

Pay & Reload Hotlink/Maxis with MAE Promotion Campaign Terms and Conditions

Pay & Reload Hotlink/Maxis with MAE Promotion Campaign ("**Campaign**") is organised by Malayan Banking Berhad (Registration No.: 196001000142) ("**Maybank**") and shall be subjected to the Terms and Conditions herein. By participating in this Campaign, Eligible Customers (as defined in Clause 2.0 below) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank in respect of this Campaign shall be final and binding.

1. **Campaign Period**

- a) The Campaign will commence from 16 February 2026 at 12:00:00 AM (MYT) until 30 April 2026 at 11:59:59 PM (MYT) [both dates inclusive] ("**Campaign Period**").

2. **Eligibility**

- a) This Campaign is open to Maybank / Maybank Islamic individual customers who fulfil either of the following criteria:
 - i) perform **prepaid reload** transaction(s) with a minimum value of **RM30** per transaction to a **Hotlink prepaid account** via the **MAE app**; and/or
 - ii) perform **bill payment** transaction(s) with a minimum value of **RM30** per transaction to a **Maxis/Hotlink postpaid account**, including payments made via JomPAY, through the MAE app.
 (Collectively referred to as the "**Eligible Transactions**".)
- b) Participants must be at least eighteen (18) years of age with valid identification documents. Individuals under the age of eighteen (18) ("**Minors**") must obtain the consent of their parents and/or legal guardians to participate in this Campaign. By selecting Maybank2u Online Banking as the payment method at checkout, a Minor acknowledges that they have obtained the prior consent of their parents and/or legal guardians. These Terms and Conditions shall apply to their parents and/or legal guardians in lieu of their applicability to the Minor.
- c) All individual customers who meet these criteria and successfully complete Eligible Transactions will be referred to as "**Eligible Customers**". Eligible Customers will be automatically entered into this Campaign.

3. **Campaign Mechanics**

- a) Eligible Customers must make an Eligible Transaction(s) within the Campaign Period to be entitled for chance(s) to win **Prizes** as per the Campaign Mechanics stipulated in Table 1.
- b) The Campaign Period is split into 3 Campaign Months. The Campaign Mechanics and the Prizes for this Campaign are as stipulated below:
 - i) Eligible Customer is eligible for one (1) entry/chance to win Grand Prize ("**Grand Prize**") and Monthly Prize ("**Monthly Prize**") with every Eligible Transaction. Winners for Grand Prize and Monthly Prize will be selected on random basis.

Pay & Reload Hotlink/Maxis with MAE Promotion Campaign Terms and Conditions

- ii) Eligible Customers who have not performed any prepaid reload or bill payment transactions to Hotlink/Maxis via the MAE app between 15 February 2025 and 15 February 2026, both dates inclusive, and who have performed an Eligible Transaction within the Campaign Period shall be eligible to receive RM10 Cashback (**"Cashback Prize"**).on first come, first served basis. For the avoidance of doubt, the Cashback Prize is only applicable to Eligible Customers fulfilling the criteria in this Clause 3(b)(ii).

Table 1: Campaign Requirement to win Prizes

Campaign month	Date	Grand Prize *Limited to 1 winner throughout campaign period	Monthly Prize *Limited to 1 winner per campaign month	Cashback Prize *Limited to first 400 winners per campaign month
Month 1	16 February -28 February 2026	Proton e.MAS 5 EV	Samsung Galaxy S25+ (256 GB)	RM10 Cashback
Month 2	1 March – 31 March 2026			
Month 3	1 April – 30 April 2026			

- c) Each Eligible Customer is entitled for a chance to win one (1) Cashback Prize (subject to meeting the criteria under Clause 3(b)(ii)) and one (1) Grand Prize OR one (1) Monthly Prize throughout the Campaign Period.
- d) Examples/scenarios of eligibility for Prizes winning:

Scenarios	Eligibility
Performed first-time reload of RM30 to Hotlink via MAE app on 20 February 2026.	<p><u>Grand Prize</u></p> <p>Eligible for one (1) entry to stand a chance to win the Grand Prize.</p> <p><u>Monthly Prize</u></p> <p>Eligible for one (1) entry to stand a chance to win the Monthly Prize for Month 1.</p> <p><u>Cashback Prize</u></p> <p>Eligible -for one (1) RM10 Cashback IF the customer falls under the first 400 unique Eligible Customers of the Campaign Month who have fulfilled the criteria as per stated in Clause 3(b)(ii).</p>

Pay & Reload Hotlink/Maxis with MAE Promotion Campaign Terms and Conditions

<p>Performed four (4) transactions via MAE app throughout the Campaign Period.</p> <ol style="list-style-type: none"> One (1) reload of RM30 to Hotlink on 15 March 2026 One (1) JomPAY bill payment of RM100 to Maxis on 30 March 2026 One (1) bill payment of RM30 to Hotlink on 1 April 2026 One (1) reload of RM50 to Hotlink on 20 April 2026 	<p><u>Grand Prize</u></p> <p>Eligible for four (4) entries to stand a chance to win the Grand Prize.</p> <p><u>Monthly Prize</u></p> <p>Eligible for two (2) entries to stand a chance to win the Monthly Prize for Month 2.</p> <p>Eligible for two (2) entries to stand a chance to win the Monthly Prize for Month 3.</p> <p><u>Cashback Prize</u></p> <p>Eligible to win one (1) RM10 Cashback IF the customer falls under the first 400 unique Eligible Customers of the Campaign Month who have fulfilled the criteria as per stated in Clause 3(b)(ii).</p>
<p>Perform three (3) reloads of RM20 to Digi via Maybank2u website or MAE app on 8 April 2026</p>	<p>No entry/cashback as the transaction does not satisfy the requirements of a minimum qualifying spend and selected Telco provider (Hotlink/Maxis).</p>

