

TERMS & CONDITIONS: "MAYBANK VISA | BTS WORLD TOUR 'ARIRANG' DEBIT CARD SPEND CAMPAIGN

The "**Maybank Visa | BTS WORLD TOUR 'ARIRANG' Debit Card Spend Campaign**" ("**Campaign**") is organized by Malayan Banking Berhad (Registration No. 196001000142) (referred to as "Maybank" throughout the Terms and Conditions herein). By participating in this Campaign, Eligible Cardholders (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 this Campaign shall be final and binding.

1. CAMPAIGN PERIOD

The Campaign commences on **23 September 2026 at 12:00 AM MYT and ends on 1 November 2026 at 11:59 PM MYT**, both dates inclusive ("**Campaign Period**").

2. ELIGIBILITY

- 2.1. This Campaign is open to all individual customers who holds a **Maybank Visa Debit Card**, being any debit card bearing the Visa logo, issued by Maybank in Malaysia and whose account(s) held with Maybank are current, valid and subsisting as determined by Maybank.
- 2.2. For avoidance of doubt, permanent and contractual employees of Maybank (other than employees from Cards Marketing Department of Maybank and Regional Cards Marketing Department of Maybank and/or vendors, suppliers, advertising and promotion agencies for the Campaign) are eligible to participate in this Campaign.
- 2.3. The following persons are **NOT eligible** to participate in the Campaign:
 - 2.3.1. Cardholders whose Maybank Card account(s) status is delinquent, inactive, suspended, cancelled or in breach of any Terms and Conditions of Maybank Card Agreement during the Campaign Period;
 - 2.3.2. Cardholders who are in default of any facility granted by Maybank at any time;
 - 2.3.3. Cardholders of Maybank Commercial/ Corporate Cards;
 - 2.3.4. Cardholders of Maybank Credit & Charge Card(s) and/or Maybank Prepaid Cards;
 - 2.3.5. Cardholders of Maybank Mastercard Debit Cards; and
 - 2.3.6. Permanent and/or contract employees of the Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department of Maybank.
- 2.4. "Cardholders" who fulfill the abovementioned criteria are hereinafter referred to as "**Eligible Cardholder(s)**".

3. SMS REGISTRATION/ WEB REGISTRATION

- 3.1 Registration for the Campaign is done on a one-time basis by using any of the registered telecommunication companies' ("Telco") services and must be made by the Eligible Cardmembers within the Campaign Period as below:

(a) Type **BTS** and send to **66628**

- 3.2 Eligible Cardmembers must register their participation for the Campaign using the mobile phone number that is registered with Maybank. Multiple registrations using the same mobile phone number are not accepted. Only the first registration will be accepted. In the event the information provided by the Eligible Cardmembers during the registration process does not match with Maybank database, Maybank reserves the right to reject the said registration.
- 3.3 Alternatively, registration for the Campaign can also be done via web registration through Maybank's website at www.maybank2u.com.my. Eligible Cardmembers must register their participation for the Campaign by completing the web form with the Eligible Cardmembers' full name, phone number registered with Maybank and selecting **"Maybank | Visa BTS WORLD TOUR 'ARIRANG' Debit Card Spend Campaign"**. In the event that the information provided by the Eligible Cardmembers during the registration process does not match the record with Maybank's database, Maybank reserves the right to reject and/or disqualify the registration.
- 3.4 To be eligible to participate in the Campaign, the Eligible Cardmembers with multiple Maybank Cards are only required to register once within the Campaign Period.
- 3.5 Eligible Cardmembers shall be responsible to pay the standard SMS charges levied by their respective Telco for each registration sent via SMS to the designated number "66628" under the Campaign.
- 3.6 Eligible Cardmembers are responsible to ensure that the details stated in the registration SMS sent to 66628 are complete, accurate and sent within the Campaign Period. Failing which, the registration via SMS will be considered invalid and/or unsuccessful.
- 3.7 Cancellation of registration and/or change of any details in the registration SMS will not be accepted nor will it be entertained after the registration via SMS has been successfully sent to 66628.
- 3.8 Proof of an SMS sent to 66628 by the Eligible Cardmember shall not be considered as successful SMS registration, unless the Eligible Cardmember receives a confirmation SMS from 66628 and such confirmation SMS which is automatically generated will be sent to the same mobile phone number used for registration, subject to the SMS traffic on the respective Telco's network. The confirmation SMS shall not and never be deemed as notification that the Eligible Cardmember has been confirmed as a Winner of the Prizes.
- 3.9 Maybank reserves the right to disqualify any registration sent to 66628 through SMS due to any reason(s) including, but not limited to, duplicate registration(s), incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period and Maybank shall not, in any way, be liable and/or responsible for such disqualification.
- 3.10 Maybank is not responsible and does not have control over the SMS traffic, network failure 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 registration sent to 66628 via SMS or SMS confirmation sent from 66628 to Eligible Cardmembers which may result in the delay of the SMS registration during the Campaign Period.

