



Terms and Conditions – Maybank Eraman Shopping Extravaganza Campaign

1. The “**Maybank Eraman Shopping Extravaganza Campaign**” (“Campaign”) shall commence on 1 July 2018 at 12:00AM MYT until 31 October 2018 at 11:59PM MYT (both dates inclusive) unless otherwise notified by Maybank (as defined herein “Campaign Period”).

2. Eligibility:

2.1 The Campaign is open to :

- a) all new and existing Principal Cardmembers of Visa, Mastercard®, American Express® Credit and Charge Cards (collectively referred to as “**Maybank Cards**”) issued by Malayan Banking Berhad (Co. No. 3813-K), Maybank Islamic Berhad (Co. No. 787435-M), PT Bank Maybank Indonesia, Maybank Singapore and Maybank Philippines Inc. (collectively referred to as “Maybank”) and referred to as “Eligible Cardmembers”.

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

- a) Eligible Cardmembers whose Maybank Cards account(s) are delinquent, suspended, cancelled, or in breach of any terms and conditions herein and/or Cardmembers’ Agreement during the Campaign Period;
- b) Eligible Cardmembers who are in default of any facility granted by Maybank at any time;
- c) Cardmembers of Maybank Commercial/ Corporate/ Prepaid or Debit Cards;
- d) Permanent and contract employees of Cards Marketing Department and Regional Cards Marketing Department of Maybank;

2.3 For avoidance of doubt, permanent and contract employees of Maybank (non-Cards Marketing Department and non-Regional Cards Marketing Department of Maybank), vendors, suppliers, advertising, creative and promotion agencies for the Campaign are eligible to participate in the Campaign and stand to win the Monthly Prize(s) only, but not eligible to the Grand Prize.

2.4 No SMS registration is required in order to participate in this Campaign.

3. Qualifying Entries

3.1 Eligible Cardmembers are required to meet the “Qualified Spend” criteria of RM350 nett or above in a single receipt at Eraman Retail outlets located at the following airports, *except for EXpress located at Main Terminal Building KLIA, klia2 and all Food & Beverage Outlets (Food Garden, Marrybrown, Gloria Jean’s Coffees, Pastamania, Bibik Heritage and Apron Bites).*

- a. Kuala Lumpur International Airport (KLIA)
- b. Kuala Lumpur International Airport 2 (klia2)
- c. Penang International Airport (PEN)
- d. Kuching International Airport (KCH)
- e. Kota Kinabalu International Airport (BKI)
- f. Labuan Airport (LBU)

Qualified Spend criteria is required in order to earn Qualifying Entries and stand to win prizes as follows:

Maybank Cardmembers' exclusive prizes:

| Prize Category | No. of Prizes | Qualified Spend amount | | | |
|---|---------------|--|---|---|---|
| Grand Prize of Mercedes Benz CLA 200 Coupe | 1 | Every RM350 spend in a single receipt during campaign period of 1 July 2018 to 31 October 2018 qualifies for One (1) entry for Grand Prize | | | |
| Monthly Cash Rebate of RM250 Each | 200 | Every RM350 spend in a single receipt in the qualifying Month Qualifies for One (1) Entry | Every RM350 spend in a single receipt in the qualifying Month Qualifies for One (1) Entry | Every RM350 spend in a single receipt in the qualifying Month Qualifies for One (1) Entry | Every RM350 spend in a single receipt in the qualifying Month Qualifies for One (1) Entry |
| | | 1 July to 31 July 2018 | 1 August to 31 August 2018 | 1 September to 30 September 2018 | 1 October to 31 October 2018 |
| | | 50x Monthly Cash Rebate Prizes of RM250 each | 50x Monthly Cash Rebate Prizes of RM250 each | 50x Monthly Cash Rebate Prizes of RM250 each | 50x Monthly Cash Rebate Prizes of RM250 each |

3.2 Every RM350 spend in a single receipt entitles Eligible Cardmembers to one entry. Varying scenarios of qualifying entry by spend amount (in a single receipt) are as follows:

| Total Transaction Amount in a Single Receipt | No. of Entries |
|--|----------------|
| RM 3,650 | 10x Entries |
| RM 328.90 | Not eligible |
| RM351 | 1x Entry |
| RM1,400 | 4x Entries |
| RM729 | 2x Entries |

3.3 Qualifying month and duration is defined as follows:

| Qualifying Month | Duration |
|--------------------|-----------------------|
| Qualifying Month 1 | 1 – 31 July 2018 |
| Qualifying Month 2 | 1 – 31 August 2018 |
| Qualifying Month 3 | 1 – 30 September 2018 |
| Qualifying Month 4 | 1 – 31 October 2018 |

3.4 An Eligible Cardmember who has won any of the monthly cash rebate will not be eligible to win the subsequent qualifying month(s)' monthly cash rebate, but will be eligible / in the running to win the Grand Prize.

