



Maybank
Islamic



Maybank

MAE app JOMMAE Campaign – Terms and Conditions

MAE app JOMMAE Campaign (“Campaign”) is organised by Malayan Banking Berhad (Registration No.: 196001000142) and Maybank Islamic Berhad (Registration No.: 200701029411) (collectively referred to as “**Maybank**”) and shall be subjected to the terms and conditions herein. By participating in this Campaign, the Eligible Participants (as defined in Clause 2 below) hereby expressly agree to be bound by these terms and conditions and any decisions made by Maybank in respect of the Campaign shall be final and binding.

1. Campaign Period

- 1.1. The Campaign commences from 15 May 2025 until 31 December 2025, both dates inclusive or until the redemption of sign up code “**JOMMAE**” (“**Sign Up Code**”) is fully exhausted, whichever is earlier (“**Campaign Period**”).

2. Eligibility and Platform

- 2.1. This Campaign is open to the following eligible participant (“**Eligible Participants**”):-
 - 2.1.1. non-Maybank customers who are individuals that have attained the age of twelve (12) years and above with valid identification document(s), and
 - 2.1.2. non-Maybank customers who sign up for a MAE wallet (as defined in clause 2.4) for the first time.
 - 2.1.3. For individuals below the age of eighteen (18) years (“**Minor**”), they must obtain consent from their parents and/or legal guardian in order to participate in this Campaign. The use of the MAE app is an acknowledgement to Maybank that the Minor has obtained the prior consent of his or her parents and/or legal guardian to participate in this Campaign. These Terms and Conditions will be applicable to and binding upon the parents and/or legal guardian of the Minor as to the same effect as if the parents and/or legal guardian of the Minor was a direct party and agreed to these Terms and Conditions.
- 2.2. **Sole Proprietors** are not eligible to participate in this Campaign.
- 2.3. This Campaign is accessible through the MAE by Maybank2u mobile app version 0.9.25 and above downloaded from Google Play Store, Apple App Store and Huawei AppGallery only (“**Campaign Platform**”).

- 2.4. MAE wallet is an e-wallet issued by Maybank and its authorised manager, Maybank Islamic based on Shariah contract of Wakalah (agency), which allows customers to open a Maybank e-wallet account instantly. Upon successful application of a MAE wallet, users will benefit from secure and safe banking features, as well as various lifestyle features.

3. Campaign Mechanics and Conditions

- 3.1. During the Campaign Period, Maybank shall offer to all Eligible Participants RM10 cash rewards ("**Cash Reward**") to their active MAE wallet (as defined in clause 2.4) when the Eligible Participants apply the Sign Up Code "**JOMMAE**" in the 'Sign Up Code' field during the onboarding process and it is capped at one (1) redemption per Eligible Participant during the Campaign Period.
- 3.2. Only the first successful sign-up with Sign Up Code entered during the onboarding of the MAE wallet on the MAE app by the Eligible Participant is valid. Subsequent attempts using the Sign Up Code when logging in or applying for the MAE wallet again via the MAE app is considered invalid.

4. Rewards

- 4.1. Cash Reward
- 4.1.1. JOMMAE Sign Up Code Redemption will be capped at a total of RM 320,000.00 ("**Cash Reward**").
- a. For a successful sign up, the Eligible Participant will instantly get the Cash Reward into their respective active MAE wallet as long as the sign-up is within the Campaign Period, the capping for Cash Reward has not been exhausted, and their respective MAE wallet is active.
- 4.1.2. The Cash Reward will be credited to the Eligible Participant's active MAE wallet only. Eligible Participants are responsible for ensuring their accounts remain active during the Campaign Period for the Cash Reward to be credited. Should Eligible Participants fail to keep their MAE wallet active within the Campaign Period, any Cash Reward won will be forfeited.
- 4.1.3. Eligible Participants are responsible for ensuring that their MAE account has not reached the balance limit to allow the Cash Reward to be credited. Cash Reward can only be credited when the account balance has not reached the maximum amount of RM4,999.99 or the maximum amount of balance limit (only applicable to Eligible Participants who hold a MAE Visa Debit Card and has upgraded the balance limit). Should Eligible Participants fail to maintain an account balance that allows the Cash Reward to be credited, within the Campaign Period, any Cash Reward won will not be credited and will be forfeited.

- 4.1.4. Eligible Participants shall receive a notification through the Campaign Platform informing them of the Cash Reward won if they have won or if Cash Reward has been fully exhausted.
- 4.1.5. Any refunds to new MAE wallet users will be credited to their respective MAE wallets within 30 working days.
- 4.2. Maybank reserves the right to substitute the Cash Reward with any other item(s) of similar market value.
- 4.3. Cash Reward(s) are not transferable nor exchangeable and will only be issued to winners as verified by Maybank.
- 4.4. Maybank will not ask for any banking details such as credit card/debit card number and bank transaction authorization code (TAC), account password, PIN or one-time password (OTP) from the winners to claim the Cash Reward or for any reason whatsoever.
- 4.5. The winners acknowledge and agree that Maybank reserves the rights to disqualify participation of the Campaign or withdraw any Cash Reward from the winners if:
 - 4.5.1. The winner is found or suspected of tampering with the Campaign mechanics or the operations of the Campaign;
 - 4.5.2. The winner is found or suspected of undertaking fraudulent activities or other activities harmful to the Campaign; or
 - 4.5.3. The winner is in breach of his obligations or any Terms and Conditions of this Campaign.

5. 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, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
- b. 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 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 Participants to be informed of or otherwise seek out any such notice validly posted.
- c. By participating in this Campaign, Eligible Participants 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 Participants 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.

In addition and without prejudice to the terms in the Maybank's Privacy Statement and the PDPA Form for Individual Customers, Eligible Participants agree and consent to his/her personal data or information being collected, processed and used by Maybank for:

- i) the purposes of this 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 Participants agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to this Campaign.

*Note: "PDPA" refers to Personal Data Protection Act (2010).

- e. 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 Participants 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.
- f. 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.
- g. Maybank may disqualify/reject any Eligible Participant who does not comply with the terms and conditions stated herein and/or are found or suspected to be tampering with this 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 this Campaign.

- h. 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 Group Customer Care (MGCC) hotline at 1 300 88 6688 or +603 7844 3696. Alternatively for feedback and/or complaints, Eligible Participants may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.