

Exchange Currency & Get Rewarded 2023 - Terms and Conditions

Exchange Currency & Get Rewarded Campaign 2023 (“**Campaign**”) is organised by Malayan Banking Berhad (196001000142) (known as “**Maybank**”). The Campaign is subject to these Terms and Conditions. By participating in this Campaign, Eligible Customers (as defined in Clause 1(B) below) hereby expressly agree to be bound by these Terms and Conditions and all the decisions made by Maybank in respect of this Campaign shall be final and binding.

1. **Eligibility**

- A. This **Campaign** is open to all individuals who perform a currency exchange transaction at any Maybank Money Exchange Booth.
- B. All individual customers who have fulfilled the above criteria will hereinafter be referred to as “**Eligible Customers**”.

2. **Campaign Mechanics**

- A. This **Campaign** will be held from 16th December 2023 at 00:00:00 AM (MYT) until 15th February 2024 at 11:59:59PM (MYT) [both dates inclusive], or when the Rewards have been fully awarded, whichever is earlier (“**Campaign Period**”).
- B. **Eligible Customer(s)** must make an **Eligible Transaction** within the **Campaign Period** to be entitled to receive **Reward(s)** in this **Campaign**. The **Reward(s)** has been stipulated in Table 1 under Clause 2(C).
- C. **Eligible Transactions** shall mean any successful currency exchange transaction at any Maybank Money Exchange Booth listed in Appendix 1 made within the **Campaign Period** as per the requirements outlined below in Table 1.

Table 1: Campaign Requirements

No.	Reward Category	Eligible Transactions	Rewards	Rewards Quantity
1	Category 1	Customers who exchange minimum RM3,000 worth of foreign currency at any Maybank Money Exchange Booth.	One (1) complimentary RM10.00 Boost Juice voucher.	Total 3,000 vouchers* per entire Campaign Period *Rewards availability varies by location and will be given on a first come, first served basis while stocks last.

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2	Category 2	Customers who exchange foreign currency of any amount at Maybank Money Exchange Booth in KLIA2 Arrival.	One (1) complimentary voucher to redeem a TuneTalk SIM Card with 300MB data.	Total 3,000 vouchers* per entire Campaign Period *Rewards will be given on a first come, first served basis while stocks last.
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- D. Any **Eligible Customer** is eligible to receive one (1) Reward in **Category 1** per location per day **and** one (1) Reward in **Category 2** throughout the **Campaign Period**.

3. **Rewards Fulfilment:**

- A. **Eligible Customers** that have performed **Eligible Transactions** as per requirement in Table 1 as stipulated at Clause 2(C) will be awarded with **Reward(s)** on the spot at the Maybank Money Exchange Booth.
- B. **Rewards** will be awarded on a first come first serve basis while stocks last.
- C. Maybank reserves the right to substitute the above listed **Rewards** with any other item(s) of similar market value at its reasonable discretion with twenty-one (21) days prior notice to customers.
- D. The **Reward** vouchers are subjected to the terms and conditions imposed by Boost Juice Bars Malaysia & Tune Talk Sdn Bhd ("**Reward Partners**"). The terms and conditions relating to the use of the Reward vouchers are subject to change by the Reward Partners. For avoidance of doubt, Maybank is not liable or responsible for any of the Rewards' Terms and Conditions. In the event of a dispute relating to the Reward vouchers, the Eligible Customer is to deal directly with the Reward Partners.
- i. Reward vouchers are valid for use until the date specified on the respective Reward vouchers. If the Reward vouchers are still unused after the validity date stated on the Reward's terms and conditions, Maybank will not be responsible for the extension of the validity nor replacement of the said Reward voucher(s) and will not refund or reimburse any monies for the unused portion should the customer not fully utilise the said Reward voucher(s).
 - ii. Maybank will NOT provide any replacement or substitute Reward vouchers if the customer rejects the Reward vouchers sent and /or request for alternative option(s).
 - iii. Reward vouchers awarded to customers are non-transferrable and non-exchangeable for cash or other kinds, whether in part or in full.
- E. Maybank reserves the right to request for further documentation or proof of identification, age, and place of residence of any of the winners.

