

FREQUENTLY ASKED QUESTIONS (FAQ)

APPLY OR SUBSCRIBE AND WIN PRIZES WITH MAYBANK ISLAMIC AND CTOS

No	Question	Answer
1.	How can I participate in the campaign?	To participate, eligible customers need to apply or subscribe to any of the eligible products via the targeted promotional email (eDM) from Maybank Islamic and CTOS. Each approved application earns entries for a chance to win.
2.	What are the eligible products for this campaign?	<p>Maybank Islamic Product(s):</p> <ul style="list-style-type: none"> a) Maybank Islamic Mastercard Ikhwan Gold Credit Card-i b) Maybank Islamic Ikhwan Platinum Credit Card-i c) Maybank Islamic World Mastercard Ikhwan Credit Card-i d) Maybank Islamic myimpact Mastercard Ikhwan Platinum Credit Card-i e) Maybank Islamic Savings Account-i* <p>CTOS Product:</p> <ul style="list-style-type: none"> a) MyCTOS Score Report <p><i>*Maybank Islamic Savings Account-i is protected by Perbadanan Insurance Deposit Malaysia (PIDM) up to RM250,000 for each depositor.</i></p>
3.	Are joint account holders eligible for the campaign?	Yes, joint account holders are eligible to participate; however, only the primary account holder will qualify as an eligible customer for this campaign.
4.	Are supplementary credit cardholders eligible?	No, only the principal cardholder is considered an eligible customer.
5.	Who is excluded from participating in this campaign?	<p>The following are excluded from participating in this campaign:</p> <ul style="list-style-type: none"> • Employees of Maybank and CTOS. • Sole proprietorships, partnerships, non-profit organizations, and corporate customers.

		<ul style="list-style-type: none"> • Customers who have cancelled and reapplied for Maybank products within the last six months. • Customers with delinquent, suspended, or cancelled Maybank card accounts. • Customers suspected of misconduct or fraud, including attempted fraud
6.	What are the eligibility criteria to earn entries for the prizes?	<p>Eligibility Criteria to Earn Entries for the Prizes:</p> <ol style="list-style-type: none"> 1. Application/Subscription Customers must apply or subscribe to any eligible products through specified channels and have their applications approved or purchases completed within the campaign period. 2. Eligible Maybank Islamic Product(s): <ol style="list-style-type: none"> a) Maybank Islamic Mastercard Ikhwan Gold Credit Card-i b) Maybank Islamic Ikhwan Platinum Credit Card-i c) Maybank Islamic World Mastercard Ikhwan Credit Card-i d) Maybank Islamic myimpact Mastercard Ikhwan Platinum Credit Card-i e) Maybank Islamic Savings Account-i 3. Eligible CTOS Product: <ol style="list-style-type: none"> a) MyCTOS Score Report. 4. Entry Allocation: Entries earned per product vary depending on whether the customer is new to Maybank Islamic or an existing customer. 5. Draw Criteria The eligible customers and selection of winners have to be Maybank Islamic's customers in order to be entitled for the draw.
7.	What if I apply for multiple products on different dates during the campaign period?	<p>Each eligible product application approved within the campaign period contributes entries.</p> <p>For example, if an eligible new customer applies for two products at different times and both</p>

		applications are approved within the campaign period they earn a total of 20 entries.
8.	Can I earn additional entries for fulfilling multiple eligibility criteria?	<p>Yes, customers who fulfill all three eligibility criteria during the campaign period</p> <ul style="list-style-type: none"> a) Apply credit card b) Open savings account c) Purchase MyCTOS Score Report <p>will receive additional bonus entries (10 entries for both new and existing customers).</p>
9.	What are the specific prizes and their value?	<ul style="list-style-type: none"> a) The Grand Prize is a trip to Korea for 2 people (worth RM10,000) b) The 2nd Prize is an iPhone 16 (worth RM3,999) c) The 3rd Prize is a Dyson Supersonic Hair Dryer (worth RM2,399). d) Additional prizes include RM100 cashback for the top 100 customers with the highest incremental balance in their Maybank Islamic Savings Account-i <p>and</p> <p>a 20% discount on the MyCTOS Score Report for the first 10,000 customers using the promo code.</p>
10.	What does the Grand Prize trip to Korea include?	The Grand Prize includes return flight tickets and 4 nights' accommodation in Seoul, Korea, along with a 6-day, 4-night tour.
11.	What expenses are not included in the Grand Prize trip?	<p>The trip excludes:</p> <ul style="list-style-type: none"> a) visa application fees b) transportation to and from Kuala Lumpur International Airport, c) travel insurance, d) non-programmed meals and services, e) hotel incidentals, f) any personal expenses. <p>These costs are the responsibility of the winner and their guest.</p>
12.	When will the prize fulfillment be completed?	Prize fulfillment will be completed within 12 weeks of the campaign's end date, which is 31 March 2025.

		For example, the latest fulfillment date for the Korea trip is expected to be by 23 June 2025.
13.	How will winners be notified?	Winners will be notified through a phone call to the mobile number registered with Maybank or other preferred communication channels as determined by Maybank Islamic.
14.	What happens if a winner is unreachable after multiple attempts?	If a winner cannot be contacted after three call attempts, or If the winner chooses to withdraw from the campaign, they will be disqualified, and another winner may be chosen.
15.	Can a winner transfer the prize to another person?	No, prizes are non-transferable and cannot be exchanged for cash or any other items.
16.	What should I do if I have concerns about the quality of the prize?	Maybank Islamic is not the supplier of the prizes and does not provide any warranty or quality assurance. Any disputes regarding prize quality should be resolved directly with the merchant supplying the prize.
17.	If I win the Korea trip, what information must I provide for travel arrangements?	The Grand Prize winner must confirm the details of their travel companion within three business days of being notified. The companion must be at least 18 years old, and both travellers must have valid passports with a minimum six-month validity from the departure date.
18.	What if I am unable to proceed with the Korea trip due to unforeseen circumstances?	If a winner or their travel companion is unable to participate in the Korea trip after confirmation, the prize is forfeited without any alternative or compensation provided.
19.	Are there any terms related to health documentation for the Korea trip?	Yes, travellers are responsible for providing valid health documentation as required, including passports and any necessary health-related documentation for travel.

20.	What if I fail to comply with the campaign's terms and conditions?	Non-compliance with any terms or conditions, including failing to meet account status requirements, may result in disqualification from the campaign and forfeiture of any prize won.
21.	Can Maybank Islamic make changes to the campaign Terms and conditions?	Yes, Maybank Islamic reserves the right to withdraw, cancel, suspend, or modify the campaign and its terms with at least 21 days' notice, which will be posted on the Maybank2u website or other appropriate channels.
22.	Where can I find the campaign's latest terms and conditions?	The most current Terms and Conditions are available on the Maybank2u website at www.maybank2u.com.my . Eligible customers are encouraged to check the website regularly.
23.	How will my personal data be used in this campaign?	By participating in this Campaign, customers agree to the collection and use of their data as per Maybank's Privacy Statement and the Personal Data Protection Act (PDPA) for purposes including campaign participation administration, and marketing activities.
24.	What rights does Maybank Islamic have if there is suspected fraud or misconduct?	Maybank Islamic reserves the right to disqualify customers who are suspected of fraud, misconduct, or tampering with the campaign mechanics.
25.	Who should I contact for more information or assistance regarding the campaign?	For questions or concerns, customers can contact Maybank's Customer Care at 1 300 88 6688 or +603 7844 3696, or submit feedback via the Maybank2u website's feedback form.