3.5 Combining of (more than one) receipts is not allowed.

4. Prizes

4.1 Category of Prizes:

There are two (2) categories of prizes under the Campaign (“Prizes”) as follow:

| Prize Category | | No. of Winner(s) |
|----------------------|---------------------------------------|--|
| Grand Prize | 1 unit of Mercedes-Benz CLA 200 Coupe | 1 Winner |
| Monthly Prize | RM250 Cash Rebate | 200 Winners throughout 4 Months <i>(50 Winners Per Qualifying Month of July, August, September & October 2018)</i> |

4.2 Grand Prize’s Terms and Conditions:

- a) The Grand Prize winner shall be fully responsible for the payment of all excise and import duty, road taxes, registration fee, number plate fee, car insurance/ takaful coverage, and/or any other miscellaneous charges relating to the Grand Prize including the cost of transporting the Grand Prize (regardless if winner is a Malaysian or non-Malaysian Cardmember).
- b) The Grand Prize winner (in an event the winner is a Malaysian Cardmember) is required on their own accord and expenses to register with Road Transport Department (Jabatan Pengangkutan Jalan) before the Grand Prize giving ceremony, which the date and venue will be determined by Maybank at its sole discretion.
- c) All cost, fees and/or expenses incurred or to be incurred by the Grand Prize Winners in relation to the Campaign and/ or claim of the Grand Prize(s), which shall include but not limited to the cost of transportations, accommodation, meals, personal costs and/ or other costs, are the sole responsibility of the Grand Prize Winner (regardless if winner is a Malaysian or non-Malaysian Cardmember).
- d) In the event the Grand Prize Winner is unable to attend the Grand Prize giving ceremony, he/ she will automatically be disqualified and no compensation or arrangement will be made after the Grand Prize giving ceremony.
- e) The Grand Prize is given on an “As Is” basis, which is non-transferable and non-exchangeable for cash or other kinds, whether in part or in full.
- f) In the event that the authorized dealer is unable to supply the same model as described herein to Maybank due to reasons which include, but not limited to manufacture(s) recall or damage/ lost/ stolen during storage and delivery, Maybank reserves the right to substitute the Grand Prize(s) with another model of like or similar value at its sole discretion, with twenty one (21) days prior notice by way of posting on the Maybank website at www.maybank2u.com.my or any other methods as it deems fit.
- g) Image(s) of the Grand Prize shown in any advertisement, promotional, publicity and other materials relating to or in connection with the Campaign is/ are solely for illustration purposes only and may not depict the actual colour, model or specifications of the Grand Prize and does not include any optional accessories.

- h) Maybank gives no assurance or satisfaction guarantee in regards to the Grand Prize. It will be a direct arrangement, negotiation and settlement between the winner and the authorized dealer without any resource(s) to Maybank for any dispute in relation to quality or warranty of the Grand Prize or any terms and conditions in respect thereof.
- i) Fulfillment and delivery of the Grand Prize are provided and supported by the authorized dealer, i.e. Cycle & Carriage Bintang Berhad.

4.3 Monthly Prize's Terms and Conditions:

- a) One (1) unit of RM250 cash rebate will be awarded to each of the 50 Monthly Prize Winners per qualifying month, 4 months in total.
- b) Table below summarizes the Monthly Prizes:

| Qualifying Month | Campaign Period | No. of Monthly Prizes |
|---------------------------|---------------------------------------|------------------------------|
| Qualifying Month 1 | 1 July 2018 to 31 July 2018 | 50 |
| Qualifying Month 2 | 1 August 2018 to 31 August 2018 | 50 |
| Qualifying Month 3 | 1 September 2018 to 30 September 2018 | 50 |
| Qualifying Month 4 | 1 October 2018 to 31 October 2018 | 50 |

- c) Monthly Prizes are awarded on an "As Is" basis, and is non-transferable and non-exchangeable for cash or other kinds, whether in part or in full.
- d) An Eligible Cardmember who has won any of the monthly cash rebate will not be eligible to win the subsequent qualifying month(s)' monthly cash rebate, but will be eligible / in the running to win the Grand Prize.

