

Maybank Manchester United Visa Cards Spend & Win Campaign 2024

The Maybank Manchester United Visa Cards Spend & Win Campaign 2024 (“**Campaign**”) is organised by Malayan Banking Berhad (196001000142) (“**Maybank**”). By participating in this Campaign, the Eligible Customers (as defined in Clauses 2 below) hereby expressly agree to be bound by these Terms & Conditions and any decisions made by Maybank in respect of this Campaign shall be final and binding.

Campaign Period

1. The Campaign commences on **1st September 2024** and ends on **31st December 2024**, both dates inclusive (“**Campaign Period**”).

Eligibility

2. Subject to these terms and conditions, the Campaign is open to all New-to-Bank individual or existing Principal Cardmembers (as defined in Clause 4 below) of Maybank Manchester United Visa Gold Credit Card, Maybank Manchester United Visa Infinite Credit Card and Maybank Manchester United Debit Card (collectively referred to as “**Maybank Manchester United Cards**”) issued by Malayan Banking Berhad (196001000142) and had successfully registered for this Campaign via short messages service (“**SMS**”) (“**Eligible Customer(s)**”).
3. The following individuals are **NOT** eligible to participate in this Campaign:
 - a. permanent and/or contract employees of Maybank Cards Marketing Malaysia
 - b. any person who has committed or suspected of carrying/committing any misconduct, fraudulent or wrongful acts in relation to their account(s), any facility, and/or any services granted by Maybank.
 - c. Supplementary Cardmembers are not eligible to receive Prizes (as defined in Clause 17) for this Campaign. However, for each Principal Cardmembers who is an Eligible Customer, Qualifying Spend made by Supplementary Cardmembers will be consolidated under the Principal Cardmember’s card account for the purpose of accumulating the total spend.

SMS Registration

4. To participate in this Campaign, all Principal Cardmembers (referred as “**Principal Cardmembers**”) are required to register once via SMS using any of the registered telecommunication companies (“**Telco**”) number within the Campaign Period (“**Registration**”) as follows:

SMS: WINMU to 66628 (E.g. WINMU)
5. Principal Cardmembers must register their participation for this Campaign using the mobile phone number that was registered and maintain with Maybank. Multiple Registrations using the same phone number is not accepted. In the event the information that been provided by the Principal Cardmember does not match with Maybank’s records, Maybank reserves the right to reject the Registration.
6. Principal Cardmembers shall be responsible to pay the standard SMS charges levied by their respective Telco service providers for each Registration sent to the designated number “66628” for the purposes of this Campaign.

7. Principal Cardmembers are solely responsible to ensure that the details in the Registration sent to “66628” are complete, accurate and within the Campaign Period, failing which, the Registration is/will be deemed invalid or unsuccessful.
8. Cancellation and/or any changes made after the Registration which has been successfully sent to “66628” will not be entertained.
9. Proof of SMS sent to “66628” by Principal Cardmembers shall not be deemed as successful Registration unless the Principal Cardmember receives a confirmation SMS from “66628” and such confirmation SMS will be sent to the same mobile phone number used for the Registration, subject to the SMS traffic at 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 Principal Cardmembers is confirmed as the Winner (as defined in Clause 17).
10. Maybank reserves the right to disqualify any Registration sent to “66628” due to reason(s) including, but not limited to duplicate registrations, invalid NRIC/Passport Number, incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period and Maybank shall not, in any way, be liable and/or responsible for such disqualification.
11. Maybank is not responsible and does not have any control whatsoever on the SMS traffic, possible network failures and/or interruptions on the part of the respective Telco or Maybank’s SMS service provider or for any other reason(s) whatsoever during the process of the Registration sent to “66628” or SMS confirmation sent from “66628” to Principal Cardmembers which may result in the delay of the Registration during the Campaign Period.
12. SMS service is provided and supported by the service provider appointed by Maybank.

