

**By Invitation: Switch & Win with Maybank PETRONAS Visa Credit Card/Card-i**  
**Terms & Conditions**

The 'By Invitation: Switch & Win with Maybank PETRONAS Visa Credit Card/Card-i' ("Campaign") is organized by Malayan Banking Berhad (Registration. No. 196001000142) and Maybank Islamic Berhad (Registration No. 200701029411), both collectively referred to as "Maybank" throughout the Terms and Conditions herein. By participating in this Campaign, Eligible Cardmembers (as defined in Clause 2 below) 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**

1.1. The Campaign commences on **1 March 2024**, at 00:00:00 AM and ends on **31 May 2024**, at 23:59:59 PM (both dates inclusive) ("Campaign Period").

**2. Eligibility**

2.1. Subject to these Terms and Conditions, this Campaign is open to all existing Principal Cardmembers (as defined below) of **Maybank Petronas Visa Platinum Credit Card, Maybank Petronas Visa Gold Credit Card, Maybank Islamic Petronas Ikhwan Platinum Credit Card-i and Maybank Islamic Petronas Ikhwan Gold Credit Card-i** ("Maybank Petronas Credit Cards") issued by **Maybank** who received the campaign invitation to participate through Short Messaging Service (SMS) and/or e-Direct Mailer (eDM) ("Eligible Customers").

2.2. 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 stand a chance to win the Prize (as defined in clause 4 below).

2.3. The following persons are NOT eligible to participate in the Campaign:

- a) Cardmembers whose Maybank Card account(s) status is delinquent, suspended, cancelled or in breach of any Terms and Conditions of Maybank Card Agreement during the Campaign Period;
- b) Cardmembers who are in default of any facility granted by Maybank at any time;
- c) Cardholders of Maybank Commercial/ Corporate Cards;
- d) Permanent and/or contract employees of the Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department of Maybank.

2.4. "Cardmembers" who fulfill the abovementioned criteria are hereinafter referred to as "Eligible Cardmember(s)".

**3. SMS Invitation**

3.1. Invited Cardmembers will receive the following SMS from Maybank:

Invitation message: "MBB: Jemputan Khas utk menangi RM5 Baucar PETRONAS dgn setiap perbelanjaan RM50 di stesen PETRONAS dgn Kad Maybank PETRONAS sebelum 31/05/24. Tertakluk terma."

3.2. Principal Cardmembers are not required to register via SMS to participate in this campaign. Participation is automatic and for selected Maybank Petronas Cardmembers only.

#### **4. Campaign Mechanics: Register, Spend and Win with Maybank Petronas Visa Credit Card/Card-i**

4.1. The Eligible Customer must spend using their Maybank Petronas Credit Card/-i (s). Eligible Cardmember(s) are required to spend RM50 in a single receipt in Petronas (“Qualifying Spend”) to win RM5 Petronas voucher (“Prize”).

4.2. Eligible Customer can receive multiple Prizes throughout the Campaign Period capped at 3 times or RM15 worth of PETRONAS voucher. Prize availability is based on first come, first served basis.

Month	Campaign Period	Monthly Prize
1	1 March - 31 March 2024	10,000 units of RM5 Petronas Vouchers
2	1 April - 30 April 2024	10,000 units of RM5 Petronas Vouchers
3	1 May - 31 May 2024	10,000 units of RM5 Petronas Vouchers

4.3. There are a total of thirty thousand (30,000) units of Monthly Prize (“Prize”) for this Promotion”. Maybank is the sole provider for all the Prizes in this Promotion.

4.4. Supplementary Maybank Cards Cardmembers (“Supplementary Cardmembers”) are not eligible to receive prizes 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 Qualifying Spend.

#### **5. Prize Fulfilment**

5.1. Prizes fulfilment will be carried out within twelve (12) weeks from the Campaign’s end date. Winners will be notified either in writing or SMS or any other method of communications which Maybank deems appropriate.

*Example: The Campaign ends on 31 May 2024, winners is required to expect the fulfilment to be done 12 weeks from 31 May 2024. The fulfilment is expected to be completed latest by 27 August 2024.*

5.2. Maybank is entitled to substitute the Prize(s) with any other item of similar value at any time with 21 calendar days’ prior notice.

5.3. The gifts are neither transferable, nor exchangeable for cash or credit or kind whether in part or in full.

5.4. The prize of Petronas voucher will be fulfilled in the form of gift card e-Voucher. Voucher is valid for 3-months.

5.5. The gift card e-voucher will be sent via SMS or email to Winners. Winners to present e-Voucher in your mobile phone to cashier for petrol or merchandise item(s) redemption. Upon confirmation of redemption in your e-Voucher by the cashier, you can pump fuel or bring home the selected merchandise items. Redeemable at all PETRONAS stations across Malaysia.

5.6. Maybank reserves the right to disqualify an Eligible Customer from participating in the Campaign and/or from receiving the prizes, 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 Card account(s) is cancelled, closed, or terminated for any reason whatsoever, either voluntarily or involuntarily on or before the fulfilment of the prizes;
- c. has committed or is suspected of committing any misconduct, fraudulent or wrongful acts.

## **6. Retail Spend**

6.1. "Retail Spend" means the purchase of any goods or services (local or international) with the use of the Maybank 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, 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. Easy Payment Plan transaction is not categorised as "Retail Spend" transaction;
- b. any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions;
- c. payment of annual Maybank Credit Card membership fees;
- d. interest/management fee/ 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 an 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.

## **7. General Terms & Conditions**

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 a minimum of twenty-one (21) days (“day” here shall refer to calendar day) prior notice thereof, the notice of which shall be posted through the Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) or through any other channel or channels determined by Maybank. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
- 7.3. By participating in this Campaign, Eligible Customers agree to access the Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) regularly 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 Customers agree to be bound by the Terms and Conditions herein and agree and consent to allow his/her personal data to be collected, processed, and used by Maybank in accordance with the Maybank Privacy Statement, which may be viewed on [www.maybank2u.com.my](http://www.maybank2u.com.my) (“Maybank’s Privacy Statement”) and the PDPA Form for Individual Customers.
- 7.5. 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 is collected, processed, and used by Maybank for:
- a. the purposes of the Campaign; and
  - b. marketing and promotional activities conducted by Maybank for this Campaign, 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 about the Campaign.

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

- 7.6. Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third-party service providers engaged by Maybank for the purpose 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.
- 7.7. Maybank shall not be liable for any default of its obligation under this Campaign due to any force majeure events which include but are not limited to act of God, civil commotion, acts of war, riot, lockout, industrial action, fire, flood, drought, storm,

epidemic and pandemic or any events and circumstances beyond the reasonable control of Maybank.

7.8. 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.

7.9. 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 the Maybank2u website [www.maybank2u.com.my](http://www.maybank2u.com.my).