

**TERMS & CONDITIONS: MAYBANK SPEND & WIN DEWA19 CONCERT WITH MAYBANK
MASTERCARD® DEBIT CARD CAMPAIGN**

The ‘**Maybank Spend & Win DEWA19 concert with Maybank Mastercard® Debit Card** (“**Campaign**”) is organized by Malayan Banking Berhad (Registration. No. 196001000142) (“**Maybank**”) and shall be subjected to the Terms and Conditions herein. By participating in this Campaign, Eligible Cardmembers (as defined in Clause 2.1) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank in respect of this Campaign shall be final and binding.

1. CAMPAIGN PERIOD

The Campaign) commences from **1 August 2023 at 12:00 AM MYT** and expires on **31 August 2023 at 11:59 PM MYT**, both dates inclusive, unless notified otherwise (“**Campaign Period**”).

2. ELIGIBILITY

- 2.1. This Campaign is applicable and open to all new and existing Maybank Mastercard® Debit Cardmembers including cardmembers who renew or replace their debit card at any Maybank branch (“**Debit Cardmembers**”) meeting the eligibility criteria as set out herein (“**Eligible Cardmembers**”).
- 2.2. Debit Cardmembers whose accounts with Maybank which have been suspended, closed or who are in breach of their Agreement with Maybank shall not be eligible to join the Campaign.
- 2.3. 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 Prize.

3 CAMPAIGN MECHANICS & CONDITIONS

3.1 QUALIFYING PERIOD

The Campaign Period for this Campaign is as stated below: -

Campaign Period	Start Date (inclusive)	End Date (inclusive)
1 month	1 st Aug 2023	31 th Aug 2023

3.2 QUALIFYING ENTRIES

Eligible Cardmembers will need to meet the spending requirement(s) to earn Qualifying Entries and stand a chance to win the Grand Prize. The spending requirement(s) to earn entries (“**Qualifying Entries**”) are as set out below: -

Entries	Qualifying Entries
1 entry	For every RM100 spend
2 entries	For every RM100 online spend

4. PRIZES

The Grand Prize and the amount of Grand Prize(s) to be won under this Campaign (“Prize(s)”) is set out below: -

Prize Category	Spend Duration	Prize details	Allocation
Grand Prize	1 – 31 August 2023	2 tickets "A Night At The Orchestra" tickets (worth RM458 per ticket - Separuh Nafas category)	25
Total Allocation			25

5. SELECTION OF WINNER

Based on the Qualifying Entries earned, Eligible Cardmembers stand a chance to win the Prizes, after being shortlisted by Maybank’s randomizer program (“Winner(s)”).

5.1 Grand Prize

- (a) Selection will be carried out after the end of the Campaign Period.
- (b) In accordance to the selection sequence of Maybank's randomizer programme, the first 25 shortlisted Eligible Cardmember shall be deemed as the final Winners (subject to Clause 6.1 below).

6 FULFILLMENT OF PRIZES

6.1 At the time of awarding the Prize(s), 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 Prize(s).

6.2 The confirmation letter/email will be sent to the Winners’ billing address or email address recorded in Maybank’s system within three (3) weeks from the end of the Campaign Period.

6.3 Alternatively, the Winner(s) will be contacted by Maybank or its appointed representatives (via the mobile number that was registered with Maybank) within three weeks from the end of the Campaign Period at any time during office hours.

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 Cardmember does not wish to receive the Prize upon being contacted by Maybank or its appointed representatives, the shortlisted Eligible Cardmember will be deemed to be disqualified.

6.4 Announcement of the Winners (e.g. Name, masked NRIC and Maybank Card Number) shall also be made on Maybank2u’s website at www.maybank2u.com.my and/or Maybank social media within three(3) weeks from the end of the Campaign Period.

6.5 The fulfilment of the Prizes will be done within three (3) weeks from the end of the Campaign Period.

- 6.6 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.
- 6.7 The Winner is required to attend the Prize giving ceremony (if any/necessary) and in the event the 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.
- 6.8 Maybank reserves the right at its discretion to allow or disallow transfer of Prizes to another person/party even without any form of authorization from any of the Winners.
- 6.9 All cost, fees and/or expenses incurred or to be incurred by the 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.
- 6.10 If there is any dispute or non-receipt of the Prize, Winners are required to contact Maybank Customer Service at 1300 88 6688 latest by **22 September 2023** to request for an inquiry. No request for any inquiry shall be entertained after **22 September 2023**.

7 GENERAL TERMS & CONDITION

- 7.1 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.
- 7.2 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 Maybank2u website at www.maybank2u.com.my or through any other channel determined appropriate by Maybank. It shall be the responsibility of the Eligible Cardmembers to be informed of or otherwise seek out any such notice validly posted.
- 7.3 By participating in this Campaign, Eligible Cardmembers 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.
- 7.4 By participating in this Campaign, Eligible Cardmembers 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.

In addition, and without prejudice to the terms in the Maybank's Privacy Statement and the PDPA Form for Individual Customers, Eligible Cardmembers 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 Cardmembers 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).

- 7.5 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 Cardmembers 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.
- 7.6 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 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.
- 7.7 Maybank may disqualify/reject any Eligible Cardmembers 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.
- 7.8 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.