

MAYBANK MANCHESTER UNITED CARDS KIDS MASCOT CAMPAIGN

TERMS AND CONDITIONS

1. The “Maybank Manchester United Cards Kids Mascot Campaign” (“Campaign”) shall commence on **1 January 2019** until **28 February 2019** (both dates inclusive) unless notified otherwise (“Campaign Period”).

2. Eligibility

2.1 The Campaign is open to all new and existing Principal Cardmembers of Maybank Manchester United Visa Card (Credit and Debit) (“Maybank Cards”) issued by Malayan Banking Berhad (Co. No. 3813-K) (“Maybank”) (“Eligible Cardmembers”);

2.2 The following persons are NOT eligible to participate in this Campaign:

- a) Cardmembers whose Maybank Card account(s) are delinquent, suspended, cancelled, or in breach of any terms and conditions herein and/or Cardmember Agreement during the Campaign Period;
- b) Cardmembers of Maybank Cards who are in default of any facility granted by Maybank at any time;
- c) Cardmembers of Maybank Commercial/ Corporate/ Prepaid Cards;
- d) Cardmembers of Maybank Islamic Berhad (Co. No. 787435-M) (“Maybank Islamic”); or
- e) Permanent and contract employees of Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department.

2.3 For avoidance of doubt, permanent and contract employees of Maybank (non- Cards Marketing Department of Maybank and non-Regional Cards Marketing Department) and/or vendors, suppliers, advertising and promotion agencies for this Campaign are eligible to participate in the Campaign and stand to win the Bonus Prize only.

3. SMS Registration

3.1 Registration is on a one-time basis by using any of the registered telecommunication companies’ (“Telco”) number and must be made by the Principal Cardmember within the Campaign Period as per below:

Type **MASCOT**<space>**12-digit NRIC Number without spacing** and send to **66628** (E.g. MASCOT 810721106658);

For non-Malaysian Principal Cardmembers, type **MASCOT**<space> **Passport number without spacing** and send to **66628** (E.g. MASCOT B123456)

3.2 Cardmembers shall be responsible to pay the standard SMS charges levied by their respective Telco for each registration SMS sent to the designated number ‘66628’ under the Campaign.

3.3 Cardmembers are solely responsible to ensure that the details in the registration SMS sent to 66628 are complete, accurate, and within the Campaign Period: failing which, the registration SMS will be deemed invalid or unsuccessful.

3.4 Cancellation of registration and/or change of any details will not be accepted after the registration SMS has been successfully sent to 66628.

3.5 Proof of SMS sent to 66628 by Cardmembers shall not be deemed as successful SMS registration unless the Cardmembers receives a confirmation SMS from 66628 and such confirmation SMS will be sent to the same mobile phone number used for 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 Cardmember has been confirmed as the winner.

- 3.6 Maybank reserves the right to disqualify any registration SMS sent to 66628 due to reason(s) including, but not limited to duplicate registration, invalid NRIC number, incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period without assigning any reason thereof and shall not be liable for such disqualification.
- 3.7 Maybank is not responsible for nor does Maybank have any control whatsoever on the SMS traffic, network failure and/or interruptions on the part of the respective Telco or Maybank's SMS vendor or for any other reason(s) whatsoever during the process of registration SMS sent to 66628 or confirmation SMS sent from 66628 to Cardmembers which may result in the delay of the SMS registration during the Campaign Period.
- 3.8 SMS service is provided and supported by the service provider appointed by Maybank, Macro Kiosk Berhad.

4. Qualifying Entries

Upon successful SMS registration, Cardmembers need to meet the 'Qualified Spend' in order to earn Qualifying Entries and stand to win the Prizes stated in Clause 5 as illustrated below:

Qualifying Entries for Eligible Cardmembers	
1 Entry	Every minimum RM 300 spend with Manchester United Credit and Debit cards
Additional 10 Entries	New Manchester United Credit card approved and activated with spend (any amount) during campaign period.

- 4.1 Qualified Spend shall include retail and online purchases transacted locally and internationally, Auto PayBills, auto-reload for Maybank Touch n' Go Zing Card(s) and/or EzyPay Instalment Plan ("EzyPay") performed via Maybank Card(s) during the Campaign Period based on local transaction time; and Qualifying Entries shall be allocated in accordance to clause 4. For the avoidance of doubt, EzyPay is applicable for Credit Cards only and shall be treated as Qualified Spend based on the full transaction amount and all overseas transactions in foreign currency shall be converted to Ringgit Malaysia (RM) based on Maybank's prevailing in-house exchange rate.
- 4.2 Qualified Spend shall exclude monthly installment of EzyPay, EzyPay Plus, cash advance, balance transfer, fund transfer, outstanding balance, reversals, fee and charges imposed by Maybank.
- 4.3 Qualified Spend by Supplementary Cardmember(s) under the same Principal Cardmember's Maybank Card account(s) (excluding Maybank Islamic Card accounts) will be considered as the Principal Cardmember's Qualified Spend.
- 4.4 Computation of the Total Qualifying Spend will be based on all valid Maybank Manchester United Cards issued under the same Cardmember throughout the Campaign Period upon successful SMS registration.
- 4.5 Split and/or repetitive dining transaction of five (5) times and above in a day from the same merchant(s) are disallowed and shall be disqualified

