

Maybank/Maybank Islamic Visa FIFA World Cup Qatar 2022™ Campaign - Terms and Conditions

The “**Maybank Visa FIFA World Cup Qatar 2022™**” (“**Campaign**”) is organized by Malayan Banking Berhad (Registration. No. 196001000142) and Maybank Islamic Bank Berhad (Registration No. 200701029411), both collectively referred to as “**Maybank**” throughout the Terms and Conditions herein. By participating in this Campaign, Eligible Cardmembers (as defined in Clause 3.1 below) hereby expressly agree to be bound by these Terms & Conditions.

The Campaign commences on **20 May 2022 at 12:00 AM MYT and will expire on 31 Aug 2022 at 11:59 PM MYT**, both dates inclusive, unless notified otherwise (“**Campaign Period**”).

1. Eligibility

- 1.1** The Campaign is opened to all new and existing Principal Cardmembers of Maybank and/or Maybank Islamic Visa Credit Card excluding Maybank Debit Card(s) and/or Maybank Prepaid Card(s)] (“**Maybank Cards**”) issued by Maybank (“**Cardmembers**”) who have successfully registered for the Campaign via Short Messages Service (“**SMS**”).
- 1.2** The following persons are NOT eligible to participate in the Campaign:
 - a) Cardmembers whose Maybank Card account(s) status is delinquent, suspended, cancelled or in breach of any Terms and Conditions and/or Maybank Cards Agreement during the Campaign Period;
 - b) Cardmembers of Maybank Cards who are in default of any facility granted by Maybank at any time;
 - c) Cardmembers of Maybank Commercial/ Corporate Cards;
 - d) Permanent and contract employees of the Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department of Maybank.
- 1.3** For avoidance of doubt, permanent and contractual employees of Maybank (other than from Cards Marketing Department of Maybank and Regional Cards Marketing Department of Maybank) and/or vendors, suppliers, advertising and promotion agencies for the Campaign are eligible to participate in the Campaign and are in the standing to win the 2nd Prize, 3rd Prize and Special Prize categories only.
- 1.4** Cardmembers who have fulfilled the above criteria will hereinafter be referred to as the “**Eligible Cardmembers**”.

2. SMS Registration

- 2.1** Registration for the Campaign is done on a one-time basis by using any of the registered telecommunication companies’ (“**Telco**”) services and must be made by the Principal Cardmember within the Campaign Period as below:
 - (a) For Malaysian Principal Cardmembers, Type **FIFA<space>last 6-digit NRIC Number without spacing** and send to **66628** (E.g. FIFA 106658); or
 - (b) For non-Malaysian Principal Cardmembers, type **FIFA<space>last 6-digit Passport Number without spacing** and send to **66628** (E.g. FIFA 123456)
- 2.2** Eligible Cardmembers must register their participation for the Campaign using the mobile phone number that has been registered with Maybank. Multiple registrations using the same mobile phone number are not accepted. In the event the information provided by the Eligible Cardmembers during the registration process does not match with Maybank

database, Maybank reserves the right to reject the said registration.

- 2.3** To be eligible to participate in the Campaign, the Eligible Cardmembers with multiple Maybank Visa Cards are only required to register once within the Campaign Period.
- 2.4** Eligible Cardmembers shall be responsible to pay the standard SMS charges levied by their respective Telco for each registration SMS sent to the designated number “66628” under the Campaign.
- 2.5** The Eligible Cardmembers are responsible to ensure that the details stated in the registration SMS sent to 66628 are complete, accurate and sent within the Campaign Period; failing which, the registration SMS will be considered invalid or unsuccessful.
- 2.6** Cancellation of registration and/or change of any details in the registration SMS will not be accepted nor will it be entertained after the registration SMS has been successfully sent to 66628.
- 2.7** Proof of an SMS sent to 66628 by the Eligible Cardmembers shall not be considered as successful SMS registration, unless the Eligible Cardmember receives a confirmation SMS from 66628; such confirmation SMS will be sent to the same mobile phone number used for registration, subject to the SMS traffic on the respective Telco’s network. The confirmation SMS is automatically generated to confirm receipt of a successful registration and shall not be deemed as notification that the Eligible Cardmember has been confirmed as a Winner of any Prize.
- 2.8** Maybank reserves the right to disqualify any registration SMS sent to 66628 due to any reason(s) including, but not limited, to duplicate registration, invalid last 6 digit NRIC / passport number, incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period.
- 2.9** Maybank is not responsible, and Maybank has no control, for/over the SMS traffic, network failure and/or interruptions on the part of the respective Telco or Maybank’s SMS vendor or for any other reason(s) whatsoever during the process of registration SMS sent to 66628 or confirmation SMS sent from 66628 to Eligible Cardmembers which may result in the delay of the SMS registration during the Campaign Period.
- 2.10** SMS service is provided and supported by the service provider appointed by Maybank, i.e. Macro Kiosk Berhad.

