

Maybank Grab *huat* Travel CNY Acquisition Campaign 2022

Terms and Conditions

Maybank Grab *huat* Travel CNY Acquisition Campaign 2022 (“Campaign”) is organised by Malayan Banking Berhad (196001000142) and is subject to these Terms and Conditions. By participating in this Campaign, Eligible Customers (as defined below) hereby expressly agree to be bound by these Terms & Conditions and the decisions made by Maybank.

Campaign Period

1. Maybank Grab *huat* Travel CNY Acquisition Campaign 2022 will commence from 1 January 2022 to 28 February 2022 (both dates inclusive) (“Campaign Period”).

Eligibility

1. Subject to these Terms and Conditions, the Campaign is open to all new principal and supplementary cardmembers of Maybank (Malayan Banking Berhad) who are residents of Malaysia and who has attained the age of 21 years at the time of making an application for any one or more of Maybank Credit Card(s) as a principal cardmember during the Campaign Period (“Eligible Customer”)
2. Eligible Customers who apply for Maybank Grab Mastercard Platinum Credit Card under this Campaign shall hereinafter be referred to as “Applicants”.
3. An Applicant may be entitled to participate in more than one Maybank Credit Card promotions organized for or in conjunction with the acquisition of a new credit card customer wherein the applicants may also be similarly entitled to other gifts or rewards under the respective promotions. In the event that the promotion periods for such other promotions overlap with Campaign Period, the Applicant understands and agrees that he/she shall only be entitled to receive the gifts or rewards for the first Maybank Credit Card approved by Maybank via the channel that the Applicant had applied from, regardless of the number of successfully approved applications in such other promotions and/or this Campaign.
4. The following individuals are NOT eligible to participate in this 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 accounts, any facility, and/or any services granted by Maybank Berhad.

Campaign Promotion

1. The Top Spenders would have perform a minimum of RM1,000 retail spend within the first 45 days from the Maybank Grab Mastercard Platinum Credit Card approval date to be eligible for the mentioned below:

Top Spender	Gift
Top 1 st	Travel warrant worth RM10,000
Top 2 nd to Top 21 st	RM888 travel vouchers
Top 22 nd to 183 rd	RM80 Angpao

*RM80 Angpao will be awarded in the form of GrabPay E-Wallet Credits into the Winner's Grab account.

2. The Qualifying Spend made during the Campaign Period must be captured by the credit card system maintained by Maybank in order to be eligible for participation in the Campaign.
3. The determination on whether the gift awarded for the Qualifying Spend shall be based on the date the charges are processed by Maybank and debited from the Cardmember's card account and not the date the Qualifying Spend transaction was made by the Cardmember.
4. Supplementary Maybank Cards Cardmembers ("Supplementary Cardmembers") are not eligible to receive prizes for this Campaign. However, for each Principal Cardmembers who is an Eligible Customer, Qualifying Spend made by Supplementary Cardmembers will be consolidated under the Principal Cardmember's Card account for the purpose of accumulating the relevant minimum Qualifying Spend.

Travel Voucher Terms & Conditions

1. This voucher is issued by Mayflower Holidays Sdn Bhd.
2. Original voucher duly stamped and signed must be presented upon redemption of this warrant.
3. This voucher is NOT exchangeable for cash and it is NOT transferable.
4. This voucher is valid from 1 June 2022 to 31 December 2023
5. This voucher is only valid for purchases of air ticket and hotel packages offered by Mayflower, except air ticket products operated by low cost carriers.
6. Purchase of air ticked operated by Low Cost Carrier is subject to a RM53 agent handling fee per person.
7. Not applicable for internet and online booking.
8. This travel voucher can only be redeemed at Mayflower Fraser Business Park only.
9. Airport taxes, fuel surcharges, visa fees & travel insurance can form part of the package cost. However should the total purchase price exceeds the value of this warrant, the price difference will have to be borne by the bearer. Any unutilized value of this warrant will not be refundable.
10. Redemption must be one-off, ie. cannot be in multiple periodic redemption.
11. Minimum 14-days advance booking is required for air tickets and hotel bookings.
12. Minimum 30 days advance booking is required for tour packages bookings.
13. Confirmation is strictly subject to airline seat & room availability and group size of the tour. All other respective product terms & conditions apply.

