

## IT's Time To Travel ! - American Express® Singapore Airlines KrisFlyer Platinum & Gold Credit Card Usage campaign.

### Terms & Conditions

1. The “Be one of the selected Cardmembers to walk away with a stylish TUMI LATITUDE Carry-on Luggage Bag or to win up to 1 million KrisFlyer miles when you spend on your American Express® Singapore Airlines KrisFlyer Platinum & Gold Credit Card !” (“**Campaign**”) is organised by Malayan Banking Berhad (196001000142) (“**Maybank**”). By participating in this Campaign, the Eligible Customers (as defined below) hereby expressly agree to be bound by these Terms & Conditions.

### 1. Campaign Period

- 1.1. Maybank “Be one of the selected Cardmember to walk away with a stylish TUMI LATITUDE Carry-on Luggage Bag or to win up to 1 million KrisFlyer miles when you spend on your American Express® Singapore Airlines KrisFlyer Platinum & Gold Credit Card !”, the Campaign period shall run from 30<sup>th</sup> March - 31<sup>st</sup> July 2022 (both dates inclusive) (“Campaign Period”).

### 2. Eligibility

- 2.1. This Campaign is open to all eligible:-
  - 2.1.1. American Express® Singapore Airlines KrisFlyer Platinum Credit Card
  - 2.1.2. American Express® Singapore Airlines KrisFlyer Gold Credit Card
- 2.2. The Principal and Supplementary (“Cardmembers”) who are in good credit standing as may be determined by Malayan Banking Berhad/Maybank Islamic Berhad at its sole and absolute discretion are eligible to participate in this campaign. Supplementary spend will be accumulated and consolidated to the Principal card spend. (Spend can be accumulated on all the eligible cards based on unique customer).
- 2.3. The following are **NOT eligible** to participate in this Campaign:-
  - 2.3.1. Corporate cards.
  - 2.3.2. Employees of Maybank Cards and their respective immediate family members;
  - 2.3.3. Employees of Maybank’s partners including advertising and promotion agencies and any other persons involved in organizing, promoting and/or conducting the Campaign.
  - 2.3.4. Principal Cardmembers whose account(s) are terminated within the Campaign Period, Persons who are or become insane, deceased, insolvent or have legal proceedings of any nature instituted against them;
  - 2.3.5. Any other persons as Maybank may decide to exclude with valid reason(s) at its sole and absolute discretion without notice and without furnishing any reason(s).
  - 2.3.6. For the avoidance of doubt, cardmembers with void transactions as stipulated below shall be disqualified from the Campaign: Void transactions of more than one (1) transaction at the same merchant’s location on the same day.
  - 2.3.7. Individuals who do not have any eligible credit cards issued by Maybank Malaysia. Includes individuals or Maybank customers, but excluding any applicant or person who had cancelled any of his/her Maybank credit card within six months before the date of application and is re-applying for any Maybank eligible credit or charge card under the campaign. They will not be qualified to participate.

### 3 Qualification Mechanics to win

- 3.1 To participate in the campaign, Cardmembers are required to register via SMS using any of the registered telecommunication companies (“Telco”) number as follows:
- 3.2 Type : TUMI <space> NRIC or Passport No and send to 66628.
- Example SMS : TUMI 123456
- 3.3 SMS registration is open to Principal Cardmember only, on a one-time basis at any time during the Campaign period.
- 3.4 To participate in the campaign, eligible cardmembers are required to spend a minimum of RM 20,000 within the campaign period in order to earn Qualifying Entries and stand to win Prizes
- 3.5 Eligible Cardmembers must submit their participation for the Campaign using the mobile phone number that was registered with Maybank, In the event the information that been provided by cardmember does not match with Maybank database, Maybank reserves the right to reject the prediction.
- 3.6 Eligible Cardmembers shall be responsible to pay the standard SMS charges levied by their respective Telco service providers for registration sent to the designated number “66628” under the Campaign.
- 3.7 Eligible Cardmembers are solely responsible to ensure that the details registration sent to “66628” are complete, accurate and within the Campaign Period; failing which, the campaign registration is deemed invalid or unsuccessful.
- 3.8 Cancellation and/or any changes made after the submission which has been successfully sent to “66628” will not be entertained.
- 3.9 Proof of SMS sent to “66628” by Cardmembers shall not be deemed as successful submission 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 submission, subject to the SMS traffic at the respective Telco’s network. The confirmation SMS is automatically generated to confirm receipt of a successful registration submission and shall not deem as notification that the Cardmembers has been confirmed as the Winner (as defined below).
- 3.10 Maybank reserves the right to disqualify any registration submission sent to “66628” due to reason(s) including, but not limited to 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.
- 3.11 Maybank is not responsible nor does Maybank has 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 prediction sent to “66628” or SMS confirmation sent from “66628” to Cardmembers which may result in the delay of the prediction during the Campaign Period.
- 3.12 SMS service is provided and supported by the service provider appointed by Maybank.
- 3.13 Eligible cardmembers with the qualified spending criteria will progress in to winners pool and winners will be selected via Maybank randomizer system.