3. Campaign Mechanics and Conditions

- 3.0.1** Upon successful SMS registration, Eligible Cardmembers will need to meet the spending requirement in order to earn cash back or “Qualifying Entries” (as set out below) and stand a chance to win prizes (as set out in clause 3.1 below) in the manner as set out and illustrated below.

3.1 Qualifying entries

3.1.1 Qualifying spend to earn entries:

Qualifying Entries	Qualifying Spend
1x Entry	Every RM100 cumulative retail spend
5x Entries	Every RM50 spend for the below categories: <ul style="list-style-type: none"> ✓ Food & Beverages ✓ Petrol ✓ Selected Sport Stores* ✓ Entertainment** ✓ E-Wallet Transaction**
5x Entries	✓ Transactions made at Pavilion Kuala Lumpur Mall & Mid Valley Megamall Note: Not applicable for Pavilion Bukit Jalil
10X Entries	Every RM500 cumulative EzyPay transaction***
Double Entries	Maybank Manchester United Visa Card & Maybank FC Barcelona Visa Signature Card.
10X Entries	New principal approved card. (New-to-Bank)

Note:

*Adidas, Adidas Original, Nike, JD Sport, Al-Ikhsan, Sport Direct, Foot locker, Decathlon, Under Amour, Sketchers, New Balance, Puma, Sole What, Converse, Asics, Royal Sporting House.

**Not applicable for Maybank Islamic Credit Cardmembers

***Excludes monthly EzyPay transaction as per mentioned in clause 3.1.5 below.

3.1.2 Scenario of spending to earn Qualifying Entries:-

- Scenario 1: Spend with Maybank Visa Shopee Card

Transaction	RM	Earn entries			
		1x Entry	5x Entries	10x Entries	Total Entries
Pantai Hospital	250.00	2	-	-	2
Starbucks	59.00	-	5	-	5
Grab Food	159.00	1	15	-	16
TnGo e-Wallet top-up	50.00	-	5	-	5
Petronas Station	100.00	1	10	-	11
Al-Ikhsan	259.00	2	25	-	27
Uniqlo @ Mid Valley Megamall	199.00	1	15	-	16
Kate Spade @ Pavilion (KL)	1,099.00	10	105	-	125
DIY – Pavilion Bukit Jalil	259.00	-	-	-	-
Senheng – EzyPay	4,599.00	45	-	90	135

transaction					
Total	7,033.00	62	180	90	242

- Scenario 2: Spend with Maybank Manchester United Visa Card

Transaction	RM	Earn entries				Double Entries
		1x Entry	5x Entries	10x Entries	Total Entries	
Pantai Hospital	250.00	2	-	-	2	4
Prudential Insurance	200.00	2	-	-	2	4
De'Wan 1958 by Chef Wan	199.00	1	15	-	16	32
Grab Food	159.00	1	15	-	16	32
Lazada	129.00	1	-	-	1	2
Tesco/Lotus	450.00	4	-	-	4	8
TnGo e-Wallet top-up	50.00	-	5	-	5	10
Petronas Station	100.00	1	10	-	11	22
HABIB	3,999.00	39	-	-	39	78
Elle @ Mid Valley	159.00	1	15	-	16	32
Harvey Norman – EzyPay txn	1,099.00	10	-	20	30	60
Total	6,794	62	60	20	142	284

3.1.3 For avoidance of doubt:

a) “**New-to-Bank**” Principal Cardmembers refers to :

- Those who have never previously become a Principal Maybank/Maybank Islamic Visa or
- Principal Cardmembers whose Maybank/Maybank Islamic Visa Card has been cancelled for more than six (6) weeks prior to the commencement of the Campaign.

