

## **Maybank Manchester United 10<sup>th</sup> Anniversary – Spend with Your Maybank Manchester United Debit Card & Win Merchandise Campaign**

### **Terms and Conditions**

The “Maybank Manchester United 10<sup>th</sup> Anniversary - Spend with Your Maybank Manchester United Debit Card & Win Merchandise Campaign” (“Campaign”) is organised by Malayan Banking Berhad (196001000142) (“Maybank”). These are the terms and conditions applicable to the Campaign (“Terms and Conditions”). By participating in the Campaign, the Eligible Customer(s) (as defined below) hereby expressly agree to be bound by the Terms & Conditions and the decisions made by Maybank.

### **Campaign Period**

1. The Campaign will commence from 1 October 2021 and will expire on 31 January 2022, both dates inclusive (“Campaign Period”).

### **Eligibility**

2. The Campaign is open to all existing Maybank Manchester United Debit Cards card members issued by Maybank and who have successfully registered for the Campaign via short messages service (“SMS”) in the manner specified herein below (“Eligible Customer”).
3. The following individuals are NOT eligible to participate in the Campaign:
  - a. Permanent and/or contract employees of Maybank (including its subsidiaries and related companies);
  - b. Any person who has committed or suspected of committing any misconduct, fraudulent or wrongful acts in relation to their account(s), any facility, and/or any services granted by Maybank.

### **SMS Registration**

4. In order to be eligible for the Campaign, all Maybank Manchester United Debit Cards Cardmembers (“Cardmembers”) are required to register once via SMS using any of the registered telecommunication companies (“Telco”) number within the Campaign Period (“Registration”) as follows:

SMS: MU10<space>last 6-digit NRIC /Passport number to 66628 (E.g. MU10 145242).

5. Eligible Cardmembers must register their participation for the Campaign using the mobile phone number that was registered with Maybank and multiple registration using the same phone number is not accepted. In the event the information that been provided by cardmember does not match with Maybank database, Maybank reserves the right to reject the registration.
6. Cardmembers shall be responsible to pay the standard SMS charges levied by their respective Telco service providers for each Registration sent to the designated number “66628” under the Campaign.
7. Cardmembers are solely responsible to ensure that the details in the Registration sent to “66628” are complete, accurate and within the Campaign Period; failing which, the Registration is deemed invalid or unsuccessful.

8. Cancellation and/or any changes made after the Registration which has been successfully sent to "66628" will not be entertained.
9. Proof of SMS sent to "66628" by Cardmembers shall not be deemed as successful Registration unless the Principal 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 deem as notification that the Cardmembers has been confirmed as the Winner (as defined below).
10. Maybank reserves the right to disqualify any Registration sent to "66628" due to reason(s) including, but not limited to duplicate registrations, invalid NRIC/Passport Number, incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period and shall not be liable for such disqualification.
11. Maybank shall not be 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 service provider or for any other reason(s) whatsoever during the process of the Registration sent to "66628" or SMS confirmation sent from "66628" to Cardmembers which may result in the delay of the Registration during the Campaign Period.
12. SMS service is provided and supported by the service provider appointed by Maybank.

**Campaign Mechanics: Maybank Manchester United Visa Debit Card**

13. The Eligible Customer(s) must spend using their Maybank Manchester United Debit Card. In order to qualify for a draw, Eligible Customer(s) will need to have a minimum accumulated monthly spending of RM300 or equivalent to 3x entries with Maybank Manchester United Debit Cards. Subsequently, every RM100 spend will be awarded 1x entry.
14. Tracking of the Eligible Spend is based on transaction dates (Malaysian Time) and the time in which the transactions are successfully posted in Maybank' system throughout the Campaign Period.
15. The Prizes are limited and subject to availability. The Prizes will be awarded randomly and winners will be selected by Maybank's randomiser program based on entry collection from the pool of Eligible Customers within each category (This shall take the form of a probability-weighted mechanism with proprietary operational details that will not be revealed to Eligible Customers or the public at large). Participation in the Campaign shall be construed as consent to the usage of said randomiser program and explicit acceptance of any and all Campaign results it may produce.
16. Eligible Customer(s) could receive more than one (1) Prize throughout the Campaign Period.

Table 1: Campaign Month, Campaign Date and Prizes

Month	Campaign Period	Monthly Prize	Unit
1	1 Oct – 31 Oct 2021	Manchester 19/20 United Away Jersey	150
2	1 Nov – 30 Nov 2021	Manchester United Polo Shirt	150
3	1 Dec – 31 Dec 2021	Manchester United Ball	150
4	1 Jan – 31 Jan 2022	Manchester United Scarf	150

### **Prize Fulfilment**

17. Prize fulfilment will be carried out within twelve (12) weeks from the end of the Campaign Period. Winners will be notified either in writing or SMS or any other method of communications which Maybank deems appropriate.

