

Samsung x Maybank MyDeco Campaign – Customer FAQ

1. What is the Samsung x Maybank MyDeco Campaign about?

This Campaign offers exclusive Samsung product packages and promotions only for customers who are approved for Maybank's MyDeco Financing. It is part of our joint effort with Samsung to support your home ownership journey.

2. Who is eligible to participate in this campaign?

You are eligible if:

- You're a Malaysian citizen aged 18 or above; **AND**
- You **have an existing Maybank/Maybank Islamic home financing**, or are **applying for a new application along with the MyDeco Financing**; **AND**
- You've been **approved for the MyDeco Financing**.

Each customer is only eligible once, tied to one MyDeco application.

3. What kind of Samsung offers can I enjoy?

Samsung Malaysia and its appointed partners will provide exclusive product bundles or promotions. These can include:

- Special product packages
- Limited-time deals available only via this Campaign

The exact offers are determined by Samsung or its partners.

4. Is Maybank giving discounts on Samsung products?

No, Maybank is not providing any discounts or rebates. All promotions are from Samsung or its partners. Maybank's role is only to provide financing support through MyDeco to help you fund your home renovation and appliance purchases.

5. How will I receive the Samsung products?

All products will be delivered and fulfilled by Samsung Malaysia or its partners. You must deal directly with Samsung or its partners on delivery timelines, installation, or product support.

6. What if there's a delay or problem with the Samsung products?

If you face any issues such as:

- Damaged or faulty items
- Late delivery
- Product defects
- After-sales service

You will need to deal directly with Samsung or its partners. Maybank is not involved in product quality, disputes, or fulfilment.

This also applies to any delays in payment or disputes on payment terms – these are strictly between you, Samsung, and its partners.

7. Can I cancel or change the Samsung package after applying?

Changes or cancellations should be discussed directly with Samsung and its partners, subject to their terms. Maybank is not involved in these arrangements.

8. What if I don't use the full MyDeco facility amount?

The availability period of the MyDeco Loan Facility is 12 months from the date the facility was first disbursed ("availability period"). Any undrawn portion of the MyDeco Loan Facility upon the expiry of the availability period will be cancelled. In the event you do not require the facility within the availability period, you are required to notify to cancel the undrawn portions.

9. How is the MyDeco loan disbursed, and what documents do I need to provide for subsequent withdrawals?

The first drawdown of up to 30% of the MyDeco Loan Facility amount may be disbursed directly to you before commencement of works on the property to fund the purchase of design materials by contractors or deposit to Samsung.

You are required to submit the invoices, before and after photographs to verify the completion of the relevant MyDeco works or installation of Samsung appliances prior to any drawdown of the remaining 70% of the facility amount as authorized by you against, suppliers', contractors' or Samsung invoices.

10. What if my loan is not successful? Can I still proceed with Samsung packages?

If your loan is not successful, we will share your contact information to Samsung for à la carte options or any other alternatives, provided you have given your consent for us to share your contact details with Samsung.

11. Where can I get help or contact someone for more info?

For **more info**, please go to

<https://www.maybank2u.com.my/maybank2u/malaysia/en/personal/promotions/loans/samsung-home-solutions.page>