



Maybank and Troopers, Switch Withdrawal Bank to Maybank Campaign

Terms & Conditions

Maybank and Troopers, Switch Withdrawal Bank to Maybank Campaign ("**Campaign**") is organised by Malayan Banking Berhad (Registration No.: 196001000142) and Troopers Innovation Sdn.Bhd. (Company No. 201701026208/1240374-W) ("**Troopers**") and shall be subjected to the Terms and Conditions herein. By participating in this Campaign, Eligible Troopers' Users (as defined in Clause 2.0 below) hereby expressly agree to be bound by these terms and conditions of this Campaign as stated herein ("**Terms and Conditions**") and any decisions made by Maybank in respect of the Campaign shall be final, conclusive and binding.

1.0 Campaign Period

This Campaign commences on 31st July 2024 at 12.00:00 AM (MYT) and will end on 31st October 2024 at 11:59:59 PM (MYT) both dates inclusive, or until the redemption of promotion has reached its limit (as stipulated in the table in Clause 3.0(d) below), whichever is the earlier ("**Campaign Period**").

2.0 Eligibility and Platform

- a) This Campaign is open exclusively to existing individual Troopers' users who are not currently using Maybank accounts as their withdrawal account on Troopers ("**Eligible Troopers' Users**").
- b) Eligible Troopers' Users will be entitled to receive a RM10.00 cash reward ("**Cash Reward**") once they use their Maybank account for salary withdrawal into their Maybank account.
- c) Individuals who are existing Troopers users but already have Maybank as their withdrawal account will not benefit from this Campaign.
- d) Eligible Troopers' Users must have at least withdrawn money into a non-Maybank account once within the last 2 years as proof of switching to Maybank.

3.0 Campaign Mechanics, Conditions and Distribution of rewards

- a) To be entitled for this Campaign, Eligible Troopers' Users who have not used Maybank as their payout account would need to fulfill the following criteria within the Campaign Period:
 - i. Change their registered payout account on Troopers to their Maybank account by sending in a request to Troopers' Support Team through the Troopers FAQ section on the Troopers App.
 - ii. If they do not have any savings/current account with Maybank, Eligible Troopers' Users can open their Maybank account via the MAE App or walk in to the nearest branch.
 - iii. Once Eligible Troopers' Users have changed their withdrawal bank account to Maybank, they need to make at least one (1) withdrawal of their monies from the Troopers App's account into their Maybank account before being entitled for the Cash Reward.
- b) The Cash Reward will be credited into Eligible Troopers' Users' Maybank account within 30 days after the Campaign Period.
- c) This Campaign is only limited to the first 1,000 customers during the Campaign Period.
- d) Eligible Troopers' Users are entitled only one time (1x) the Cash Reward.
- e) If the Eligible Troopers' Users fail to make at least one (1) withdrawal of their monies from Troopers earning account into their Maybank account before the end of the Campaign Period, they will not be entitled to the Cash Reward.

4.0 Selection of Eligible Troopers' Users for the Campaign

- a) Maybank reserves the right to request for any documentation or written proof of identification, age, and place of residence of the Eligible Troopers' Users for verification purposes to ensure compliance with these Terms & Conditions.
- b) Maybank reserves the right to access the Eligible Troopers' Users details with Troopers in order to validate the Eligible Troopers' Users compliance with these Terms & Conditions.

5.0 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) Any Party may 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.
- e) 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).

- f) Neither Party nor and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank or Troopers, whichever is applicable for the purposes of this Campaign) shall 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 or Troopers, whichever is

applicable.

- g) Neither Party shall 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 or Troopers, whichever applicable.
- h) 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.
- i) 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.