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- F. Maybank will not ask for any banking details such as credit card/debit card number and bank Transaction Authorization Code (TAC), account password, PIN or one-time password (OTP) from the winners to claim the Reward or for any reasons. The winners acknowledge and agree that Maybank reserves the rights to disqualify their participation in this Campaign or clawback any Rewards from the winners if:
- i. the winner is found or suspected of tampering with the Campaign Mechanics or the operation of the Campaign; or
 - ii. the winner is found or suspected of undertaking fraudulent activities or other activities that are harmful to the Campaign;
- Notwithstanding the above, Maybank reserves the right to reject any participation or any winners at its reasonable discretion without assigning any reasons
- G. The image of the Rewards (if any) in any brochure, marketing, or Campaign is for illustration purposes only. The Reward(s) do not include any accessories or items shown in any advertisements or promotional materials as they are also for illustrative purposes only.

4. General Terms & Conditions

- A. 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.
- B. 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 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.
- C. 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.
- D. 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 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:

- i. the purposes of the Campaign; and
- ii. 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

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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).

- E. 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.
- F. 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.
- G. 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.
- H. 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.

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Appendix 1 – List of Maybank Money Exchange Booths

NO	LOCATION	BUSINESS HOURS	PHONE NO	FAX NO
	FEDERAL TERRITORY			
1	KUALA LUMPUR MAIN OFFICE 1st Floor Menara Maybank 100 Jalan Tun Perak 50050 Kuala Lumpur	Monday to Friday: 10.00 a.m - 4.00 p.m	03-20747594	03-20726358
2	MID VALLEY MEGAMALL LG 082, Ground Floor, Mid Valley Megamall Mid Valley City Lingkaran Syed Putra 59200 Kuala Lumpur	Daily: 10.00 a.m - 10.00p.m	03-22840961	03-22846857
3	KLCC Lot C21-C, Concourse Expansion Suria KLCC, Kuala Lumpur City Centre 50088 Kuala Lumpur	Daily: 10.00 a.m - 10.00 p.m	03-27114190	03-27114191
	SELANGOR			
4	KLIA 2 FOREX GATEWAY KLIA2 Forex Gateway L3-1,level 3 Gateway KLIA2, 64000 KLIA2 Sepang Selangor	24 Hours	03-87758005	03-87758006
5	KLIA 2 FOREX ARRIVAL S2.2 A3 Arrival level Public Concourse KLIA2 64000 Sepang Selangor	24 Hours	03-87758004	03-87758002
6	MAYBANK MONEY EXCHANGE GENTING HIGHLANDS Level 2, First World Hotel Casino 69000 Genting Highlands	24 hours	03-6101 1525	03-6101 1524
7	MAYBANK MONEY EXCHANGE GENTING HIGHLANDS Casino Entrance , Genting 69000 Genting Highlands	24 hours	03-6101 1218 03-6101 3736	03-6101 1242
	JOHOR			
8	SENAI AIRPORT Lot GL-8, Ground Floor, Public Concourse Area Main Terminal Building, Sultan Ismail Airport 81250 Johor Bharu	Daily: 5.45 a.m - 9.45 p.m	07 - 598 5800	07 - 598 6288
9	AEON BUKIT INDAH Maybank AEON Bukit Indah SC, JB Lot G02, AEON Bukit Indah Shopping Centre No 8, Jalan Indah 15/2, Taman Bukit Indah 81200 Johor Bahru	Daily: 10.30 a.m - 6.30 p.m	07-2366962	07-2367026
10	JOHOR PREMIUM OUTLET Suite No. 246 Johor Premium outlets Jalan Premium Outlets, Indahpura 81000 Kulaijaya Johor	Monday to Thursday: 10.00 a.m - 6.00 p.m Friday: 10.00 a.m - 5p.m	07-6639912	07-6637433

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	KEDAH			
11	CENANG MALL GF4E Lot 2605 Cenang Mall Jalan Pantai Cenang 07000 Pulau Langkawi Kedah	Daily: 10.00 a.m - 10.00 p.m	04-9555523	04-9554802