Campaign Mechanics: Maybank Manchester United Cards

13. Eligible Customers who are Principal Cardmembers must spend using their Maybank Manchester United Card on Retail Spend (as defined in Clause 47).
14. To stand a chance to win the Grand Prize, Principal Cardmember need to accumulate a minimum of RM10,000 in any Retail Spend.
15. Eligible Customer must meet the spending requirements (“Qualifying Spend”) as shown in the table below to earn entries (“Qualifying Entries”) for prizes:

Entries	Qualifying Spend
1x	Every RM100 spend
2X	Every RM100 spend in travel such as flight, hotel & travel tour
10X	Newly sign-up Maybank Manchester United Cardmember

16. Tracking of the Qualifying Spend is based on transaction dates (Malaysian Time) and the time in which the transactions are successfully posted in Maybank' system throughout the Campaign Period. For the purposes of these terms and conditions, "Qualifying Spend" means qualifying retail spend made by Eligible Customer within the Campaign Period as captured by Maybank's system.

17. Split and/or repetitive retail transaction of three (3) times and above in a day from the same merchant(s) are disallowed and shall be disqualified.

18. Prizes:

The Prize(s) to be won under this Campaign ("Prize(s)") are set out below: -

Prize Description		Total Winners
Grand Prize	An all-expenses paid 4D2N trip Manchester, UK for 2-pax <ul style="list-style-type: none"> Inclusive of flight tickets, accommodation, match tickets to watch a home game at Old Trafford, a tour of the Manchester United Museum and experience Red Cafe. 	3
First Prize	Manchester United First Team Signed Shirt (signed by 5 players)	10
Second Prize	Manchester United First Team Signed Shirt (signed by 1 player)	20
Third Prize	Manchester United First Team Player Signed Pennant (signed by 1 player)	40
Consolation	RM20 Boost Juice Voucher	1,038

19. Grand Prize include the following:

- a) Return flights ticket for 2 pax (the Winner + 1 guest)
- b) 4D2N Accommodation for 2 pax (the Winner + 1 guest)
- c) Watch a Manchester United home game live
- d) A tour to Manchester United Stadium and lunch at Red Café

20. Prize shall EXCLUDE the following and shall be borne by the Winner(s) and their respective guest and the exclusion list below is not exhaustive:

- a) Application for visa/warrant and/or 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 (e.g. Phone, mini bar, room service, etc.);
- f) On-site translation services;
- g) Any applicable taxes; and
- h) All other travel expenses including any personal expenses, meal expenses, medical procedure or screening expenses, quarantine expenses or such other expenses.

Selection of Winners

21. Based on the Qualifying Entries earned, Principal Cardmembers shall be shortlisted by Maybank's randomizer programme to select the Winners for the respective Prizes ("Winner(s)").
22. Although Supplementary Cardmembers are not eligible to participate and receive the Prize under this Campaign, the Qualifying Spend made by Supplementary Cardmembers will be consolidated with the Qualifying Spend made by the Principal Cardmembers for the purpose of accumulating the total spend and entries.
23. Each Principal Cardmember is entitled to win one (1) Prize only.
24. The Winners will be contacted by Maybank or its appointed representatives (via the mobile number that was registered with Maybank) at any time during office hours.
25. In the event Maybank or its appointed representative is unable to contact the Winner via the mobile number that was registered with Maybank after three (3) attempts and/or the shortlisted Winner does not wish to receive the Prize upon being contacted by Maybank or its appointed representatives, the shortlisted Winner will be deemed to be disqualified from the Campaign.
26. Maybank's liability with regards to the Grand Prize is only to pay the purchase price for the same to the appointed travel agent. The Grand Prize is non-transferable and nonexchangeable for cash or other kinds, whether in part or in full. Maybank reserves the right to review or make changes to the itinerary of the Grand Prize, where applicable. Visual(s) of the Grand Prize used in any advertisement, promotional, publicity and other materials relating to or in connection with the Campaign is/are only for illustration purposes and may not depict the itinerary of the Grand Prize.
27. Winners must be in good credit standing throughout the Campaign Period in order to be entitled to receive the Prize.
28. The Prize shall not be exchangeable for cash, credit or in kind, in part or in full.
29. The Winners are not allowed to transfer or sell his/her right to the Prize to any other person.
30. 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.
31. 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.

32. If there is any dispute or non-receipt of the Prizes, Winners are required to contact Maybank Customer Service at 1300 88 6688 latest by 31 January 2025 to request for an inquiry. No request for any inquiry shall be entertained after 31 January 2025.