4. Prize Fulfilment

- Maybank reserves the right to substitute the Grand Prize with any other item(s) of similar market value at its reasonable discretion with twenty-one (21) calendar days' prior notice to the Winners which will be communicated on Maybank2u website and/or other platforms deemed appropriate by Maybank.
- Eligible Customers that have performed the Eligible Transactions will be shortlisted as **"Winners"**. based on the winner selection criteria as below:

Prize Category	Winner Selection	Winner Quantity
Grand Prize	Winners will be randomly selected by using a randomiser based on the entries earned during the Campaign Period.	A total of 1 Winner for the entire Campaign Period.
Monthly Prize		A total of 3 Winners for the entire Campaign Period. (1 Winner per Campaign Month)

Pay & Reload Hotlink/Maxis with MAE Promotion Campaign Terms and Conditions

Cashback Prize	Winners will be selected based on a first-come first-serve basis, limited to the first 400 unique Eligible Customers of each Campaign Month who have fulfilled the criteria as per stated in Clause 3(b)(ii).	A total of 1,200 Winners for the entire Campaign Period. (400 Winners per Campaign Month)
----------------	---	--

- c. Prizes will be fulfilled as per below schedule.

Prize Category	Prize Fulfilment
Grand Prizes	Fulfilment of the Prize shall take place within ninety (90) calendar days from the end of the Campaign Period (30 April 2026), and in any event no later than 29 July 2026.
Monthly Prize	
Cashback Prize	

- d. In the event that the selected Winner fails to comply with any Terms and Conditions of this Campaign, Maybank reserves the right to forfeit the Prize of the said Winner.
- e. The shortlisted Grand/Monthly Prize Winner will be informed via push notification from the MAE app or/and e-mail and will subsequently be contacted via phone call, during which the shortlisted Grand/Monthly Prize Winner will be required to correctly answer one (1) question only. If the question is not answered correctly after two (2) attempts; OR if Maybank Group Customer Care is unable to contact the Winner after three (3) voice call attempts, the Winner will be disqualified and the next shortlisted Grand Prize Winner in line will be contacted instead. If the shortlisted Grand/Monthly Winner is a Minor and is unable to answer the question verbally due to disability reasons, a legal guardian or representative may assist in replying to the question.
- f. Shortlisted winners shall be required to provide their express consent to allow Maybank to disclose their name and/or other relevant details during the prize-giving ceremony and for related publicity, promotional, and announcement purposes.
- g. The Cashback Prize will be credited directly into the Winners' Maybank account(s) used to perform the Eligible Transaction(s). The Winners' Maybank Current/Savings Account used for performing the Eligible Transaction(s) must not be dormant or closed at the point the Cashback prize is being credited. Maybank reserves the right to forfeit the Cashback Prize if

Pay & Reload Hotlink/Maxis with MAE Promotion Campaign Terms and Conditions

such scenario occurs.

- h. The Grand Prize winner is required on their own accord and expenses to register the car/vehicle with the Road Transport Department (Jabatan Pengangkutan Jalan) before the Grand Prize giving ceremony in which the date and venue will be determined by Maybank at its own discretion.No
- i. The Grand Prize winner or his/her authorised representative must be present at the prize giving ceremony on the date and at the venue as determined by Maybank. Failure to attend the prize giving ceremony shall result in the forfeiture of the Grand Prize, and Maybank reserves the right to award the Grand Prize to the next winner at its sole discretion.
- j. Maybank reserves the right to request for further documentation or proof of identification, age, and place of residence of selected Winners.
- k. 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 Prize or for what so ever reasons.
- l. The Selected Winners acknowledge and agree that Maybank reserves the rights to disqualify their participation in this Campaign; and/or clawback any Prizes if:
 - i) The selected Winner is found or suspected of tampering with the Campaign Mechanics or the operations of the Campaign; or
 - ii) the selected Winner is found or suspected of undertaking fraudulent activities or other activities that are inconsistent with the intention of the Campaign

Notwithstanding the above, Maybank reserves the right to reject any participation or Winners at its discretion.

- m. Eligible Customers shall be responsible to ensure that their contact details such as mobile number, email address and correspondence address provided are current and updated with the Maybank. Failure to do so may lead to disqualification from the Campaign, and Maybank shall bear no responsibility or liability for any loss, including loss of opportunity and consequential loss, arising from the Eligible Customers' failure to update their contact details in Maybank's records.
- n. The image of the Prizes (if any) in any brochure, marketing, or Campaign material relating to the Prize Draw is for illustration purposes only. The Prize(s) do not include any accessories or items shown in any advertisements or promotional materials as they are also for illustrative purposes only.

Pay & Reload Hotlink/Maxis with MAE Promotion Campaign Terms and Conditions

- o. Maybank will NOT provide any replacement or substitute for the Prizes if the Winner rejects the Prize and /or sent and /or request for alternative option(s).
- p. Grand/Monthly Prizes awarded to Winner are non-transferrable and non-exchangeable for cash or other kinds, whether in part or in full.

5. General Terms and 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 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 Customers to be informed of or otherwise seek out any such notice validly posted.
- c) By participating in this Campaign, Eligible Customers 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 Customers 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.
- e) In addition and without prejudice to the terms in the Maybank's Privacy Statement and the PDPA Form for Individual Customers, Eligible Customers 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

Pay & Reload Hotlink/Maxis with MAE Promotion Campaign Terms and Conditions

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 Customers 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).

- f) 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 Customers 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 negligence or omission by Maybank.
- g) 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.
- h) Maybank may disqualify/reject any Eligible Customer who does 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.
- i) 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 Customers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.