

## MAYBANK DEBIT YEAR END CAMPAIGN 2022 TERMS & CONDITIONS

The “**Maybank Debit Year End Campaign 2022**” (“Campaign”) is organized by Malayan Banking Berhad (Registration. No. 196001000142) (“Maybank”). By participating in this Campaign, Eligible Cardmembers (as defined below) hereby expressly agree to be bound by these Terms and Conditions as set out herein.

### **1. ELIGIBILITY**

- 1.1. This Campaign is open to all Maybank Debit Cardmembers (‘Eligible Cardmembers’).
- 1.2. The following persons are NOT eligible to participate in the Campaign:
  - 1.2.1. Cardmembers whose Maybank Cards account(s) status is delinquent, suspended, cancelled or in breach of any Terms and Conditions and/or Maybank Cards Agreement during the Campaign Period;
  - 1.2.2. Cardmembers of Maybank Cards who are in default of any facility granted by Maybank at any time;
  - 1.2.3. Cardmembers who are permanent/contractual employees of Maybank Commercial/Corporate Cards;
- 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 can be in the standing to win the Consolation Prize category.

### **2. CAMPAIGN PERIOD**

- 2.1. The **Campaign** commences on **16<sup>th</sup> December 2022 at 12:00AM MYT until 15<sup>th</sup> March 2023 11:59PM MYT** (both dates inclusive unless notified otherwise (“Campaign Period”).

### **3. SMS REGISTRATION**

- 3.1. Registration is on a one-time basis by using any of the registered telecommunication companies (“Telco”) number and must be made by the Eligible Cardmembers within the Campaign Period as per below:
  - 3.1.1. For Malaysian Eligible Cardmembers, type **TC22<space>last 6-digit NRIC Number without spacing** and send to **66628** (E.g. PRO22 106658);
  - 3.1.2. For non-Malaysian Eligible Cardmembers, type **TC22<space>last 6-digit Passport Number without spacing** and send to **66628** (E.g. PRO22 123456)
- 3.2. 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.
- 3.3. Eligible Cardmembers must register their participation for the Campaign using the mobile

phone number that was registered with Maybank. Multiple registrations using the same mobile phone number will not be accepted. In the event the information provided by the Eligible Cardmembers during the registration process do not match with Maybank database, Maybank reserves the right to reject the said registration.

- 3.4. Eligible Cardmembers are solely responsible to ensure that the details stated in the registration SMS sent to 66628 are complete, accurate and sent within the Campaign Period; falling which, the registration SMS will be deemed invalid or unsuccessful.
- 3.5. 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.
- 3.6. The proof of SMS sent to 66628 by Eligible Cardmembers shall not be deemed as a successful SMS registration unless the Eligible Cardmember 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 receptive Telco's network. The confirmation SMS is automatically generated to confirm receipt of a successful registration and shall not be deemed as a notification that the Eligible Cardmember has been confirmed as the winner.
- 3.7. Maybank reserves the right to disqualify any registration SMS sent to 66628 due to 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. 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.
- 3.8. The confirmation SMS service is provided and supported by the service provider appointed by Maybank.

#### **4. CAMPAIGN MECHANICS - QUALIFYING ENTRIES**

4.1. The details of Campaign Mechanics as follows:

<b>Qualifying Entry</b>
<ol style="list-style-type: none"><li>1. New &amp; Existing Maybank Debit Card<ul style="list-style-type: none"><li>• 1X entry for every RM100 spend using Maybank Debit Card during Campaign Period</li><li>• 3X entries for every RM100 at departmental store, dining, travel, petrol transaction, e-commerce transaction &amp; overseas retail transactions.</li><li>• 5X entries for every RM100 contactless transaction with Maybank Debit Card at any Point of Sale (POS) Transaction/ In- Store</li></ul></li></ol>

## 5. PRIZES

5.1. The list of prizes and amount of prizes to be won under this Campaign (“Prizes”) is set out below: -

Category	Prize	No of Winners
Grand Prize	Treats Basket consist of Nestle food products worth RM200	600
Monthly Prize	RM100 cashback	3,000
Total		3,600

## 6. SELECTION OF WINNERS

6.1. Based on the Qualifying Entries (as set out in Clause 4) earned, Eligible Cardmembers stand a chance to win the Prizes after being shortlisted by Maybank’s randomizer program (‘Winner’).

6.2. The shortlisted Winners will be contacted via telephone and/or mobile phone by a representative from Maybank. The shortlisted Winners are required to verify and confirm their last 6-digit identification number and the Debit Card number being declared as the Winner.

6.3. Should any shortlisted Winner be uncontactable by telephone and/or mobile phone which is based on the records maintained by Maybank on the first attempt for reasons including, but not limited to, no reply, number not in use, no connection voice message and so on, a second attempt to contact the shortlisted Winner will be made within the next two hours from the first attempt.

6.4. In the event that the second attempt is also unsuccessful, Maybank reserves the right to disqualify the shortlisted Winner and proceed to contact the next shortlisted Winner.

6.5. The Prizes are strictly not transferable or exchangeable for cash, in part or in full. Maybank reserves the right to substitute the Prizes with that of similar value at any time upon giving 21 calendar days’ prior notification to the Winners.

## 7. FULFILLMENT OF PRIZES

7.1. 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.

7.2. 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](http://www.maybank2u.com.my) and/or Maybank social media platform(s) within eight (8) weeks from the end of the Campaign Period.

- 7.3. The confirmation letter/email will be sent to the Winners' billing address or email address recorded in Maybank's system within four (4) weeks after the announcement of the Winners.
- 7.4. The monthly Prize of Cashback amount will be credited into the Winners' account with Maybank within four (4) weeks after the announcement of the Winners.
- 7.5. 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.
- 7.6. The Prize Winners (Grand Prize) are required to attend the Prize giving ceremony (if any/necessary) and in the event the Prize Winner are 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.
- 7.7. 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.
- 7.8. 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.
- 7.9. If there is any dispute or non-receipt of the Prizes, Winners are required to contact Maybank Customer Service at 1300 88 6688 latest by **30 June 2023** to request for an inquiry. No request for any inquiry shall be entertained after **30 June 2023**.

## **8. GENERAL TERMS AND CONDITIONS**

- 8.1 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.
- 8.2 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 Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) or through any other channel determined appropriate by Maybank. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
- 8.3 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.

- 8.4 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 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 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.

\*Note: “PDPA” refers to Personal Data Protection Act (2010).

- 8.5 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 any gross negligence or omission by Maybank.

- 8.6 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 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.

- 8.7 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.

- 8.8 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).