Campaign Fulfilment

33. Prize fulfilment will be carried out within twelve (12) weeks from the end of Campaign Period. Winners will be notified either in writing or SMS to the mobile number that was registered with Maybank or any other method of communications which Maybank deems appropriate.

Example: The Campaign ends on 31 December 2024, the fulfilment will be done within 12 weeks from 31 December 2024. The fulfilment is expected to be completed latest by 25 March 2025.

34. The travelling date for the Grand Prize trip to Manchester United, UK will be notified to the Grand Prize Winner in the mode of communication which Maybank deems appropriate. Maybank reserves the right to vary the trip date and such variation will be notified to the Grand Prize Winner.
35. Grand Prize Winner must provide and confirm the nominated passenger's (i.e. the Grand Prize Winner + the accompanying guest) details for the purpose of the issuance of the flight tickets within three (3) working days upon being contacted by Maybank's representative. The guest accompanying the Grand Prize Winner must have at least attained the age of 18 years old at the time of providing the information to Maybank.
36. The Grand Prize Winner and the accompanying guest ("**Nominated Passengers**") are required to travel from Kuala Lumpur to Manchester, UK with Maybank's selected airlines return flights.
37. The Nominated Passengers shall be responsible for supplying valid passports and, where necessary, for obtaining appropriate health documentation. The Nominated Passengers shall be in possession of a valid passport with a validity extending up to at least six (6) months from the date of departure.
38. Maybank shall not be responsible for the Nominated Passengers' withdrawal of any nature for any reason whatsoever after the trip confirmation has been made. In the event the Nominated Passengers (the Grand Prize Winner + the accompanying guest) are not able to proceed with the trip for any reason, the Grand Prize is deemed as forfeited. The Grand Prize Winner and/or the accompanying guest shall not be entitled for any rescheduling, replacement or compensation in any form.
39. Issuance of flight tickets is subject to the airline's policy and any other general terms and conditions applicable to the flight tickets. Such terms and conditions are beyond Maybank's control and are determined by the airline.

40. Any dispute arising from issuance/reissuance of the flight ticket(s) and/or hotel accommodation shall be settled by the Grand Prize Winner directly with the respective service operations without recourse to Maybank.
41. The Prize is given on an "As Is" basis, which is non-exchangeable for cash or other kinds, whether in part or in full.
42. The Manchester United Team Signed Jersey, Player Signed Jersey and Player Signed Pennant will be a mixed of Season 23/24 and 24/25 and will be assigned on random basis.
43. The RM20 Boost Juice Voucher(s) will be credited to the Winner's Maybank Manchester United Credit Card account and it will be the same card that was participated for this Campaign.
44. Maybank reserves the right to disqualify an Eligible Customer from participating in the Campaign and/or from receiving the Prize, due to the following:
 - a. where the minimum payment or any amounts due and payable under any of the Eligible Customer's Maybank Credit Card account(s) are not settled on or before its due date;
 - b. if any of the Eligible Customer's Maybank Credit Card account(s) is cancelled, closed, or terminated for any reason whatsoever, either voluntarily or involuntarily on or before the fulfilment of the Prize;
 - c. if the Eligible Customer has committed or is suspected of committing any misconduct, fraudulent or wrongful acts.

Retail Spend

45. "Retail Spend" means the purchase of any goods or services (local or international) with the use of the Maybank Manchester United Credit Cards and may include, at Maybank's discretion, any card transaction (inclusive e-commerce transactions) as may be determined by Maybank except for the following transactions:
 - a. instalments paid under Maybank's Flexi Payment Plan, new and existing Easy Payment Plan transactions registered and commenced before the Campaign Period, Credit Shield Plus, Dial For Cash, Balance Transfer, Balance Transfer via Instalment Plan, eWallets and Cash Advance;
 - b. any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions;
 - c. payment of annual Maybank Credit Card membership fees;
 - d. interest/ Management Charge 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

46. 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, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
47. 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.
48. 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.
49. 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.
50. 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 as 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).

51. 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.

52. 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.
53. 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.
54. This 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 Cardmembers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.