5. Prizes

There are three (3) categories of prizes under the Campaign (“Prizes”) as follow:

3x Grand Prize	Manchester United Lifetime Experience <ul style="list-style-type: none">• Be a Manchester United Kid Mascot to escort Manchester United First Team Players• Watch Manchester United vs Watford LIVE at Old Trafford includes flight ticket and accommodation.• Red Day Experience - Stadium and museum tour
10x First Prize	Manchester United Team Signed Jersey
20x Bonus Prize	Manchester United Home Jersey

- 5.1 The Grand Prize entitled a place for the winner’s child to be a Kid Mascot to walk alongside the Manchester United First Team players onto the pitch at the Theater of Dreams during the Manchester United vs Watford game on 30 March 2019. The match day is subject to changes.
- 5.2 The Prize is applicable to 1 parent and 1 child only. The child must be a biological child to the winner between the ages of **7 to 13 years old**.
- 5.3 Prize **EXCLUDES** the following and such list is not exhaustive:
- a) Travel visa, applicable airline taxes and surcharges, peak season surcharge, other travel related expenses and applicable fees (if any);
 - b) Transportation to and from Kuala Lumpur International Airport (KLIA);
 - c) Travel insurance;
 - d) Personal expenses (non-program scheduled transportation, meals, events, activities and services)
 - e) Hotel Incidentals (e.g. long distance phone calls, laundry, mini bar, room service, loss or damage to hotel property, or any other expenses incurred in the hotel);
 - f) On-site translation services; and
 - g) Any applicable taxes.

6. Selection of Winners

- 6.1 Based on the Qualifying Entries earned, Eligible Cardmembers will be shortlisted by Maybank’s randomizer programme.
- 6.2 At the point of shortlisting, the conduct and spending on Maybank Manchester United Card account of the Eligible Cardmember will be reviewed.
- 6.3 The account must not be delinquent, invalid and/or cancelled; otherwise the Eligible Cardmember will be disqualified.
- 6.4 The shortlisted Eligible Cardmembers will be contacted by Maybank’s representatives at the mobile phone numbers registered or recorded in Maybank’s system to participate in the Campaign at any time during office hours to answer one (1) question.
- 6.5 The shortlisted Eligible Cardmember will be deemed as Winner if he/she is able to answer the question correctly.
- 6.6 If the shortlisted Eligible Cardmember is not able to answer the question correctly, the next Eligible Cardmember in sequence will be shortlisted and contacted to answer the question.

- 6.7 In the event the shortlisted Eligible Cardmember is not contactable after three (3) attempts on the same day for whatsoever reason(s) and/or the shortlisted Eligible Cardmember wish to withdraw from the Campaign upon being contacted by Maybank's representative, he/she will be disqualified from the Campaign.
- 6.8 In the event the shortlisted Eligible Cardmember does not have a child between the ages of 7 to 13 years old upon being contacted by Maybank's representative, he/she will be disqualified from the Campaign.
- 6.9 Each Eligible Cardmember is entitled to win one (1) Prize only throughout the Campaign.
- 6.10 Winners will be notified either in writing or by phone and announcement of Winners will be made on Maybank's website at www.maybank.com.my within ten (10) weeks after the end of the Campaign.

