

Get Rewarded with your Newly Approved Maybank American Express Premium Credit Cards

Terms and Conditions

Maybank American Express Campaign (“Campaign”) is organised by Malayan Banking Berhad (196001000142) (hereinafter referred to “Maybank”). By participating in this Campaign, Eligible Customers (as defined below) expressly agrees to be bound by these Terms and Conditions and the decisions made by the Bank.

Campaign Period

Maybank American Express Premium Card Campaign runs from **20th March 2023 to 30th June 2023** (both dates inclusive) (hereinafter referred to as the “Campaign Period”)

Eligibility

1. Subject to these Terms and Conditions, the Campaign is open to all new-to-bank individuals or existing Maybank and/or Maybank Islamic customers who are residents of Malaysia and does not have any existing credit card issued by Maybank / Maybank Islamic (“Maybank Credit Card”) and who has attained the age of 21 years at the time of making an application for any one or more of Maybank Credit Card(s) as a principal card member during the Campaign Period (“Eligible Customer”).
2. To be Eligible for this Campaign, an Eligible Customer must apply for any of the following cards:
 - (i) American Express Singapore Airlines KrisFlyer American Express® Gold Credit Card
 - (ii) American Express Platinum Card®
 - (iii) Singapore Airlines KrisFlyer American Express® Platinum Credit Card
 - (iv) Maybank 2 Cards Premier Reserve American Express
3. To be eligible for Campaign 2, Eligible Customer must apply any one or more Maybank 2 American Express Credit Card via the following channels:
 - (i) Maybank2U (“M2U”) at www.maybank2u.com.my (“Website”) by completing an electronic Maybank Credit Card application form and uploading all required supporting documents on the Website Maybank
 - (ii) Maybank Branches, Maybank Premier Wealth Centre and Maybank Auto Finance Centre
 - (iii) Maybank Direct Sales -Non Branch Sales
 - (iv) Maybank Amex Telesales - Non Branch Sales

4. Eligible Customer may be entitled to participate in more than one Maybank Credit Card promotion organized for or in conjunction with the acquisition of a new credit card customer. The Eligible Customer may also be similarly entitled to other gifts or rewards under the respective promotions. In the event that the promotion periods for such other promotions overlap with the Campaign Period, the Eligible Customer understands and agrees that he/she shall only be entitled to receive the rewards from the first Maybank Credit Card approved by The Bank via the channel that the Eligible Customer had applied from, regardless of the number of successfully approved applications in such other promotions and/or this Campaign.
5. The following individuals are NOT eligible to participate in this Campaign:
 - a. Permanent and/or contract employees of The Bank (including its subsidiaries and related companies);
 - b. Any Eligible Customer who had cancelled any of his/her Maybank Credit Card within six (6) months before the date of application and is re-applying for another Maybank Credit Card under the Campaign;
 - c. Present holders of any Maybank Credit Card(s) whether issued in Malaysia or otherwise; and/or
 - d. Any Eligible Customer who has committed or suspected of committing any misconduct, fraudulent, wrongful acts or in default and breach of terms in relation to their account(s), any facility, and/or any services granted by The Bank.

Campaign Mechanics:

1. All approved application during the Campaign Period with a minimum spend of RM1,200 within 45 days (Qualifying Period) from the credit card approval date will be entitled for Hilton Complementary One Night Stay OR Food and Beverages Voucher capped at one voucher per Principal customer as listed below:

Card Scheme	Card Type	Reward	Campaign Period
American Express Cards	American Express Platinum Card® Singapore Airlines KrisFlyer American Express® Platinum Credit Card or Maybank 2 Cards Premier	Hilton Complementary One Night Stay OR Food and Beverages Voucher with RM600net Value	20 th March 2023 - 20 th June 2023

	Reserve or Singapore Airlines Krisflyer American Express® Gold Credit Card	(Capped at First 150 customer every month)	
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Eligibility

- i. In order to be entitled to participate in “The Campaign”, all approved applications made by the Eligible Customer that spend a minimum retail spend of RM1,200 within the first 45 days from the Card approval date will be entitled for Hilton Complementary One Night Stay physical voucher.
- ii. The total spend requirement cannot be combined with the other Maybank credit cards applied at the same time.
- iii. Hilton Voucher is limited to first 450 spenders throughout the campaign period of 3 months.

