

Maybank2u - Link, Top Up and Celebrate with GrabRewards Points Promotional Campaign Terms & Conditions

Link, Top Up and Celebrate with GrabRewards Points (“Campaign”) is a joint campaign organised by Malayan Banking Berhad (Co. No.196001000142) (known 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 Campaign, 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 Campaign and/or the Grab Challenge (as defined herein) and shall be final, conclusive and binding.

1.0 Eligibility

- a) This Campaign is open to individuals who have an active Maybank2u (“M2U”) account/ID and a valid Grab account.
- b) This Campaign 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 Campaign and the Grab 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.

All individual customers who have fulfilled both of the above criteria stated in (a) & (b) will hereinafter be referred to as “Eligible Customers”.

2.0 Campaign Mechanics and Conditions

- a) This Campaign will commence on 18 December 2023, at 00:00:00 AM (MYT) and end on 25 February 2024, at 11:59:59PM (MYT) [both dates inclusive] (“Campaign Period”).
- b) The Campaign Period is split into 10 Campaign Weeks:

Campaign Week	Dates
Week 1	18 December 2023 - 24 December 2023
Week 2	25 December 2023 - 31 December 2023
Week 3	1 January 2024 - 7 January 2024
Week 4	8 January 2024 - 14 January 2024
Week 5	15 January 2024 - 21 January 2024
Week 6	22 January 2024 - 28 January 2024
Week 7	29 January 2024 - 4 February 2024
Week 8	5 February 2024 - 11 February 2024
Week 9	12 February 2024 - 18 February 2024
Week 10	19 February 2024 - 25 February 2024

- c) This Campaign 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 Malaysia App will not contribute towards or be considered for this Campaign.
- d) This Campaign is only applicable for instances where a Maybank2u account is linked with GrabPay Wallet. It is NOT valid for Online Banking (FPX) transactions.

- e) The Campaign Mechanics and Campaign Prizes (“Prizes”) are stipulated in the below table. Eligible Customers who would like to participate & win the Weekly Prize is required to accept and activate a challenge under “Challenge” tile in Account on Grab App (“Grab Challenge”).

Prize Category	Eligible Entry	Prize	Prize Quantity	Winner Selection
Weekly Prize	Activate the Grab Challenge on Grab App, link your GrabPay and top up* 4 times (min. RM50 each time) directly from your Maybank2u account within the same Campaign Week *Not valid for auto top-up.	1,500 GrabRewards Points	1,200 rewards* per Campaign Week (Total 12,000 rewards for the entire Campaign Period)	Eligible Customers with Eligible Entry will get the Prize on a first-come first-serve basis.
Grand Prize	Link your GrabPay and top up min. RM50 per transaction directly from your Maybank2u account to earn an entry to win.	30,000 GrabRewards Points	20 winners for the entire Campaign Period	Winners will be selected on a random basis.

- f) Examples/scenarios of eligibility for prize winning.

Scenario	Eligibility for Prize
a Activated Grab Challenge in the Grab App: Link-up GrabPay with Maybank2u and perform four (4) top-up transactions of RM50 each using the linked Maybank2u account between 18 December 2023 - 24 December 2023	Eligible to win Weekly Prize i.e. 1,500 GrabRewards Points and Entitled to four (4) entries to win Grand Prize i.e. 30,000 GrabRewards Points.
b Activated Grab Challenge in the Grab App: Link-up GrabPay with Maybank2u and perform five (5) top-up transactions of RM20 each using the linked Maybank2u account between 18 December 2023 - 24 December 2023	Not eligible to win Weekly Prize or Grand Prize as the top up transaction does not satisfy the minimum top up requirement of RM50 per transaction.
c DID NOT activate Grab Challenge in the Grab App: Link-up GrabPay with Maybank2u and perform four (4) top-up transactions of RM50 each using the linked Maybank2u	Not eligible to win Weekly Prize as it does not meet the requirement to activate the Grab Challenge on Grab App. but

	account between 22 January 2024 - 28 January 2024	Entitled to four (4) entries to win Grand Prize i.e. 30,000 GrabRewards Points.
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3.0 Prize Fulfilment

- a) Subject to the capping and the terms and conditions aforementioned, Eligible Customers who have completed the Grab Challenge will be awarded the Weekly Prize within five (5) working days.
- b) Grand Prize winners will be randomly selected by using a randomiser, and will be fulfilled as per below schedule.

Prize Category	Winner Selection & Prize Fulfilment
Grand Prize	Within 90 days after the end of the whole of Campaign Period i.e. before 25 May 2024.

- c) Grand Prize winners are required to provide the email address that was registered for their Grab account for verification and Grand Prize crediting purpose.
 - i) winners will be informed via a phone call from Maybank Group Customer Care.
 - ii) the winners will be required to answer one (1) question correctly. If the question is not answered correctly after two (2) attempts; OR if Maybank Group Customer Care is unable to contact the Winner after two (2) voice call attempts, the Winner will be disqualified and the next participant in line will be contacted instead. If the participant is unable to answer the question verbally due to disability reasons, a legal guardian or representative may assist to reply to the question posed.
- d) Maybank will not ask for any banking details such as credit card/debit card number and bank Transaction Authorization Code (TAC), account password, PIN or one-time password (OTP) from the winners to claim the Prize or for any reasons. The winners acknowledge and agree that Maybank reserves the rights to (i) disqualify their participation in this Campaign; and/or (ii) clawback any Prizes from the winners if:
 - i. the winner is found or suspected of tampering with the Campaign Mechanics or the operations of the Campaign; or
 - ii. the winner is found or suspected of undertaking fraudulent activities or other activities that are inconsistent with the intention of the Campaign;

Notwithstanding the above, Maybank reserves the right to reject any participation or any Winners at its reasonable discretion without assigning any reasons.

- e) Eligible Customers who participated in this Campaign is subjects to rules for the Grab Challenge in the Grab app.

4.0 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 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 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).

- 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 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.

- f) 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
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 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.
- 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 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.