7. Prize Redemption

- 7.1 A confirmation letter will be sent to Winners at their Billing Addresses recorded in Maybank's system within ten (10) weeks from the end of the Campaign Period.
- 7.2 Winners must confirm the issuance of the flight tickets with the nominated passengers' details within five (5) working days upon being contacted by Maybank's representative.
- 7.3 The nominated passengers are required to travel together from Kuala Lumpur to Manchester on Economy Class return flights. Passenger below 16 years old must be accompanied by parent or a legal guardian/teacher (identification or proper documents to be produced upon request).
- 7.4 Winners shall be responsible for supplying valid passports and, where necessary, for obtaining appropriate health documentation. The Winners shall be in possession of a valid passport with a validity extending up to at least six (6) months from date of departure.
- 7.5 Maybank shall not be responsible for arranging travel insurance, medical insurance and/or any other transport expenses except for airport transfer. All other travel expenses including any personal expenses, meal expenses, medical expenses or such other expenses shall be borne by the Winners.
- 7.6 Maybank shall not be responsible for claims of any nature whatsoever for any loss, illness and bodily injury including death of any Winner and/or its companion arising out of the use of the Prizes. The Winners shall not be entitled to claim for any compensation against Maybank for any and all losses and/or damages directly or indirectly suffered or incurred by his/ her participation in the Campaign including but not limited to any inconveniences, injuries or accidents suffered by the Winners and/or his/her companion arising out of the use of the Prize.
- 7.7 Issuance of flight tickets is subject to the airline's policy and any other general terms and conditions applicable to the flight tickets. Such terms and conditions are beyond Maybank's control and are determined by the airline.
- 7.8 Any dispute arising from issuance/reissuance of the flight ticket(s) and/or hotel accommodation shall be settled directly by the Winner with the respective service operations without recourse to Maybank.
- 7.9 Prize is given on an "As Is" basis, which is non-exchangeable for cash or other kinds, whether in part or in full.

8. General

- 8.1 By participating in the Campaign, Eligible Cardmembers:
- a) agree to be bound by the terms and conditions herein;
 - b) agree that all records of transactions captured by Maybank's system within the Campaign Period shall be accurate and conclusive;
 - c) agree that Maybank's decision on all matters relating to the Campaign shall be final and binding on all Eligible Cardmembers. No further appeal or further correspondence will be entertained;
 - d) agree that any reversal of Qualified Spend shall be excluded;
 - e) consent for Maybank to disclose their particulars to the third party service provider(s)/ authorized supplier(s) including vendors, suppliers, advertising and promotion agencies engaged by Maybank for purpose of contacting them during and after the Campaign;
 - f) authorize Maybank to publish their names, photos taken or other information provided by him/her for current and future advertising and publicity purposes in any advertising or publicity material relating to the Campaign without any compensation;
 - g) agree to access Maybank website at www.maybank.com.my to view the terms and conditions and are deemed to have agreed with any changes or variations the Terms and Conditions herein and seek clarification from Maybank should any of the Terms and Conditions be not fully understood;
 - h) shall not be entitled to claim for any compensation against Maybank nor any of its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for purposes of the Campaign) for any and all loss and damage suffered or incurred by his/her participation in the Campaign whether as a direct or indirect result of the act of amendments, termination or suspension of the Campaign.

9. Maybank Privacy Notice

- 9.1 By participating in this Campaign, Eligible Cardmembers agree and consent to allow his/ her personal data being collected, processed and used by Maybank in accordance with Maybank Privacy Notice, which may be viewed on www.maybank.com.my ("Maybank's Privacy Notice").
- 9.2 In addition and without prejudice to the terms in the Maybank's Privacy Notice, Eligible Cardmembers agree and consent to his/her personal data or information being collected, processed and used by Maybank for:
- a) the purposes of the Campaign; and
 - b) marketing and promotional activities conducted in such manner as Maybank deems fit in any media 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, without further express consent from the Eligible Cardmembers. 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, each Eligible Cardmember agrees to co-operate and participate without further express consent and/or payment or consideration, in all reasonable advertising and publicity activities of Maybank in relation to the Campaign.

10. Maybank reserves the right to:

- 10.1 disqualify any non-eligible Cardmembers at its sole discretion from participating in the Campaign; including but not limited to Cardmembers with payment due for thirty (30) days or more, whose accounts are suspected to have been operated fraudulently and/ or closed by Maybank;
- 10.2 forfeit the Prize in the event there is reversal of Qualified Spend or termination of Maybank Card account(s) during the Campaign Period or non-compliance with the terms and conditions herein; and/or

10.3 withdraw/cancel, suspend, extend or terminate the Campaign earlier in whole or in part, and/or to vary, supplement, add, delete, modify or amend the terms and conditions herein, wholly or in part at its sole discretion, by way of posting on www.maybank.com.my, or in other methods which Maybank deems practical, by giving twenty one (21) days prior notice to Cardmembers on such addition, deletion or amendment of the terms and conditions or termination of the Campaign.

11. Maybank shall not be liable and responsible for:

11.1 any failure or delay in transmission of sales transactions by Visa International Incorporated, MasterCard Worldwide, American Express, merchant establishments or any party which may result in the Cardmember being omitted from the Campaign; and

11.2 any default of its obligation under the Campaign due to any force majeure event which include but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm, or any event beyond the reasonable control of Maybank.

12. The terms and conditions herein shall be governed by and construed in accordance with the laws of Malaysia and the Cardmembers agree to submit to the exclusive jurisdiction of the Courts of Malaysia.

13. In addition to the terms stipulated above, Cardmembers agree that the general terms and conditions in the Cardmembers' Agreement shall be read together with these terms and conditions as an entire agreement.