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Terms & Conditions: Maybank Petronas 'FUEL UP & DRIVE IN LUXURY' 2025 Campaign

Maybank Petronas 'FUEL UP & DRIVE IN LUXURY' 2025 Campaign ("Campaign") is organized by Malayan Banking Berhad (Registration. No. 196001000142) and Maybank Islamic Berhad (Registration. No. 200701029411) (collectively referred to as **"Maybank"**) and shall be governed by these terms and conditions (**"Terms and Conditions"**).

By participating in this Campaign, **Eligible Cardmember(s)** (as defined below) hereby expressly agree to be bound by these Terms and Conditions and any decision made by Maybank in respect of this Campaign shall be final, conclusive and binding.

1. Campaign Period

This Campaign commences on **1 May 2025**, at 00:00:00 AM MYT and ends on **31 July 2025**, at 23:59:59 PM MYT, both dates inclusive, unless notified otherwise (**"Campaign Period"**).

2. Eligibility

2.1 This Campaign is open to all new and existing Principal Cardmembers of the following cards issued by Maybank:

- i. Maybank PETRONAS Visa Platinum; and/or
- ii. Maybank PETRONAS Visa Gold; and/or
- iii. Maybank Islamic PETRONAS Ikhwan Visa Platinum Card-I; and/or
- iv. Maybank Islamic PETRONAS Ikhwan Visa Gold Card-i.

The abovementioned cards hereinafter will be referred to as the **"Maybank Petronas Visa Credit Card/-i(s)"**.

2.2 To participate in this Campaign, the Principal Cardmembers must register once via the short messaging service (**"SMS"**) as specified in Clause 3 of these Terms and Conditions.

2.3 Permanent and contractual employees of Maybank (other than from the Cards Marketing Department of Maybank and Regional Cards Marketing Department of Maybank) and/or vendors, suppliers, advertising and promotion agencies for this Campaign are eligible to participate and stand a chance to win "Prizes" (as defined in Clause 6 below).

2.4 The following persons are **NOT eligible** to participate in the Campaign:

- i. 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;
- ii. Cardmembers who are in default of any facility granted by Maybank at any time;
- iii. Cardholders of Maybank Commercial/ Corporate Cards;
- iv. Cardholders of Maybank Debit Card(s) and/or Maybank Prepaid Cards; and



- v. Permanent and/or contract employees of the Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department of Maybank.

- 2.5 Principal Cardmembers who have fulfilled the abovementioned criteria shall hereinafter be referred to as **"Eligible Cardmember(s)"**.

3. SMS Registration

- 3.1 To participate in this Campaign, Eligible Cardmember must register once via SMS using their registered mobile number with any telecommunication companies (**"Telco"**), Campaign page on Maybank2u website, or other channels that Maybank may introduce from time to time as specified via marketing materials sent or published to Cardmembers within the Campaign Period (**"Registration"**). The registration SMS should be sent as follows:

SMS: FUELUP<space>YES to 66628 (E.g. FUELUP)

- 3.2 Eligible Cardmembers with multiple Maybank Petronas Visa Credit Card/-i(s) are only required to register once during the Campaign Period.
- 3.3 Eligible Cardmembers must register their participation in this Campaign using the mobile phone number that was registered with Maybank and multiple registrations using the same mobile number is prohibited. In the event the information that has been provided by the Eligible Cardmember does not match the records within Maybank's database, Maybank reserves the right to reject and/or decline the Registration.
- 3.4 Eligible Cardmembers shall pay the standard SMS charges levied by their respective Telco service providers for each Registration sent via SMS to the designated number "66628" for this Campaign.
- 3.5 Eligible Cardmembers are solely responsible to ensure that the details stated in the Registration SMS sent to "66628" are complete, accurate and within the Campaign Period. Failing which, the Registration shall be deemed invalid or unsuccessful.
- 3.6 Cancellation and/or any changes made after the Registration which has been successfully sent to "66628" will not be entertained.
- 3.7 Proof of SMS sent to "66628" by Eligible Cardmembers shall not be considered as being a successful SMS Registration. The SMS Registration is successful when the Eligible Cardmember receives a confirmation SMS from "66628" and such confirmation SMS will be sent to the same mobile phone number used for the Registration, subject to the SMS traffic at the respective Telco's network. The confirmation SMS is automatically generated to confirm receipt of a successful Registration and shall not be deemed as notification that the Eligible Cardmember had been confirmed as the Winner.



