions on the part of the respective Telco or Maybank's SMS vendor or for any other reason(s) whatsoever during the process of registration SMS sent to 66628 or confirmation SMS sent from 66628 to Eligible Cardmembers which may result in the delay of the SMS registration during the Campaign Period.
- 2.10 SMS service is provided and supported by the service provider appointed by Maybank, i.e. Macro Kiosk Berhad.

3. Campaign Mechanics and Conditions

- 3.1 Upon successful SMS registration, Eligible Cardmembers will need to meet the spending requirement in order to earn cash back or "Qualifying Entries" (as set out below) and stand a chance to win prizes (as set out in clause 4.1 below) in the manner as set out and illustrated below.

3.2 Qualifying entries

3.2.1 Qualifying spend to earn entries:

Entries	Qualifying Entry
1X Entry	Every RM300 cumulative Debit card spend on POS transactions during campaign period.
5X Entries	Every RM300 cumulative Debit card spend on online transactions during campaign period.

4. Prizes

4.1 Prize details:

Prize Category	Description	Total Winners
Grand Prize	5D4N FIFA World Cup Qatar 2022™ Travel Package for 2 pax Round-trip flights, 5-Star accommodations, tickets to two matches (3 rd Place and Final)	1
1 st Prize	FIFA World Cup 2022™ Premium Memorabilia Box Consists of an Official FIFA World Cup™ Adidas Al Rihla standard ball, an Official FIFA World Cup™ Cap & Tote bag and a Video Game & Console.	20
2 nd Prize	FIFA World Cup 2022™ Memorabilia Box Consists of an Official FIFA World Cup™ Adidas Al Rihla standard ball, and Official FIFA World Cup™ Cap & Tote Bag	500

4.2 Prize for Grand Prize EXCLUDES the following and the exclusion list is not exhaustive:

- a) Application for visa/warrant and 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 (including but not limited to phone charges, mini bar, room service, wifi charges, laundry service);
- f) On-site translation services; and
- g) Any and all applicable taxes.

4.3 For Grand Prize, in the event if there is a travel restriction imposed by either the Government of Malaysia and/or the Government of Qatar during the prize fulfilment period, Maybank has the right to replace the Grand prize travel packages to a one off cash back arrangement to the winners' savings/ current account.

5. Selection of winners ["Winner(s)"]

5.1 For Grand Prize

- 5.1.1 Selection will be carried out after the end of the Campaign period.
- 5.1.2 Based on the Qualifying Entries earned, Eligible Cardmembers shall be shortlisted by Maybank's randomizer programme for the respective Prizes.
- 5.1.3 In accordance to the selection sequence of Maybank's randomizer programme, the first shortlisted Eligible Cardmembers shall be deemed as the final Winners.

5.2 For 1st Prize

- 5.2.1 Selection will be carried out after the end of the Campaign period.
- 5.2.2 Based on the Qualifying Entries earned, Eligible Cardmembers shall be shortlisted by Maybank's randomizer programme for the respective Prizes.
- 5.2.3 In accordance to the selection sequence of Maybank's randomizer programme, the first 20 shortlisted Eligible Cardmembers shall be deemed as the final Winners.

5.3 For 2nd Prize

- 5.3.1 Selection will be carried out after the end of the Campaign period.
- 5.3.2 Based on the Qualifying Entries earned, Eligible Cardmembers shall be shortlisted by Maybank's randomizer programme for the respective Prizes.
- 5.3.3 In accordance to the selection sequence of Maybank's randomizer programme, the first 500 shortlisted Eligible Cardmembers shall be deemed as the final Winners.

5.4 Each Eligible Cardmembers is entitled to win only one (1) Prize throughout the Campaign Period.

6. Fulfillment of Prizes

- 6.1 At the time of awarding the Prizes, all Maybank Card account(s) of the Eligible Cardmember must not be delinquent, and/or invalid or cancelled. Otherwise, such Eligible Cardmember shall be disqualified from receiving the Prizes.
- 6.2 The confirmation letter/email will be sent to the winners' billing address or email address recorded in Maybank's system within sixteen (16) weeks from the end of the Campaign Period.
- 6.3 Announcement of the winners (e.g. Name and masked Maybank Card Number) shall also be made on Maybank2u's website at www.maybank2u.com.my and/or Maybank social media within sixteen (16) weeks from the end of the Campaign.
- 6.4 The fulfilment of the prizes will be done within sixteen (16) weeks from the end of the Campaign period (for 2nd & 3rd prize category only)
- 6.5 Maybank shall determine the methods of the Prize giving, including but not limited to, a prize giving ceremony, or any other methods which Maybank may deem reasonable.
- 6.6 The Grand Prize Winner is required to attend the prize giving ceremony (if any/necessary) and in the event the prize winner is unable to attend the said ceremony, he/she will automatically be disqualified and no compensation or arrangement will be made after the prize giving ceremony.
- 6.7 Maybank reserves the right at its discretion to allow or disallow transfer of prizes to another person/party even with any form of authorization from any of the prize winners.
- 6.8 All cost, fees and/or expenses incurred or to be incurred by the Prize Winners in relation to the Campaign and/or the claiming of the Prize(s), which shall include but not limited to the cost for transportations, accommodation, meals, personal costs and/or any other costs, are the sole responsibility of the winners.
- 6.9 If there is any dispute or non-receipt of the Grand Prize, 2nd Prize and 3rd Prize are Winners are required to contact Maybank Customer Service at 1300 88 6688 latest by 1 December 2022 to request for an inquiry. No request for any inquiry shall be entertained after 1 December 2022.

7. Additional Terms

- 7.1 SMS sent by Eligible Cardmembers to 66628 for registration purpose shall be deemed as consent to participate in the Campaign.
- 7.2 By participating in the Campaign, Eligible Cardmembers/winners:
 - (a) agree that all records of transactions captured by Maybank's system within the Campaign Period based on the local date and time shall be accurate, conclusive and final;
 - (b) agree that Maybank's decision on all matters relating to the Campaign shall be final and binding on all Eligible Cardmembers/ winners. No further appeal or further correspondence will be entertained;
 - (c) agree that any reversal of Qualified Spend shall be excluded from the Campaign.

- (d) consent for Maybank to disclose their particulars to third party service provider(s)/ authorized supplier(s) including vendors, suppliers, advertising and promotion agencies engaged by Maybank for contact purposes during and after the Campaign Period.

8. General Terms & Condition

- 8.1 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.
- 8.2 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.
- 8.3 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.
- 8.4 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.
- 8.5 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.
 - 8.6 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.
 - 8.7 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.

8.7.1 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.