- 3.11 SMS service is provided and supported by the service provider appointed by Maybank, i.e. Macro Kiosk.

4. CAMPAIGN MECHANICS AND CONDITIONS

- 4.1. Upon successful SMS registration/ Web registration, Eligible Cardmembers will need to meet the spending requirement(s) to earn Qualifying Entries (as set out in Clause 4.2 below) and stand a chance to win Prize(s) in the manner as set out and illustrated below.

4.2. Qualifying Entries

Qualifying Entry	Spending Requirement
1 entry	Spend a minimum of RM400 with your Maybank Visa Debit Card cumulatively during the Campaign Period.
1 entry	Successful application of the Maybank Visa BTS WORLD TOUR 'ARIRANG' Debit Card

Note: The maximum number of Qualifying Entries that may be accumulated by an Eligible Cardholder during the Campaign Period is ten (10) entries.

- 4.4 Foreign spending equivalent to RM400 is also eligible for entries.

- 4.5 Notwithstanding the number of Eligible Transactions and/or Qualifying Entries earned during the Campaign Period, each Eligible Cardholder shall be entitled to a maximum of ten (10) Qualifying Entries only throughout the Campaign Period. Any Qualifying Entries earned more than ten (10) entries shall not be counted for the purpose of the Prize draw.

5. PRIZES

- 5.1 The prizes to be won under this Campaign ("**Prize**") is set out below: -

Prize	Spend Duration	Prize details	Total Winners
"BTS WORLD TOUR 'ARIRANG' in Kuala Lumpur" Tickets	23 September 2026 – 1 November 2026	Two (2) tickets to "BTS WORLD TOUR 'ARIRANG' in Kuala Lumpur" <u>Event Details:</u> Date: 12 December 2026 (" Event Date ") Time: 7.30pm Venue: TM National Stadium, Bukit Jalil	25

- 5.2. To qualify for prizes, Eligible Cardholders must perform Eligible Transactions using their Maybank Visa Debit Card during the Campaign Period.

- 5.3. The following transactions shall not be considered Eligible Transactions and will be excluded from the Campaign:
- 5.3.1. Transactions which are subsequently cancelled or refunded, or
 - 5.3.2. Disputed, unauthorized or fraudulent purchase transactions.
- 5.4. Eligible overseas transactions (online or in-store) performed within the Campaign Period charged in foreign currencies will be converted to Ringgit Malaysia (RM) based on the prevailing foreign exchange rate.
- 5.5. Maybank shall be relying on the information provided by the merchant to determine whether such transaction falls within the Eligible Transactions.
- 5.6. The Eligible Transactions made during the Campaign Period must be captured by the Maybank's system and posted not later than 14th day from the end of each Campaign Month.
- 5.7. Maybank shall not be responsible for any failure or delay in the transmission of evidence of sales transactions by merchant establishment or any other party, which are not within the reasonable control of the Bank.
- 5.8. To the fullest extent permitted by law, any determination by the Bank as to which spend category constitutes Eligible Transactions and all transactions as recorded by the Bank (save for fraud and manifest error) shall be final and conclusive.

6. FULFILLMENT OF PRIZE

- 6.1. At the time of awarding the Prize(s), all accounts in Maybank of the Eligible Cardholders must not be delinquent, inactive, and/or invalid or cancelled status. Otherwise, such Eligible Cardholders shall be disqualified from receiving the Prize(s).
- 6.2. The Winners will be notified by Maybank via short message service ("SMS") and/or electronic direct mailer ("Email") at the mobile phone numbers and/or email address maintained in Maybank's system, and will be followed by a phone call, within six (6) weeks from the end Campaign Period ("notification").
- 6.3. Maybank will notify the Winners through phone call. Any Winners who are unable to be reached after being contacted 3 times will be automatically disqualified and Maybank reserves the right to forfeit the Prizes for the said shortlisted Winner. Consequently, winners who accept the prize(s) will receive the prize(s) via email five (5) days before the event date. Any Winners who are unable to be reached or contacted will be automatically disqualified and Maybank reserves the right to forfeit the Prizes for the said shortlisted Winner.