Hilton Voucher terms & conditions

- Voucher entitles eligible holders of a Maybank American Express Card (“Cardmembers”) to CHOOSE between one (1) complimentary night stay in a Hilton Guest Room based on single/double occupancy, inclusive of one (1) breakfast for each of two (2) registered guests OR one (1) complimentary dining voucher valued at MYR 600nett at a participating.
- Voucher is valid for one (1) time use only within its stipulated validity period for booking the abovementioned complimentary voucher. The complimentary night’s stay OR the complimentary dining voucher must be booked-by and utilized-by the end of the Redemption Period to avoid forfeiture. The “Redemption Period” means the period from 1 April 2023 to 31 December 2023 (both dates inclusive).
- The original Voucher must be presented at point of redemption, along with Cardmember’s NRIC or Passport and Maybank American Express Card.
- Voucher is non-transferrable. No extension or replacement will be issued if the original Voucher is lost, damaged or expired. In the event of no-show or cancellation, the stay or dining credit is considered redeemed. Cardmembers may postpone a reservation once only within the redemption period.
- Complimentary night stay voucher includes room rate, service charge and service tax. Complimentary F&B Voucher includes Food & Beverage, service charge and service tax. All other costs including state taxes, tourism taxes, gratuities or incidental charges that is not

specified herein as being provided shall be the sole responsibility of the Cardmembers. All such other costs or incidental charges (including additional prevailing taxes) during the stay must be paid with a Maybank American Express Card. Each Participating Hotel has a policy addressing cancellations that may apply.

- Complimentary room stay voucher and F&B Voucher are not exchangeable for cash or in kind and not applicable in conjunction with any other offers, promotions, discounts or privileges.
- Cardmembers are required to make a prior booking subject to availability a minimum of 24hrs in advance at the Participating Hotel of their choice via phone to redeem the complimentary night stay or F&B voucher, a valid serialized voucher code number must be quoted to secure a booking. Any Cardmembers without a voucher booking confirmation will not be granted the complimentary night's stay or the F&B voucher benefit.
- ROOM Voucher : The following blackout periods for stays include: (i) Hari Raya blackout period, being 22 April 2023 to 1 May 2023 (both dates inclusive); (ii) year-end festive 16 Dec 2023 to 31 Dec 2023 (both dates inclusive).
- ROOM Voucher : Actual room type is subject to availability and shall be at Participating Hotel's absolute discretion. The maximum occupancy per room is strictly two adults and maximum one child (below 12 and sharing the existing bedding). Additional breakfast charges for the child may apply.
- F&B Voucher : No black-out periods apply. Voucher has a one-time use only. Any unutilized credit is deemed expired credit. Unutilized credit may not be used at an alternate table reservation, dining period, date or for any take-away items. No minimum purchase is required for the dining voucher redemption.
- Hilton Honors Points and other Hilton Honors Member benefits will not be awarded in connection with the complimentary room night or F&B voucher usage.
- Amex shall not be responsible or liable in any way for any loss, injury or damage whatsoever caused by or arising from any failure or delay in provision of or malfunction, defect or deficiency in any services and benefits of the offer. Hilton reserves the right to, in sole discretion, reject any redemption that has expired, or is incomplete, and the decision of Hilton shall be final.
- American Express and Hilton reserve the right to vary the terms and conditions of this offer.