5. Prizes Selection of Winners & Prize Fulfillment

Grand Prize:

- 5.1 Based on the Qualifying Entries earned, Eligible Cardmembers will be shortlisted by Maybank's randomizer programme. The Grand Prize will be awarded in accordance to the sequence below:
 - a) First shortlisted Eligible Cardmember who is able to answer one (1) question correctly.
- 5.2 At the point of shortlisting, all Maybank Card account(s) of the Eligible Cardmember must not be delinquent, invalid and/or cancelled; otherwise the Eligible Cardmember will be disqualified.
- 5.3 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.
- 5.4 The shortlisted Eligible Cardmember will be deemed as Grand Prize Winner if he/she is able to answer the question correctly.
- 5.5 If the shortlisted Eligible Cardmember is not able to answer the question correctly, the next shortlisted Eligible Cardmember in sequence will be contacted to answer one (1) question.

5.6 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.

5.7 Grand Prize Winner will be notified either in writing or by phone and announcement of Grand Prize Winner will be made on Maybank's website at www.maybank2u.com.my subject to the consent of the Eligible Cardmember within ten (10) weeks after the end of the Campaign.

Sample of sequence number in randomizer programme:

| Sequence No. in Randomizer Programme | Cardmember | Prize Entitlement |
|--------------------------------------|--------------|---|
| 1st | Cardmember A | Remarks: Not contactable after 3 attempts and thus, not qualify for the Grand Prize |
| 2nd | Cardmember B | Remarks: Cardmember wish to withdraw from the Campaign upon being contacted |
| 3rd | Cardmember C | Deemed as Grand Prize Winner Remarks: Answered question correctly |

Monthly Prizes

5.8 Based on the Qualifying Entries earned, Monthly Prize Winners will be shortlisted by Maybank's randomizer programme. Monthly Prizes will be awarded in accordance to the sequence as below:

- a) First 50 Eligible Cardmembers being shortlisted by the Maybank's randomizer programme in each qualifying month.

5.9 At the point of shortlisting, all Maybank Card account(s) of the Monthly Prize Winners must not be delinquent, invalid and/or cancelled; otherwise the Monthly Prize Winners will be disqualified.

5.10 The Monthly Prizes will be credited to Monthly Prize Winners' Maybank Credit/Charge Card account within six (6) to eight (8) weeks after the end of each qualifying month. Monthly Prize Winners will be notified via a short messaging service (SMS) message within 3 working days of the cash rebate being credited to the Monthly Prize Winners' card accounts. Additionally, announcement of the 50 monthly winners will be made on Maybank's website at www.maybank2u.com.my

6. Announcement of Winners

6.1 Grand Prize

The Grand Prize Winner will receive a confirmation letter within eight (8) to ten (10) weeks after end of the Campaign.

6.2 Monthly Cash Rebate Prizes

An SMS notification will be sent to the winners of the monthly Cash Rebate within three (3) working days of the Cash Rebate being credited to Eligible Cardmembers' credit/charge card account. The crediting of the Cash Rebate will take place within six (6) to eight (8) weeks after the end of each qualifying month. Additionally, an announcement will be made on Maybank's website at www.maybank2u.com.my on the list of 50 monthly Cash Rebate winners.

6.3 If an event of dispute or non-receipt of the Prize(s), winners are required to contact Maybank Customer Service at 1300-88-6688 latest by 31 January 2019. Any complaint or inquiry received after 31 January 2019 shall not be entertained.

7 Maybank Privacy Notice

7.1 By participating in this Campaign, Eligible Cardmembers/ New Cardmembers/ Winners 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 Maybank Website at www.maybank.com.my ("Maybank's Privacy Notice").

7.2 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.

8 Maybank reserves the right to:

8.1 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;

8.2 forfeit the Prize(s) in the event there is reversal of Qualified Spend or termination of Maybank Cards account(s) during the Campaign Period or non-compliance with the terms and conditions herein; and/or;

8.3 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 giving twenty one (21) days prior notice and the notice shall be posted through the Maybank Website or through any other channel or channels that the Bank may deem as appropriate and there upon such amended details shall be deemed to become effective and shall be read and construed as if such amended details have been incorporated into and formed part of this Terms and Conditions.

- 9 Maybank shall not be liable and responsible for:
- 9.1 any failure or delay in transmission of sales transactions by merchant establishments or any party which may result in the Cardmember being omitted from the Campaign; and
 - 9.2 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.
- 10 The Bank shall not be responsible and / or liable nor shall it accept any form of liability whatsoever nature and howsoever arising or suffered by the Cardmembers resulting directly or indirectly from the participation in the Campaign or otherwise. Furthermore, Maybank shall not be liable for any default in respect of the Campaign due to any act of God, war, riot, lockout, industrial action, fire, flood, drought, storm or any event beyond the reasonable control of Maybank.
- 11 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.
- 12 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.

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