

Maybank Manchester United TikTok Challenge 2024

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

1. The Challenge commences on **1st November 2024 and ends on 31 January 2025**, both dates inclusive (“Challenge Period”).
2. This Challenge is open to all Malaysian citizens who are of eighteen (18) years old (proof of age may be required) (“Eligible Participants”).
3. Employees of Maybank are eligible to participate in this Challenge.
4. Eligible Participants must meet the following requirements:
 - a. Required to have a TikTok account with privacy settings set to “public”;
 - b. Upload a video recreating favorite Manchester United match day experience, which can include pre-match rituals, watching the game, celebrating goals, or post match reaction with TikTok App (“the Entry”);
 - c. Use the hashtag #MUFC and #MaybankCards #MBBChallenge when uploading the video;
 - d. Tag Maybank (@mymaybank) on the uploaded video; and
 - e. Videos can be in Bahasa Malaysia, Mandarin or English.(Collectively, the “Qualifying Steps”)
5. Multiple entry is allowed with different content. However, only one entry will be selected based on the highest view count. Eligible Participants found manipulating the entries (for instance, creating shell social media accounts to take part in the Contest) will be disqualified immediately.
6. Eligible Participants must ensure their profile, video submission, comments and direct message functions on TikTok are open to public to ensure visibility and be contactable for verification purposes.
7. No responsibility is accepted for any contest entries that are incomplete, tagged incorrectly, unreadable, ineligible, corrupted, misdirected, lost or delayed or are unable to be sent/published due to technical or transmissions failures of any kind or any other reason.
8. Any cost associated with entering the Challenge is the Eligible Participant’s responsibility.
9. Each Eligible Participant warrants that its entry submission is the original work of the participant and, as such, the participant is the sole and exclusive owner and rights holder of the submitted work, and that the participant has the right to submit the work to the

Challenge and grant all required licenses. Each Eligible Participant agrees not to submit any entry that:

- i. infringes any third party’s proprietary rights, intellectual property rights, industrial property rights, personal or moral rights or any other rights, including without limitation, copyright, trade mark, patent, trade secret, privacy, publicity, or confidentiality obligations; and
 - ii. otherwise violates any applicable laws and regulations.
10. All entries submitted must NOT contain material which is (or promotes activities which are) sexually explicit, obscene, pornographic, violent (e.g., relating to murder, the sales or use of weapons, cruelty, abuse, etc.), discriminatory (based on race, sex, religion, natural origin, physical disability, sexual orientation or age), illegal (e.g. underage drinking, substance abuse, computer hacking, etc.), offensive, threatening, profane, or harassing or which is otherwise inappropriate, in the sole discretion of the Maybank, nor may the name submitted contain any derogatory references to Maybank or any other person or entity including brands or trademarks of Maybank or any other person or entity.
11. Eligible Participants shall not remove their video submission at any time prior to prize fulfilment to prevent forfeiture.
12. Eligible Participants grant to Maybank the perpetual, exclusive right to use any videos and/or other material submitted for the Challenge for advertising, marketing and communication purposes without compensation to the Eligible Participants.
13. Ten (10) winners will be selected based on internal judging criteria (“Winners”).

The Prize(s) to be won under this Challenge (“Prize(s)”) are set out below: -

Prize Description		Total Winners
Prize	1 unit of Manchester United’s former player signed jersey	10

14. Prize Winners will be notified via TikTok (@mymaybank) through commenting at the entry post unless otherwise stated and will be required to private message Maybank TikTok platform to provide their personal details (name, email, NRIC, contact number and home address) for the purposes of identity verification for Prize collection.
15. Should the Winner be un-contactable within 72-hours after the first comment from @mymaybank Tiktok account, Maybank reserves the right to award the Prize to a replacement Winner or forfeit the Prize.
16. Prize must be taken as they are and are strictly not refundable or exchangeable for cash or extendable in validity. Maybank reserves the right to replace items/Prizes with items of similar value.
17. Distribution of Prize

- i. Prize fulfilment will be carried out within twelve (12) weeks from the end of Challenge Period. Winners will be notified either in the comment section of submitted post entry or any other method of communications which Maybank deems appropriate;
 - ii. Upon distribution, Maybank shall no longer be responsible for the use of the Prizes;
 - iii. Each Winner is entitled to win one (1) Prize only;
 - iv. Maybank reserves the right to substitute the Prizes (value of which to be decided by Maybank) for any reason Maybank reasonably deems fit;
 - v. The Prizes is given on an “as is” basis and are neither transferable nor exchangeable for cash or anything of the same value, whether in part or in full and are subject to the Terms and Conditions;
 - vi. It shall be the Winners’ responsibility to ensure that the contact details provided to Maybank’s are current and updated; and
 - vii. Any Prize left unclaimed for 72 hours (3) days after the notification of Winner is made will be forfeited.
18. The Winners may be required to attend a Prize presentation ceremony and/or other publicity programs, as and when required, and the Winners consent to any disclosure of the same in any manner as determined by Maybank. Failure to attend the Prize presentation ceremony and/or other publicity programs may constitute a forfeiture of the Prize.
19. Maybank’s decision on all matters relating to the Challenge shall be final, conclusive and binding. No further correspondence, appeals, protests or attempts to dispute the same shall be entertained in any event.
20. Picture(s) of the Prizes shown in any advertisement, promotion and other publicity materials relating to or in connection with the Challenge is/are solely for illustration purposes only and may not depict the actual color, model or specification of the Prize.
21. If there is any 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.

General Terms & Conditions

22. 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.
23. Maybank reserves the right to withdraw, cancel, suspend, extend or terminate this Challenge 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 Participants to be informed of or otherwise seek out any such notice validly posted.

24. By participating in this Challenge, Eligible Participants 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 and Conditions be not fully understood.
25. By participating in this Challenge, Eligible Participants 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.
26. In addition, and without prejudice to the terms in the Maybank’s Privacy Statement and the PDPA Form for Individual Customers, Eligible Participants agree and consent to his/her personal data or information being collected, processed and used by Maybank for:
 - a) the purposes of the Challenge; 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 Participants agree to cooperate and participate in all advertising and publicity activities of Maybank in relation to the Challenge.

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

27. 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 Challenge) shall not be liable to Eligible Participants in this Challenge 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 Challenge unless caused by any gross negligence or omission by Maybank.
28. Maybank shall not be liable for any default of its obligation under this Challenge 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.
29. Maybank may disqualify/reject any Eligible Participants who does not comply with the Terms and Conditions stated herein and/or are found or suspected to be tampering with the Challenge and/or its process or the operations of this Challenge which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Challenge.
30. 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 Challenge, please contact Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696. Alternatively for feedback and/or complaints, Eligible Participants may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.