

## **Frequently Asked Questions**

### **Maybank Islamic Gold Account-i (MIGA-i) Year End Double Dates Deals Campaign**

<b>No.</b>	<b>Questions</b>	<b>Answers</b>
1.	What is the MIGA-i Year End Double Dates Deals Campaign?	This is a gold investment campaign by Maybank Islamic Gold Account-i (MIGA-i) via the MAE App and Maybank2u website. Please note that MIGA-i is not protected by PIDM as it is an investment product.
2.	When are the Eligible Transaction Dates for this Campaign?	<ul style="list-style-type: none"> <li>- 10<sup>th</sup> – 16<sup>th</sup> October 2025</li> <li>- 11<sup>th</sup> – 17<sup>th</sup> November 2025</li> <li>- 12<sup>th</sup> – 18<sup>th</sup> December 2025</li> </ul>
3.	What are the monthly prizes to be won?	<ul style="list-style-type: none"> <li>- October 2025: 3 winners × 10g digital gold</li> <li>- November 2025: 3 winners × 11g digital gold</li> <li>- December 2025: 3 winners × 12g digital gold</li> </ul>
4.	Who is eligible to join?	All new and existing Maybank/Maybank Islamic customers who open and/or invest in the MIGA-i account. Employees of Maybank Group are also eligible, except the MIGA-i product team.
5.	How do I earn entries?	<ul style="list-style-type: none"> <li>- Invest a minimum of 1g gold during the Eligible Transaction Dates = 1 entry</li> <li>- Every additional 1g investment = 1 additional entry</li> <li>- New customers who open a MIGA-I account via the MAE App during the Eligible Transaction Dates = 1 bonus entry</li> </ul>
6.	If I open my MIGA-i account before the Campaign, do I still qualify for bonus entry?	No. Bonus entry only applies to new accounts opened via the MAE App within the Eligible Transaction Dates.
7.	Can previous winners join again in the following months?	Monthly Prize Winners remain eligible to participate and stand a chance to win the Monthly Prize reward in the subsequent months throughout the Campaign Period.

<b>Scenario-based FAQs – Entries</b>		
8.	If I open the MIGA-I account via the MAE App outside the Eligible Transaction Dates (e.g. 5th October), then invest 1g on 10th October, how many entries do I get?	You will only get 1 entry for the 1g investment. To earn the bonus entry, you must open the account via the MAE App and make an initial investment of 1g at the same time, within the Eligible Transaction Dates.
9.	If I invest 2g on two different days within the Eligible Transaction Dates (e.g. 1g on 10th October 2025 and 1g on 12th October 2025), how many entries do I get?	You will get 2 entries. Each eligible 1g investment counts separately.
10.	If I invest 10g during the Eligible Transaction Dates, how many entries do I get?	You will get 10 entries. Each 1g investment = 1 entry.
11.	If I invest 0.5g, do I still get an entry?	No. The minimum eligible investment for 1 entry is 1g.
12.	If I open a new MIGA-i account via MAE App and invest 2g during the Eligible Transaction Dates, how many entries do I get?	You will get 3 entries: <ul style="list-style-type: none"> <li>- 2 entries for the 2g investment, plus</li> <li>- 1 bonus entry for opening your MIGA-i account via the MAE App and investing a minimum of initial investment of 1g at the same time, during Eligible Transaction Dates.</li> </ul>
<b>Winners &amp; Fulfilment</b>		
13.	If I close my MIGA-i account before the announcement of winners, am I still eligible for this Campaign?	No. Customers must keep their MIGA-i account active until prize crediting.
14.	When will winners be notified?	Winners will be informed via push notification or other communication channels during the Campaign or within sixty (60) days after the Campaign ends.
15.	When will prizes be credited?	Prizes will be credited into the winners' MIGA-i accounts in the following month after being selected.

16.	How are winners selected?	Winners are selected randomly via Maybank Randomizer Programme.
<b>Transactions</b>		
17.	When can I perform the MIGA-i transactions?	Transactions can be made daily (including weekends & public holidays) via the MAE App or Maybank2u website between 8:30am – 11:59pm (MYT).
18.	Is there a minimum or maximum investment limit?	There is no maximum limit. Minimum investment follows the MIGA-i's campaign mechanics and terms and conditions i.e. at least 1g during the Eligible Transaction Dates to earn entries.
19.	If there are taxes or charges, who bears the cost?	All Eligible Customers shall be personally liable for all taxes, rates, government fees or any other charges that may be levied against them, under the applicable laws, if any.
<b>Support</b>		
20.	Who should I contact for enquiries or complaints?	You may contact Maybank Islamic Customer Care Hotline at 1300 88 6688 / +603 7844 3696 or submit a feedback form via Maybank2u website.