*Example: The Campaign ends on 31 January 2022, the fulfilment will be done 12 weeks from 31 January 2022. The fulfilment is expected to be completed by 25 April 2022 the latest.*

18. A message via SMS will be sent to the Winner's mobile phone number which was provided to Maybank at the point of application to notify that he/she has won the Prize.
19. The Prize(s) will be delivered to Winner's home address which was provided to Maybank at the point of application and a request to change Prize(s) is not allowed.
20. Picture(s) of the Prize(s) shown in any advertisement, promotional, publicity and other materials relating to or in connection with this Campaign is/are solely for illustration purposes only and may not depict the actual season, colour, model or specifications of the Prize(s) and does not include any optional accessories. Sizing of the Prize(s), if applicable, would be random and no exchange of size(s) is allowed.
21. Maybank reserves the right at its discretion to substitute the Prize(s) with other product of approximately equivalent value with at least 21 calendar days with prior notice.
22. For the avoidance of doubt, the Prizes are provided by Maybank's partners, Manchester United. The Eligible Customers and/or Winners hereby acknowledge and agree that Maybank excludes all warranty and/or liability in connection with the awarded prizes and/or the Campaign. Eligible Customers shall assume full liability and responsibility in case of any liability, mishap, injury, loss, damage, claim or accident (including personal injury and/or death) resulting from their participation in the Campaign, redemption and/or usage of the prizes. Maybank shall not be held responsible for any loss, damage or injury (including death) in any manner whatsoever suffered by the Eligible Customers as a result of the participation in the Campaign and/or the use of the Prizes.
23. Maybank will NOT provide any replacement or substitute Prize(s) if the Winner rejects the Prize(s) sent and /or request for alternative option(s).
24. Prize(s) awarded to Winners are non-transferrable and non-exchangeable for cash or other kinds, whether in part or in full.
25. In that respect, each and every Eligible Customer/Winner understands that the terms and conditions specified in the Prizes, where applicable, are beyond Maybank's control including any disputes(s) arising out of the terms and conditions applicable to such Prize(s). Maybank is not responsible for investigating or resolving any such disputes and is not responsible for replacing or cancelling any redemption as a result of such dispute(s).
26. Maybank reserves the right to disqualify an Eligible Customer from participating in the Campaign and/or from receiving the Prize(s), due to the following:

- a. if the Eligible Customer's Maybank Manchester United Debit Card account is cancelled, closed, or terminated for any reason whatsoever, either voluntarily or involuntarily on or before the fulfilment of the Prize(s);
- b. if the Eligible Customer has committed or is suspected of committing any misconduct, fraudulent or wrongful acts.

### **Retail Spend**

27. "Retail Spend" means the purchase of any goods or services (local or international) with the use of the Maybank Manchester United Debit Cards and may include, at Maybank's discretion, any card transaction as may be determined by Maybank except for the following transactions:
- a. Any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions;
  - b. Payment of annual Maybank Credit Card membership fees;
  - c. Interest/ Management Charge payments, late payment fees, charges for cash withdrawals, any taxes imposed by law and any other form of service/miscellaneous fees; and
  - d. Transactions made by the Eligible Customer with any merchant associated with or controlled by them (whether as employee, employer, shareholder or director). i.e. transactions by Eligible Customer with any corporation or business entity in which he/she is an employee or employer or works with or has shares or interest in or is a director of.

### **General Terms & Conditions**

28. 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, M2U app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
29. 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) calendar days prior notice thereof, the notice of which shall be posted through Maybank2u website at [www.maybank2u.com](http://www.maybank2u.com) or through any other channel or channels determined by Maybank. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
30. By participating in this Campaign, Eligible Customers agree to access to Maybank website at [www.maybank2u.com.my](http://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, Eligible Customers may contact Maybank for clarification.
31. By participating in this Campaign, the 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 Maybank Privacy Notice, which may be viewed on [www.maybank2u.com.my](http://www.maybank2u.com.my) ("Maybank's Privacy Notice").

32. In addition and without prejudice to the terms in the Maybank's Privacy Notice, Eligible Customers 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 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 responses and related photographs. In this regard, each Eligible Customers agrees to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
33. Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for 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 the gross negligence or omission by Maybank.
34. Maybank shall not be responsible and / or liable for any losses suffered by Eligible Customers resulting directly or indirectly from the Eligible Customers' participation in this Campaign or otherwise. Furthermore, Maybank shall not be liable for any default of its obligation under this 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.
35. 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.
36. 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 the Campaign, please contact Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696. Alternatively for feedback and/or

complaints, the Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website ([www.maybank2u.com.my](http://www.maybank2u.com.my)).