3.14 Non-Qualifying transactions shall refer to Balance Transfers, existing EzyPay Plans, Outstanding Balance(s), Cash Advance, Finance Charges, Late Payment charges, Annual Fees, Voided Transactions, Ezypay Plus, Quasi cash and reversal.

3.15 Maybank reserves the right to cancel any Qualifying Retail transactions earned on the credit card accounts:-

- a) Where payment has been due for thirty (30) days or more and/or;
- b) Where the account(s) is suspended to have been operated fraudulently and/or;
- c) Any account(s) has otherwise been closed by Maybank

#### 4 Prizes:

4.1 Eligible cardmember stand to win the following prize

Prizes	Prizes Mechanics
<ul style="list-style-type: none"><li>• 5X Grand Prize Winners 200,000 KrisFlyer miles</li><li>• 50x TUMI LATITUDE Carry-on Luggage Bag</li></ul>	Cardmembers are required to spend RM20,000 and above from 30 <sup>th</sup> March to 31 <sup>st</sup> July 2022 on the eligible cards to participate.

4.2 The selected Cardmembers will be contacted by Maybank or its appointed representatives (at the latest telephone numbers furnished to Maybank as shown in Maybank's record) at any time during office hours.

4.3 The winners will be announced via [www.maybank2u.com.my](http://www.maybank2u.com.my) within 6 - 8 weeks after the Campaign Period.

4.4 In the event Maybank or its appointed representative is unable to contact the selected Cardmember after 3 attempts and/or the selected Cardmember does not wish to participate in the Campaign upon being contacted by Maybank or its appointed representatives, the selected Cardmember will be deemed to be disqualified from the Campaign.

4.5 The prizes are not transferable and exchangeable for up-front cash or credit of any kind, whether in part or in full.

4.6 By participating in this Campaign, the Cardmember hereby expressly agrees to be bound by the terms and conditions as stated herein, including decisions of the Bank which are final, binding and conclusive. No further correspondence appeal will be entertained.

4.7 All retail transactions recorded by Maybank shall be final and conclusive.

4.8 All selected cardmembers are required to attend the prize presentation ceremony and/or other publicity programs as and when required at their own cost and expense at the time and venue stipulated by Maybank for the purpose of collecting their prize (if any).

4.9 Maybank reserves the right to publish and display the names and addresses of the selected cardmembers, photographs and audio and/or visual recording for any mass media or

marketing materials for advertising and publicity purposes without compensation or notice to the Cardmember.

- 4.10 All selected cardmembers shall abide by the terms and conditions imposed by the party arranging for and/or providing the prizes and the terms and conditions that are attached to the prizes, if any.
- 4.11 Maybank and/or its representatives, shall not be responsible nor liable in any manner whatsoever for any deficiency or inadequacy of services rendered by any third party or for any loss whatsoever of any nature in the course of availing the Prizes.
- 4.12 Maybank reserves the sole and exclusive right at its absolute and sole discretion to vary, delete, amend or modify any of these terms and conditions of the campaign with 21 days prior notice. These terms and conditions may be modified, amended or varied by Maybank by posting the same on the website [www.maybank2u.com.my](http://www.maybank2u.com.my) or by any other mode that Maybank shall deem fit.

## 5 General Terms and Conditions

- 5.1 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.
- 5.2 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 ("day" shall have the same meaning as calendar day), prior notice thereof, the notice of which shall be posted through the Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) or through any other channel 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.
- 5.3 By participating in this Campaign, Eligible Customers agree to access the Maybank2u 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.
- 5.4 By participating in this Campaign, 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 the Maybank Privacy Statement, which may be viewed on [www.maybank2u.com.my](http://www.maybank2u.com.my) ("Maybank's Privacy Statement") and the Personal Data Protection Act 2010 (PDPA) Form for Individual Customers.

In addition and without prejudice to the terms in the Maybank's Privacy Statement and the Personal Data Protection Act 2010 (PDPA) Form for Individual Customers, 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 by 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.

- 5.5 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 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.
- 5.6 Maybank shall not be liable for any default of its obligation under this Campaign due to any force majeure events which include but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events beyond the reasonable control of Maybank.
- 5.7 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.
- 5.8 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 Campaign, please contact Maybank's 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](http://www.maybank2u.com.my).