3.1.4 Qualified Spend shall include retail and online purchases transacted locally and internationally, Auto PayBills, auto-reload for Maybank Touch n’ Go Zing Card(s), 0% EzyPay Instalment Plan (“**EzyPay**”) performed via Maybank Card(s) during the Campaign Period based on local transaction time and Qualifying Entries shall be allocated in accordance to Clause 3.1.1. For the avoidance of doubt, EzyPay shall be treated as Qualified Spend based on the full transaction amount, and all overseas transactions in foreign currency shall be converted into Ringgit Malaysia (RM) based on Maybank’s prevailing in-house exchange rate.

3.1.5 Qualified Spend shall exclude monthly installment of EzyPay, EzyPay Plus, cash advance, balance transfer, fund transfer, outstanding balance, reversals, fees and charges imposed by Maybank.

3.1.6 Split and/ or repetitive retail transaction of five (5) times and above in a day from the same merchant(s) are disallowed and shall be disqualified.

3.1.7 Computation of the total Qualified Spend will be based on Qualified Spend transacted with all valid Maybank Card(s) issued under the same Eligible Cardmember throughout the Campaign Period per illustrations below:

Example :	Date of Successful Registration	Computation of Qualified Spend
Registered Cardmember A	20 May 2022	20 May 2022 – 31 Aug 2022
Registered Cardmember B	29 Jun 2022	20 May 2022 – 31 Aug 2022
Registered Cardmember C	31 Aug 2022	20 May 2022 – 31 Aug 2022

3.1.8 Qualified Spend by a Supplementary Cardmember under an Eligible Principal Cardmember's Maybank Cards account(s) will be included in the computation of the Eligible Principal Cardmember's Qualified Spend.

4 Prizes:

4.1 Prize details:

Prize Category	Description	Total Winners
Grand Prize	5D4N FIFA World Cup Qatar 2022™ Travel Package for 2 pax - Round-trip flights, 5-star accommodations, tickets to two matches (3 rd Place and Final) and behind-the-scenes exclusive access#.	3
1 st Prize	5D4N FIFA World Cup Qatar 2022™ Travel Package for 2 pax - Round-trip flights, 5-star accommodations, tickets to two matches (Semi-Final).	1
2 nd Prize	FIFA World Cup 2022™ Premium Memorabilia Box - Consists of an Official FIFA World Cup™ Adidas Al Rihla standard ball, an Official FIFA World Cup™ Cap & Tote Bag, and a Video Game & Console.	20
3 rd Prize	FIFA World Cup 2022™ Memorabilia Box - Consists of an Official FIFA World Cup™ Adidas Al Rihla standard ball, and Official FIFA World Cup™ Cap & Tote Bag.	500
Special Prize	FIFA World Cup 2022™ Final Match Live Viewing Pass - Consists of 2x Viewing Party tickets at TGV Cinemas + popcorn set, an Official FIFA World Cup™ Adidas Al Rihla standard ball and an Official FIFA World Cup™ Themed Umbrella.	50

Note:

#As per stipulated in clause 5.1.3, only the first shortlisted winner under the Grand Prize & 1st Prize draw shall be rewarded with the behind-the-scenes exclusive access.

4.2 Prize (for Grand Prize & 1st Prize) EXCLUDES the following and the exclusion list is not exhaustive:

- Application for visa/warrant and applicable fees (if any);
- Transportation to and from Kuala Lumpur International Airport (KLIA);
- Travel insurance;
- Non-program scheduled transportation, meals, events, activities and services;

- e) Hotel Incidentals (including but not limited to Phone, mini bar, room service, wifi charges, laundry services);
- f) On-site translation services; and
- g) Any and all applicable taxes.

4.3 For (Grand Prize & 1st Prize), in the event if there is a travel restriction such as closing of border, flight limitation imposed by either the Government of Malaysia and/or the Government of Qatar during the prize fulfilment period, Maybank has the right to replace the Grand prize and first prize travel packages to a one off cash back arrangement to the winners' credit card account.

5 Selection of winners [“Winner(s)”]

5.1 For Grand Prize and 1st Prize

- 5.1.1 Selection will be carried out after the end of the Campaign Period.
- 5.1.2 Based on the Qualifying Entries earned, Eligible Cardmembers shall be shortlisted by Maybank's randomizer programme for the respective Prizes.
- 5.1.3 In accordance to the selection sequence of Maybank's randomizer programme, the first 4 shortlisted Eligible Cardmembers shall be deemed as the final Winners of which the first shortlisted Eligible Cardmembers will obtain the behind-the-scenes exclusive access

5.2 For 2nd Prize

- 5.2.1 Selection will be carried out after the end of the Campaign Period.
- 5.2.2 Based on the Qualifying Entries earned, Eligible Cardmembers shall be shortlisted by Maybank's randomizer programme for the respective Prizes.
- 5.2.3 In accordance to the selection sequence of Maybank's randomizer programme, the first 20 shortlisted Eligible Cardmembers shall be deemed as the final Winners.