14. For redemption of this voucher, please contact our Travel Consultant at (03) 9232 1999, Mayflower Head Office.

RM80 Angpao Terms & Conditions

1. RM80 Angpao will be awarded in the form of GrabPay E-Wallet Credits into the Winner's Grab account.
2. The RM80 Angpao will be credited into the Winner's Grab account. The Grab account has to be registered with the same mobile number that was used to apply for the Maybank Grab Mastercard Platinum Credit Card.

Campaign Fulfilment

1. Prizes fulfilment will be carried out within twelve (12) weeks from the Campaign's end date (12 weeks from 28 February 2022). Winners will be notified either in writing or SMS or any other method of communications which Maybank deems appropriate.

Example: The Campaign ends on 28 February 2022, winners is required to expect the fulfilment to be done 12 weeks from 28 February 2022. The fulfilment is expected to be completed latest by 22 May 2022.

2. The gift are neither transferable, nor exchangeable for cash or credit or kind whether in part or in full.
3. The Winner will be notified via e-mail to collect their travel voucher at Mayflower Fraser Business Park.
4. Maybank reserves the right to at its discretion to substitute the prize with other product of approximately equivalent value. Any changes of prizes must be given prior notice of 21 days.
5. For the avoidance of doubt, the Prize(s) are provided by Maybank's suppliers. The Eligible Customers, Participants 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. Participants shall assume full liability and responsibility in case of any liability, mishap, injury, loss, damage, claim or accident (including personal injury/or death) resulting from the participation of 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 Participants as a result of the participation in the Campaign and/or use of the Prizes.
6. Maybank reserves the right to disqualify an Eligible Customer from participating in the Campaign and/or receiving the prizes, due to the following:
 - a. Where the minimum payment of any amounts due and payable under any of the Eligible Customer's Maybank Credit Card accounts are not settled on or before its due date;
 - b. If any of the Eligible Customer's Maybank Card accounts is cancelled, closed, or terminated for any reason whatsoever, either voluntarily or involuntarily on or before the fulfilment of the prizes;
 - c. Has committed or is suspected of committing any misconduct, fraudulent or wrongful acts.
7. In that respect, each and every Eligible Person/Participant/Winner understands that the terms and conditions specified in the Prizes, where applicable, are beyond Maybank's control and are determined by the supplier. Any dispute(s) arising out of the terms and

conditions applicable to such Prize(s). Maybank is not responsible for investigating or resolving any disputes between any Winner and the supplier and is not responsible for replacing or cancelling any redemption as a result of such dispute(s).

Retail Spend

1. “ Retail Spend means the purchase of any goods or services (local or international) with the use of the Maybank Cards and may include, at Maybank’s discretion, any card transaction as may be determined by Maybank except for the following transactions:
 - a. Installments paid under Maybank’s Flexi Payment Plan, Easy Payment Plan transactions registered and commenced before the Campaign Period, Credit Shield Plus, Cash Treats, EzyCash, Balance Transfer, Balance Transfer via Installment Plan, eWallet (except Grab e-wallet) and Cash Advance. Easy Payment Plan transaction is not categorised as “Retail Spend” transaction;
 - b. Any disputed, cancelled, refunded, unauthorized or fraudulent purchase transactions;
 - c. Payment of annual Maybank Credit Card membership fees;
 - d. 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
 - e. 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 Term & Condition

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, M2U app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
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 prior notice thereof, the notice of which shall be posted through Maybank2u website at www.maybank2u.com.my 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.

3. By participating in this Campaign, Eligible Customers agree to access to 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.
4. 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 (“Maybank’s Privacy Notice”).
5. 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, Eligible Customers agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.
6. 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 any gross negligence or omission by Maybank.
7. 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.
8. 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.
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 the Campaign, please contact Maybank 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.