- 6.4. Pursuant to successful notification in accordance to clause 6.3, a confirmation letter/email will be sent to the Winner's email address recorded in Maybank's system within one (1) week before the Event Date.
- 6.5. Announcement of the Winners (e.g. name and partially masked NRIC) will also be made on Maybank2u's website at www.maybank2u.com.my and/or Maybank social media within three (3) days before the Event Date. Maybank shall obtain the Winners' explicit consent prior to the disclosure, publication and/or announcement of such personal information
- 6.6. The fulfilment of the Prizes will be done five (5) days before the event date, latest by **7 December 2026**.
- 6.7. Maybank shall determine the methods of the Prize giving, including but not limited to, a prize giving ceremony, or any other methods which Maybank may deem reasonable.
- 6.8. Maybank reserves the right at its discretion to allow or disallow transfer of prizes to another person/party subject to conditions imposed by Maybank (if any).
- 6.9. All cost, fees and/or expenses incurred or to be incurred by the Winners in relation to the Campaign and/or the claiming of the Prizes, which shall include but not limited to the cost for transportations, accommodation, meals, personal costs and/or any other costs, are the sole responsibility of the Winners.
- 6.10. The Prizes is non-transferable to any other party or parties and not exchangeable for credit or other goods, whether in part or in full.
- 6.11. Maybank reserves the right, at its discretion, with prior notice without assigning any reason thereof, to replace or substitute the Prize with any other prize of equal or similar value selected by Maybank without liability to any person.
- 6.12. If there is any dispute or non-receipt of the Prizes, Winners are required to contact Maybank Customer Service at 1300 88 6688 latest by **9 December 2026** to request for an inquiry. No request for any inquiry shall be entertained after **9 December 2026**.
- 6.13. Maybank has the right to select a substitute Winner for each Winner that is disqualified for reasons stated herein without the obligation to give further notice to the disqualified Winners.
- 6.14. Eligible Cardholders acknowledge and agree that Maybank reserves the right to disqualify participation of the Campaign or withdraw any Prizes from the Winners if:
- 6.14.1. The Eligible Cardholder is found or suspected of tampering with the Campaign mechanics or the operation of the Campaign;
 - 6.14.2. The Eligible Cardholder is found or suspected of undertaking fraudulent activities or other activities harmful to the Campaign;
 - 6.14.3. The Eligible Cardholder has been disqualified from previous campaigns organized by Maybank; or
 - 6.14.4. The Eligible Cardholder is in breach of its obligations or any terms and conditions of this Campaign.

7. ADDITIONAL TERMS

- 7.1. By participating in this Campaign, Eligible Cardholders/Winners:
 - 7.1.1. agree that all records of transactions captured by Maybank's system within the Campaign Period based on the local date and time shall be accurate, conclusive and final;
 - 7.1.2. agree that Maybank's decision on all matters relating to the Campaign shall be final and binding on all Eligible Cardholders/Winners. No further appeal or further correspondence will be entertained; and
 - 7.1.3. agree that any reversal of Eligible Transaction shall be excluded from the Campaign.

8. GENERAL TERMS AND CONDITIONS

- 8.1. 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.
- 8.2. 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 Cardholders to be informed of or otherwise seek out any such notice validly posted.
- 8.3. By participating in this Campaign, Eligible Cardholders 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.
- 8.4. By participating in this Campaign, Eligible Cardholders 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.
- 8.5. In addition, and without prejudice to the terms in the Maybank's Privacy Statement and the PDPA Form for Individual Customers, Eligible Cardholders agree and consent to his/her personal data or information being collected, processed and used by Maybank for:
 - 8.5.1. the purposes of the Campaign; and
 - 8.5.2. 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 Cardholders 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).

- 8.6. 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 Cardholders 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.
- 8.7. 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.
- 8.8. Maybank may disqualify/reject any Eligible Cardholders 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.
- 8.9. 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 Customers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.