3.8 Maybank reserves the right to disqualify any Registration sent to “66628” due to reason(s) including, but not limited to duplicate registrations, incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period and Maybank shall not, in any way, be held liable and/or responsible for such disqualification.

3.9 Maybank shall not be responsible and does not have any control over the SMS traffic, possible network failures and/or interruptions on the part of the respective Telco or Maybank’s SMS service provider or for any other reason(s) whatsoever during the process of the Registration sent to “66628” or SMS confirmation sent from “66628” to Eligible Cardmembers which may result in the delay of the Registration during the Campaign Period.

3.10 SMS service is provided and supported by the service provider appointed by Maybank.

4. Campaign Mechanics and Conditions

4.1 Upon successful SMS registration, Eligible Cardmembers are required to spend a minimum of RM50 in a single transaction locally and/or overseas, using their Maybank Petronas Visa Credit Card/-i(s), to earn qualifying entries (**“Qualifying Spend”**).

4.2 Qualifying Criteria for Grand Prize and First Prize

No of Entries	Qualifying Category
15X	Newly approved Maybank Petronas Visa Credit Card/-i (s)
5X	Every RM50 spent in a single transaction locally and/or overseas

4.3 Qualifying Criteria for Special Prize

No of Entries	Qualifying Category
Additional 5X	Every RM50 spent in a single transaction locally and/or overseas

The additional 5X entries are **ONLY** applicable to the first transaction for the following categories:

- Eligible Cardmembers who reactivated their Maybank Petronas Visa Credit Card/-i (s) during the Campaign Period; and
- Eligible Cardmembers who have no previous records of spending at any Petronas stations.

5. Qualifying Entries

5.1 Qualifying Spend requirements to earn entries (**“Qualifying Entries”**) to win Prize(s) are as follow:

Qualifying Spend	<ul style="list-style-type: none"> ○ Petronas station ○ Online and retail purchase ○ Purchase using e-Wallet via SETEL app
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Excluded Transaction/Spend for Qualifying Entries	<ul style="list-style-type: none"> o Government Bodies o Charity o e-Wallet reload o Purchase using e-Wallet other than SETEL app o Utilities o Other petrol spend than Petronas
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5.2 Qualifying Spend shall include retail and online purchases transacted locally and internationally, Auto PayBills, auto-reload for Maybank Touch n' Go Zing Card(s), 0% EzyPay/-i Instalment Plan ("**EzyPay/-i**") performed via Maybank Petronas Visa Credit Card/-i (s) during the Campaign Period based on local transaction time and Qualifying Entries shall be allocated in accordance to Clause 5.4. For the avoidance of doubt, EzyPay/-i shall be treated as Qualified Spend based on the full transaction amount, and all overseas transactions in foreign currency shall be converted into Ringgit Malaysia (RM) based on Maybank's prevailing in-house exchange rate.

5.3 Qualifying Spend shall exclude monthly instalment of EzyPay/-i, EzyPay/-i Plus, cash advance, balance transfer, fund transfer, outstanding balance, reversals, fees and charges imposed by Maybank.

5.4 Eligible Cardmembers must spend at least one (1) transaction at any Petronas stations throughout the Campaign Period. Below are scenarios of spending to earn Qualifying Entries.

5.4.1 Scenario 1 – Eligible Cardmember spends at Petronas and other categories using their Maybank Petronas Visa Credit Card/-i(s)

Transaction	Total Spend (RM)	5X Entry	Total Qualifying Entries
Petronas	100.00	2	10
Aeon Supermarket	150.00	3	15
Shell	70.00	-	-
Hilton Hotel	730.00	14	70
Touch 'n Go e-Wallet	30.00	-	-
Café Mesra via SETEL app	75.00	1	5
Shopee	89.00	1	5
Total	1,244.00	21	105

5.4.2 Scenario 2 – Eligible Cardmember spends at other Petrol brands and other categories using their Maybank Petronas Visa Credit Card/-i(s)

Transaction	Total Spend (RM)	5X Entry	Total Qualifying Entries
Caltex	100.00	-	-
iSetan	550.00	11	55

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Guardian	110.00	2	10
Shell	90.00	-	-
Machines	3,999.00	79	395
Total	4,849.00	92	460

6. Prizes

6.1 Grand Prize & First Prize

Prize Category	Prize	No of Winners
Grand Prize	Mercedes-Benz A Class Sedan	1
First Prize	Petronas Gift Card worth RM3,000	15

