

## Maybank QRPay & MAE Up to 10% Cashback Promotional Campaign Terms & Conditions



Maybank QRPay & MAE Up to 10% Cashback Promotional Campaign (“**Campaign**”) is organised by Malayan Banking Berhad (196001000142) (“**Maybank**”) and shall be subjected to the Terms and Conditions herein. By participating in this Campaign, the Eligible Customers (as defined in Clause 1 below) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank in respect of the Campaign shall be final and binding.

### 1.0 Eligibility

- a) This Campaign is open to all individuals who have an active Maybank2u (M2U) registered account or Maybank Anytime Everywhere (“**MAE**”) customers and are registered to utilise Maybank QRPay (QRPay), which is an electronic payments platform utilising Quick Response (QR) codes included as a functionality of the Maybank app. (All individual customers who have fulfilled the above criteria will hereinafter be referred to as “**Eligible Customers**”).
- b) The eligibility of users for QRPay is governed by the Terms and Conditions of the respective product. Eligibility for usage of QRPay is a primary prerequisite for eligibility in this Campaign.
- c) This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification document. For individuals below the age of eighteen (18) years (“**minor**”), they must obtain written consent of their parents and/or legal guardian in order to participate in this Campaign. The use of MAE is an acknowledgement to Maybank that the minor has obtained the prior consent of his or her parents and/or legal guardian. These Terms and Conditions will be applicable to their parents and/or legal guardian in substitution of the applicability of this Terms and Conditions on the minor.

### 2.0 Campaign Mechanics and Conditions

- a) This Campaign will start on 1<sup>st</sup> March 2020 and will end on 20<sup>th</sup> April 2020 (both dates inclusive) (“**Campaign Period**”), for the transactions listed in the table in Clause 2(b).
- b) During the Campaign Period, Maybank shall offer to all Eligible Participants: up to 10% cashback capped at a maximum aggregated discount of RM10.00 per transaction with a minimum spend of RM30.00 (subject to availability), off purchases at selected merchants at their designated premises/outlet(s) as listed in the list of participating merchants (“**Merchants**”).

1	Cashback value	Up to 10% per transaction
2	Capping	RM10.00 per transaction
3	Minimum Qualifying Purchase	RM30.00
4	Cashback limit	Up to two (2) cashback chances per user per month throughout the entire Campaign Period, subject to availability.

	(i.e. Eligible Customers can enjoy up to two (2) cashback chances from 2 March 2020 until 31 March 2020 and additional two (2) cashback chances from 1 April 2020 until 30 April 2020.)
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- c) Based on the type of Eligible Transactions performed, as defined in the table below, Eligible Customers will win cashback chances via the Campaign as set out in Clause 3.0.

<b>Eligible Transaction</b>
<p>Eligible monetary transactions with a minimum qualifying purchase of RM30.00 per transaction at selected merchants (refer Appendix 1):</p> <p>i. Perform a QRPay transaction from Maybank current account, savings account or MAE account from the Maybank App (“<b>Payment Method</b>”) (Eligible Customers may change their source of funds for QRPay from the Maybank App by selecting the side menu: <b>Me &gt; QRPay &gt; Default Account &gt; Select Savings/Current Account</b>).</p> <p>ii. QRPay transactions performed in the <b>Maybank App version 5.6</b> and below would not qualify for this Campaign.</p>

Example:

Scenario	Eligible cashback chances upon Eligible Transaction
a Total purchase of RM35.00, funded from a Maybank savings account	1x cashback chance, RM3.50 will be credited automatically into the selected source of funds for QRPay from their Maybank App
b Total purchase of RM6.00, funded from a Maybank savings account	No cashback chance as transaction did not meet minimum spend criteria.
c Total purchase of RM35.00, funded from a Maybank credit card	No cashback chance as source of funds selected is Maybank credit card as per Clause 2(f).

- d) The Campaign is only accessible via the Maybank App (“**Campaign Platform**”).
- e) QRPay transaction can be made from the Maybank App via the ‘**SCAN**’ or ‘**PAY**’ function.
- f) For avoidance of doubt, the chances given to qualify for Cashback will only be valid during the Campaign Period and only for QRPay transactions that are funded by Maybank current account, savings account or MAE account, and is not valid in conjunction with other promotions, discounts or vouchers.
- i. QRPay transactions that are funded by Maybank debit card or Maybank credit card would not be valid to qualify for this Campaign.

- g) The Eligible Customer will immediately be directed to the Cashback screen after completion of the Eligible Transaction irrespective of whether the Eligible Transaction is performed before or after the Eligible Customer's login into the Maybank App.

### **3.0 Cashback**

- a) The value of the cashback to be won ranges from RM0.00 to RM10.00 per qualifying transaction as mentioned in Clause 2(b) and will be awarded up to 10% of the Eligible Transaction by Maybank or RM0.00 upon complete utilization of cashback chances as mentioned in Clause 2(c).
- b) The cashback won will be credited to the Eligible Customer's default QRPay current account, savings account or MAE account within seven (7) working days of each Eligible Transaction.
- c) Maybank reserves the right to vary the amount of cashback to be awarded at any time.

### **4.0 Selection of Eligible Customer for Cashback**

- a) Participation in the Campaign shall be construed as consent to all mechanics and other programs involved in this Campaign and explicit acceptance of any and all Campaign results it may produce.
- b) The Eligible Customer will be notified of the cashback won through the Campaign Platform.
- c) Maybank may request for documentation or written proof of identification, age, and place of residence of winners for verification to ensure compliance with the Terms & Conditions.
- d) Maybank reserves the right to withdraw the cashback in the event that the Eligible Customer does not comply with the Terms & Conditions herein.

### **5.0 General Terms & Conditions**

- a) Maybank shall not be responsible or held liable in any manner whatsoever in respect of technical failures of any kind whatsoever, intervention, interruptions and/or electronic or human error in the administration and/or processing of the transaction performed via QRPay, Maybank2u, provided the same is not caused by Maybank nor the determination of the customers' eligibility for the Campaign.
- b) Maybank reserves the right to amend, shorten, cancel, suspend or terminate this Campaign or any part thereof with twenty one (21) days' notice. Such notice may be published by Maybank via Maybank2u website ([www.maybank2u.com.my](http://www.maybank2u.com.my)) and/or through any other mode of communication as determined by Maybank. It shall be the responsibility of Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
- c) For the avoidance of doubt, the amendment, shortening, cancellation, suspension or termination of this Campaign by Maybank shall not entitle the Eligible Customers or any other persons whatsoever to any claim or compensation against Maybank for any losses or damages suffered or incurred as a direct or

indirect result of the such amendment, shortening, cancellation, suspension or termination.

- d) Maybank shall not be liable for any losses, damages or costs incurred or suffered by any Eligible Customer as a result of the customer participating in this Campaign. Furthermore, Maybank shall not be liable for any default of its obligations under the Campaign due to any force majeure event which includes 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.
- e) The terms and conditions stated herein shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
- f) Maybank is entitled to, at its discretion, disqualify/reject any Eligible Customers 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. Tampering shall include fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.
- g) Any variation (of any of the terms and conditions stated herein) shall be binding on the Eligible Customers (through any notice displayed at the Maybank2u website).
- h) By participating in this Campaign, Eligible Customers 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”). Eligible Customers are welcome to seek clarification from Maybank should any of the Terms and Conditions be not fully understood.
- i) 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 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, each Eligible Customers agrees to co-operate and participate in all reasonable advertising and publicity activities of Maybank in relation to the Campaign.
- j) 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))