List of Participating Hilton Properties

Hotel Name	Hotel Reservations phone	Hotel reservations email
Hilton Kuala Lumpur	60 3-2264 2264	kulhi.reservation@hilton.com
DoubleTree by Hilton Hotel Johor Bahru	60 7-268 6868	JHBDT_RES@hilton.com
Hilton Kuching	60 82-223 888	kuching_reservations@hilton.com
DoubleTree by Hilton Hotel Melaka	60 6-222 3333	mkzmm_res@hilton.com
DoubleTree by Hilton Putrajaya Lakeside	60 3-8890 0000	KULPR_RES@hilton.com
Hilton Kota Kinabalu	60 88-356 000	reservation.kotakinabalu@hilton.com
DoubleTree by Hilton Damai Laut Resort	60 5-684 3333	IPHDL_RES@hilton.com
Hilton Garden Inn Puchong	60 3-8084 1299	KULPU_RES@hilton.com
DoubleTree by Hilton Hotel Kuala Lumpur	60 3-2172 7272	KULDT_Reservations@hilton.com
DoubleTree Resort by Hilton Penang	60 4-892 8000	doubletreepenang_reservations@hilton.com
DoubleTree by Hilton Shah Alam i-City	60 3-5650 0200	szbsa_res@hilton.com
Hilton Petaling Jaya	60 3-7955 9122	reservation.petaling-jaya@hilton.com
Hilton Garden Inn Kuala Lumpur Jalan Tuanku Abdul Rahman South	60 3-2771 6888	KULMY_RES@hilton.com
Hilton Garden Inn Kuala Lumpur Jalan Tuanku Abdul Rahman North	60 3-2778 8888	KULUM_RES@hilton.com

Campaign Fulfilment

1. Each Eligible Customer are only entitled for one (1) time Hilton Complementary One Night Stay OR Food and Beverages Voucher throughout the respective Campaigns as highlighted in these Terms and Conditions.
2. Hilton Complementary One Night Stay OR Food and Beverage Voucher will be delivered within twelve (12) weeks from the last date of the month of which the Maybank Credit Card was approved and are only available while stocks last.

Example: If the Singapore Airlines KrisFlyer American Express® Platinum Credit Card is approved on 10th April 2023, the customer is required to

expect to receive the voucher 12 weeks from 30th April 2023. Hilton Voucher will be delivered by mid of July 2023.

3. Hilton Complementary One Night Stay OR Food and Beverages Voucher will be delivered to the billing address of the Eligible Customer which was provided to the Bank upon application. Any request to change or exchange the rewards or delivery address are strictly not allowed.
4. The Bank reserves the right to disqualify an Eligible Customer from participating in the Campaign and/or from receiving the Campaign Cash Back, due to the followings:
 - a. Where the minimum payment or any amounts due and payable under any of the Eligible Customer's Maybank 2 American Express Credit Card account(s) are not settled on or before its due date;
 - b. If any of the Eligible Customer's Maybank 2 American Express Credit Card account(s) is cancelled, closed, or terminated by any reason whatsoever, either voluntarily or involuntarily on or before the fulfilment of the Cash Back and/or rewards;
 - c. Has committed or is suspected of committing any misconduct, fraudulent or wrongful acts breach of Campaign terms and conditions.

Retail Spend

1. "Retail Spend" means the purchase of any goods or services (local or international) using the Maybank American Express Credit Card and may include, at The Bank's discretion, any card transaction as may be determined by The Bank except for the following transactions:
 - a. Instalments paid under The Bank's Flexi Payment Plan, Easy Payment Plan transactions registered and commenced before the Campaign Period, Credit Shield Plus, Cash Treats, Ezy Cash, Balance Transfer, E -wallet and Cash Advance.
 - b. Any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions;
 - c. Payment of annual Maybank American Express Credit Card membership fees;
 - d. Profit 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

- 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 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 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 appropriate 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 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.
- d) 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.
- e) 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 PDPA Form for Individual Customers.
- f) In addition, and without prejudice to the terms in the Maybank’s Privacy Statement and the 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:

- i. the purposes of the Campaign; and
- ii. 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.

*Note: “PDPA” refers to Personal Data Protection Act (2010).

- g) 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 any gross negligence or omission by Maybank.
- h) 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 acts of God, civil commotion, acts of war, strike, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events and circumstances of whatever nature beyond the reasonable control of Maybank.
- i) 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.
- j) 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.