6.2 Special Prize

Month	Campaign Period	Monthly Prize	No of Winners
1	1 May – 31 May 2025	RM10 SETEL Voucher	2,700
2	1 June – 30 June 2025	RM10 SETEL Voucher	2,700
3	1 July – 31 July 2025	RM10 SETEL Voucher	2,700

7. Selection of Winners [“Winner(s)”]

7.1 Grand Prize & First Prize

- 7.1.1 Eligible Cardmembers who meet the Qualifying Spend during the Campaign Period will stand a chance to win the Grand Prize and First Prize which will be selected through the Maybank randomiser program after the Campaign Period end.
- 7.1.2 If an Eligible Cardmember has more than one (1) Maybank Petronas Visa Credit Card/-i(s) and actively spend with those cards, all Qualifying Spend for the said cards will be consolidated as one total spending.
- 7.1.3 Eligible Cardmembers have to make at least three (3) Petrol transaction at any Petronas station throughout the Campaign Period.

7.2 Special Prize

- 7.2.1 Eligible Cardmembers who reactivated their Maybank Petronas Visa Credit Card/-i(s) during the Campaign Period will be awarded with RM10 SETEL Voucher based on a first come first serve basis, capped at the first 2,700 Eligible Cardmembers per month.



- 7.2.2 Eligible Cardmembers have to make at least one (1) Petrol transaction at any Petronas station throughout Campaign Period.
- 7.2.3 Eligible Cardmembers cannot receive more than one (1) Special Prize throughout the Campaign Period.
- 7.2.4 However, Eligible Cardmembers are still in the running to win the Grand Prize and First Prize based on his/her accumulated spending throughout the Campaign Period.

8. Prize Fulfilment

- 8.1 Tracking of the Qualifying Spend is based on transaction dates (Malaysian time) and the time in which the transactions are successfully posted in Maybank's system throughout the Campaign Period.
- 8.2 At the time of awarding the prize(s), all Maybank Petronas Visa Credit Card/-i (s) of the Eligible Cardmember must not be delinquent, and/or invalid or cancelled. Otherwise, such Eligible Cardmembers shall be disqualified from receiving the prize(s).
- 8.3 Prize fulfilment will be carried out within twelve (12) weeks from the Campaign's end date. Winners will be notified either via phone call or email or via SMS that was registered with Maybank or will be posted through the Maybank2u website at www.maybank2u.com.my or any other method of communication which Maybank deems appropriate.

Example:

This Campaign ends on 31 July 2025, the fulfilment will be done within 12 weeks starting from 31 July 2025. The fulfilment is expected to be completed latest by 23 October 2025.

- 8.4 For the Grand Prize, the Winner will be contacted by Maybank representative at the mobile phone number registered or recorded in Maybank's system.
- 8.5 In the event the Grand Prize Winner is not contactable after three (3) attempts on the same day for whatsoever reason(s) and/or the Grand Prize Winner wishes to withdraw from the Campaign upon being contacted by Maybank's representative, he/she will be disqualified from the Campaign.
- 8.6 Maybank shall determine the methods of the Grand Prize giving, including but not limited to, a Grand Prize giving ceremony or any other methods which Maybank deems reasonable.
- 8.7 If the Grand Prize giving ceremony will be held. The Grand Prize Winner is required to attend the Grand Prize giving ceremony. In the event the Grand Prize Winner is unable to attend the said ceremony, he/she will automatically be disqualified and no compensation or arrangement will be made.



