

Maybank Security Awareness Social Giveaway Contest Terms & Conditions

Maybank Security Awareness Social Giveaway Contest (“**Contest**”) is organised by Malayan Banking Berhad (Registration No.: 196001000142) (“**Maybank**”) and shall be subjected to these Terms and Conditions herein. By participating in this Campaign, Eligible Customers (as defined in Clause 1.0) 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.

1.0 Eligibility

- a) This Campaign is open to individuals who perform the “**Eligible Actions**” (as stated in the Contest Mechanics and Conditions in Clause 2.0) through Maybank’s official Facebook (@Maybank) page (“**Eligible Platform**”).
- b) All individual participants who have fulfilled the above criteria and have carried out successful Eligible Submission will hereinafter be referred to as “**Eligible Participants**”.
- c) This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification documents. For individuals below the age of eighteen (18) years (“**Minor**”), they must obtain the consent from their parent(s) and/or legal guardian in order to participate in this Campaign. A successful Eligible Submission is an acknowledgement to Maybank that the Minor has obtained the prior consent from his or her parent(s) and/or legal guardian. These Terms and Conditions will be applicable and binding to the Minor’s parent(s) and/or legal guardian in substitution of the applicability of these Terms and Conditions on the Minor.

2.0 Campaign Mechanics and Conditions

- a) This Campaign will commence on 25 July 2025, at 12:00:00 AM (MYT) and end on 31 July 2025, at 11:59:59PM (MYT) [both dates inclusive] (“**Campaign Period**”).
- b) Eligible Participants are required to perform the Eligible Actions. All Eligible Participants who have fulfilled the criteria will hereinafter be referred to as “**Eligible Submissions**”.
- c) There will be a contest posting on the Maybank Official Facebook Page about this Contest, the Eligible Participants will need to perform the following Eligible Action to be in the running in this Contest:
 - i. Comment on the post with the answer to the question and add hashtag **#ItsGottaBeMAE**
 - ii. Tag 3 friends
- d) Eligible Participants are allowed to join as many times as they want by tagging different friends in the comment under the same posting from Maybank.
- e) There will be a total of 10 Winners for this Contest (10 Eligible Participants from Facebook). The Winners will be selected based on the Eligible Submissions and meet the Contest criteria. The Winner selection process will be conducted using Maybank’s randomizer programme.
- f) Eligible Participants must ensure their direct messages on Facebook are open and public to be reachable for contact upon verification and prize fulfilment (if applicable).

- g) By participating in this Contest, the Eligible Participants consent to Maybank announcing the Winners' name as prize recipients by replying to the Winner's comment on social contest post via the Eligible Platform within 28 days after the end of the Contest Period.
- h) The Winners acknowledge and agree that Maybank reserves the right to disqualify their participation in this Contest or clawback any Prize from the Winners if:
 - i. The Winner is in breach of his or her obligations or any Terms and Conditions of this Contest
- i) Notwithstanding the above, Maybank reserves the right to reject any participation of the Winners at its reasonable discretion.

3.0 Contest Prize ("Prize") Fulfilment

- a) Winners will receive the Prize within sixty (60) business days after the Winners' announcement. The Prizes are as stated below:-
Limited edition tote bag AND limited edition stickers x 10 winners
- b) Maybank will select and notify ten (10) Winners. Winners will receive a reply from Maybank on their comment on social contest post via the Eligible Platform and the Winners will need to send a direct message to Maybank Facebook Page for verification before the prizes are fulfilled to the Winners.
- c) In the event that Maybank is unable to reach the Winner within seven (7) working days, including but not limited to, no reply from direct message, no confirmation on the verification, the shortlisted Winner will be automatically disqualified and Maybank reserves the right to proceed with forfeiting the prizes for the Winner.
- d) Maybank's decisions are final and no correspondence thereon will be entertained after the Winners' announcement has been made.
- e) The Prize are given on an "as is" basis, and is not transferable or exchangeable for cash, credit or kind, in full or in part. Maybank may in its sole discretion exchange or substitute the Prize to another of equivalent or similar value at any time without prior notice.

4.0 Prize Fulfilment

- a) Winners will receive their prize from Maybank team after the verification via delivery to the Winners.
- b) The distribution of the prize is final and cannot be modified without the consent of Maybank.
- c) Maybank will not provide any replacement or substitute Prizes if the Winner rejects the Prizes sent and/or request for alternative option(s).
- d) In the event that the Winner passes away after the notification to the Winner, the heirs, legal representative, and/or administrator of the deceased Winner may claim the Prize within fourteen (14) days from the date of the notification, failing which, Maybank has the discretion to deal with the Prize including to re-draw and/or elect any other person as the Prize Winner whichever Maybank considers appropriate.

- e) Maybank reserves the right to request for any documentation or written proof of identification, age, and place of residence of the Eligible Participants for verification purposes to ensure compliance with the Terms and Conditions.
- f) Maybank will not ask for any banking details such as credit/debit card number and bank Transaction Authorisation Code (TAC), account password, PIN or one-time password (OTP) from the Winners to claim the Prize.
- g) In the event that the Winner fails to accept the Prize within sixty (60) business days from the Winners' announcement, or fails to comply with any Terms and Conditions of this Contest, Maybank reserves the right to forfeit the Prizes or there will be no winner.

5.0 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 Contest 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 Contest, 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 the Organiser should any of the Terms & Conditions be not fully understood.
- d) By participating in this Contest, 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 respectively for:

- i. the purposes of the Contest; and
- ii. marketing and promotional activities conducted by Maybank for this Contest, 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 Participants agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Contest.

*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 Contest) shall not be liable to Eligible Customers in this Contest 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 Contest unless caused by any gross negligence or omission by Maybank.
- f) Maybank shall not be liable for any default of its obligation under this Contest 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 the Contest and/or its process or the operations of this Contest which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Contest.
- 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 Contest, please contact Maybank's Customer Care 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.