5.3 For 3rd Prize category:

- 5.3.1 Selection will be carried out after the end of the Campaign Period.
- 5.3.2 Based on the Qualifying Entries earned, Eligible Cardmembers shall be shortlisted by Maybank's randomizer programme for the respective Prizes.
- 5.3.3 In accordance to the selection sequence of Maybank's randomizer programme, the first 500 shortlisted Eligible Cardmembers shall be deemed as the final Winners.

5.4 Special Prize category:

- 5.4.1 Selection will be carried out after the end of the Campaign Period.
- 5.4.2 In accordance to the selection sequence of Maybank's randomizer programme, the first 50 shortlisted Eligible Cardmembers shall be deemed as the final Winner.

5.5 Each Eligible Cardmembers is entitled to win only one (1) Prize throughout the Campaign Period.

6 Fulfillment of Prizes

6.1 At the time of awarding the Prizes, all Maybank Card account(s) of the Eligible Cardmember must not be delinquent, and/or invalid or cancelled. Otherwise, such Eligible Cardmember shall be disqualified from receiving the Prizes.

- 6.2 The confirmation letter/email will be sent to the winners' billing address or email address recorded in Maybank's system within sixteen (16) weeks from the end of the Campaign Period.
- 6.3 Announcement of the winners (e.g. Name and masked Maybank Card Number) shall also be made on Maybank2u's website at www.maybank2u.com.my and/or Maybank social media within sixteen (16) weeks from the end of the Campaign.
- 6.4 The fulfilment of the prizes will be done within sixteen (16) weeks from the end of the Campaign period (for 2nd & 3rd prize category only)
- 6.5 Maybank shall determine the methods of the Prize giving, including but not limited to, a prize giving ceremony, or any other methods which Maybank may deem reasonable.
- 6.6 The Prize Winner (Grand & First Prize) is required to attend the prize giving ceremony (if any/necessary) and in the event the prize winner is unable to attend the said ceremony, he/she will automatically be disqualified and no compensation or arrangement will be made after the prize giving ceremony.
- 6.7 Maybank reserves the right at its discretion to allow or disallow transfer of prizes to another person/party even with any form of authorization from any of the prize winners.
- 6.8 All cost, fees and/or expenses incurred or to be incurred by the Prize Winners in relation to the Campaign and/or the claiming of the Prize(s), which shall include but not limited to the cost for transportations, accommodation, meals, personal costs and/or any other costs, are the sole responsibility of the winners.
- 6.9 If there is any dispute or non-receipt of the Grand Prize, First Prize, Second Prize, 3rd Prize and Special Prize are Winners are required to contact Maybank Customer Service at 1300 88 6688 latest by **1 Dec 2022** to request for an inquiry. No request for any inquiry shall be entertained after **1 Dec 2022**.

9.0 Additional Terms

- 9.1 SMS sent by Eligible Cardmembers to 66628 for registration purpose shall be deemed as consent to participate in the Campaign.
- 9.2 By participating in the Campaign, Eligible Cardmembers/winners:
- (a) agree that all records of transactions captured by Maybank's system within the Campaign Period based on the local date and time shall be accurate, conclusive and final;
 - (b) agree that Maybank's decision on all matters relating to the Campaign shall be final and binding on all Eligible Cardmembers/ winners. No further appeal or further correspondence will be entertained;
 - (c) agree that any reversal of Qualified Spend shall be excluded from the Campaign.
 - (d) consent for Maybank to disclose their particulars to third party service provider(s)/ authorized supplier(s) including vendors, suppliers, advertising and promotion agencies engaged by Maybank for contact purposes during and after the Campaign Period.

10. General Terms & Condition

- 10.1 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.
- 10.2 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 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.
- 10.3 By participating in this Campaign, Eligible Customers 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 Maybank should any of the Terms & Conditions be not fully understood.
- 10.4 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 (“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.
- 10.5 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.
- 10.6 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.
- 10.7 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.

10.8 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.