- 8.8 To claim the Grand Prize, the Winner is required to register the vehicle with Jabatan Pengangkutan Jalan ("**JPJ**") at his/her own costs and expenses before the Grand Prize giving ceremony in which the date and venue will be determined by Maybank at their own discretion.
- 8.9 Winner shall bear the car registration fee, road tax, takaful/insurance coverage and any other miscellaneous costs relating to the Grand Prize. Maybank shall not be responsible to bear any of the cost on the car registration fee, road tax, takaful/insurance coverage and any other miscellaneous costs relating to the Grand Prize.
- 8.10 Maybank's liability with regards to the Grand Prize is only to pay the purchase price to the dealer. The Grand Prize is non-transferable and non-exchangeable for cash or other kinds, whether in part or in full. Maybank reserves the right to select the colour of the Grand Prize, where applicable. Visual(s) of the Grand Prize used in any advertisement, promotional, publicity and other materials relating to or in connection with the Campaign is/are only for illustration purposes and may not depict the actual colour, model or specifications of the Grand Prize and excludes any optional accessories.
- 8.11 In the event the dealer is unable to supply the same model of the Grand Prize as described herein to Maybank due to any reason which include, but are not limited to the manufacturer's recall or damage, force majeure, lost or stolen during storage and/or delivery, Maybank reserves the right to substitute the Grand Prize with another model of like or similar value at its discretion with prior notice of at least twenty one (21) calendar days on Maybank's website at www.maybank2u.com.my or any other methods as it deems fit. However, Maybank bears no responsibility to replace the Grand Prize when it is damaged or stolen after delivery to the Winner.
- 8.12 The inclusion of the Grand Prize in this Campaign cannot be construed as any endorsement or recommendation of the Grand Prize by Maybank. For any dispute in relation to the quality or warranty of the Grand Prize or any Terms and Conditions in respect thereof, the Winner shall deal with the dealer directly without any recourse to Maybank. Maybank shall not be held liable for any breach of quality or warranty of the Grand Prize or any Terms and Conditions in respect thereof and shall not entertain any complaints whatsoever in relation with the Grand Prize.
- 8.13 Winner shall assume full liability and responsibility in case of any liability, mishap, injury, loss, damage, claim or accident (including personal injury and/or death) resulting from the usage of the Grand Prize upon delivery. Maybank shall not be held responsible for any loss, damage or injury (including death) in any manner whatsoever suffered by the Winner as a result of the use of the Grand Prize upon delivery.
- 8.14 The title to the Grand Prize and any risk of inability to use, loss or damage to the Grand Prize passes to the Winner upon the delivery of the Grand Prize or if the Grand Prize is substituted with other model, upon delivery of such model.



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- 8.15 Any dispute(s) arising out of the Terms and Conditions applicable to such Grand Prize must be settled directly by the Winner and the dealer. Maybank is not responsible for investigating or resolving any disputes between the Winner and the dealer and not responsible for replacing or cancelling any redemption as a result of such dispute(s).
- 8.16 All Prize Winners' selection will be carried out after the end of the Campaign Period.
- 8.17 In accordance to the selection sequence of Maybank's randomiser programme, the first 15 shortlisted Eligible Cardmembers shall be deemed as the First Prize winners.
- 8.18 The Special Prize of RM10 SETEL Voucher will be fulfilled in the form of e-voucher. The e-voucher is valid for 3-months. The Prize is neither transferable, nor exchangeable for cash or credit or kind whether in part or in full.
- 8.19 The e-voucher will be sent via SMS or email to the Winners. Winners to redeem the e-voucher through the SETEL application on their mobile phone. Redeemable at all Petronas stations across Malaysia.
- 8.20 Maybank will **NOT** provide any replacement or substitute Prize(s) if the Winner rejects the Prize(s) sent and /or request for alternative option(s).

9 Other Terms

- 9.1 Maybank reserves the right to disqualify any Eligible Cardmember from participating in this Campaign and/or from receiving the Prize(s), due to the following:
- i. Where the minimum payment or any amount due and payable under any of the Eligible Cardmember's Maybank Petronas Visa Credit Card/-i (s) are not settled on or before its due date;
 - ii. If the Eligible Cardmember's Maybank Petronas Visa Credit Card/-i (s) is cancelled, closed or terminated by any reason whatsoever, either voluntarily or involuntarily on or before the fulfilment of the Prize(s); and/or
 - iii. If the Eligible Cardmember has committed or is suspected of committing any misconduct, fraudulent or wrongful acts.

10 General Terms & Conditions

- 10.1 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, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.



- 10.2 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 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 on Maybank2u website at www.maybank2u.com.my or through any other channel determined appropriate by Maybank. It shall be the responsibility of the Eligible Cardmembers to be informed of or otherwise seek out any such notice validly posted.
- 10.3 By participating in this Campaign, Eligible Cardmembers agree to access 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.
- 10.4 By participating in this Campaign, Eligible Cardmembers 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's Privacy Statement, which may be viewed on www.maybank2u.com.my (**"Maybank's Privacy Statement"**) and the PDPA Form for Individual Customers.
- 10.5 In addition, and without prejudice to the terms in Maybank's Privacy Statement and the PDPA Form for Individual Customers, Eligible Cardmembers 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 as responses and related photographs. In this regard, Eligible Cardmembers 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).
- 10.6 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 Campaign) shall not be liable to Eligible Cardmembers 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.



- 10.7 Maybank shall not 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.
- 10.8 Maybank may disqualify/reject any Eligible Cardmembers who do 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.
- 10.9 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 Cardmembers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my