

Simpan dan Menang Campaign

- Terms and Conditions

Simpan dan Menang Campaign (“Campaign”) is organized by Malayan Banking Berhad (Co. No. 196001000142) and Maybank Islamic Berhad (200701029411) (collectively known as “Maybank”). (“**Maybank**”). This Campaign is subject to the Terms and Conditions herein. By participating in this Campaign, the Eligible Customers (as defined in Clause 1.0) 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, conclusive and binding. This Campaign is in conjunction with participating partner, Lembaga Tabung Haji (Company No. ACT 5351995) (hereinafter referred to as “**Tabung Haji**”).

1.0 Eligibility

- a. This Campaign is open to all individuals who have an active Maybank2u (M2U) registered account identified by National Registration Identity Card (NRIC) number who perform the eligible transactions (as stated in Clause 2.0 (“**Eligible Transactions**”).
- b. This Campaign is accessible through the Maybank2u website and the Maybank2u app (“**Eligible Platforms**”).
- c. All individual customers who have performed a successful Eligible Transaction through the Eligible Platforms will hereinafter be referred to as “**Eligible Customers**”. Eligible Customers would be automatically eligible to participate in this Campaign.
- d. 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 the consent of their parents and/or legal guardian in order to participate in this Campaign. The use of the MAE app and MAE account 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.
- e. This Campaign is open to all customers who have linked their Tabung Haji account with Maybank2u, register Hajj and invest a minimum value of RM3,000 (during Campaign Period as defined in Clause 2.0(a)).

2.0 Campaign Mechanics and Duration

- a. This Campaign will commence on 10 April 2023, at 00:00:00 AM and end on 10 September 2023, at 23:59:59 PM (both dates inclusive) (“**Campaign Period**”).
- b. Eligible Customers are required to perform successful Eligible Transactions via the Maybank2u website or MAE app:
 - i. register Hajj via Maybank2u, AND
 - ii. invest/transact to/from their Tabung Haji via their Maybank2u account or MAE app account that has been linked with their Tabung Haji account (applicable from Maybank accounts, i.e., Current, Savings, and MAE e-wallet account), AND
 - iii. retain accumulative accumulated of new investment in Tabung Haji account of RM3,000 or more throughout the Campaign Period. Any existing investment before the Campaign Period will not be calculated.

Above transactions (b) i, ii, iii and iv) are the Eligible Transactions for this Campaign.

- c. Winners will be selected based on the randomizer programme and Prizes will be credited into the account that the Eligible Customer used to perform the Eligible Transaction.
- d. Winners would be selected and announced within sixty (60) days after the Campaign Period ends on 10 September 2023 as per Clause 2 (a).
- e. Maybank will not be held liable for any loss of data and/or prize throughout the Campaign Period. The Eligible Customers are allowed to continue participating in the Campaign with the same Maybank2u login details. All winning Prizes from participation in the Campaign would only be linked to the same Maybank2u login details. Any previous entries prior to the Campaign Period which were forfeited, and all other previously stored and/or obtained Campaign data shall not be recoverable or usable.
- f. Maybank reserves the right to substitute any and all of the Prizes listed in Clause 3.0 with any other item(s) of similar market value at its reasonable discretion with twenty-one (21) calendar days’ prior notice to the Winners. In the event that the Winners fail to comply with any Terms and Conditions of this Campaign, Maybank reserves the right to forfeit the Prizes.

3.0 Prizes and Fulfilment

a. Prize Category:

Prize Category	Unit	Total Prize Value
Grand Prize: Umrah package (worth RM9,000/each)	4	RM36,000
Consolation Prize: Travel package (worth RM500/each)	6	RM3,000
Cash Prize: RM100	20	RM2,000

b. Qualifying Entries:

Requirement	No. of Entries
Register Hajj via Maybank2u	1x entry
Invest/Transact to/from their Tabung Haji via their Maybank2u account or MAE app that has been linked with their Tabung Haji account	3x entries per transaction
Retain accumulative amounts of new investment in the Tabung Haji account of RM3,000 or more throughout the campaign period. Any existing investment before the campaign period will not be calculated.	1x entry for average daily balance more than RM3,000

- i. Eligible Customers need to meet a minimum of 6 (six) entries to be eligible for winning the Prizes
 - ii. The higher frequency of investment/transaction you do, the higher chance of winning
- c. Prizes cannot be transferred to other customers who also performed Eligible Transaction.
 - d. Prizes are limited to **one (1)** Prize per Eligible Customer throughout the Campaign Period regardless of how many times the Eligible Customer performs the Eligible Transaction.
 - e. Eligible Customers shall have the option to change the Umrah package date, but limit to value of worth RM 9,000 each for 1 person.
 - f. Eligible Customers shall also have the option to choose holiday/travel destination of not more than RM500.00 each for 1 person.

- g. Both the Umrah and/or travel package is subject to package availability from the appointed supplier. In the event that the supplier is unable to supply the requested travel date due to reasons which include (but are not limited to) seats availability, Maybank reserves the right at its absolute discretion to substitute with another travelling period.
- h. The travel voucher are to be redeemed within one (1) year from the date of the travel voucher or certificate issued by the supplier.
- i. Travel vouchers are strictly not transferable or exchangeable for cash or credit or kind whether in part or in full.
- j. Eligible Customers are only allowed to redeem once during the Campaign Period.
- k. All costs, fees and/or expenses incurred or may be incurred by Eligible Customers in relation to the Campaign and/or to claim the reward, which shall include but not limited to the costs for transportation, postage/courier, personal costs and/or any other costs, are the sole responsibility of the Eligible Customers.
- l. Prize EXCLUDES the following and such list is not exhaustive:
 - i. Application for visa/warrant and applicable fees (if any);
 - ii. Transportation to and from Kuala Lumpur International Airport (KLIA);
 - iii. Travel insurance;
 - iv. Non-program scheduled transportation, meals, events, activities and services;
 - v. Hotel Incidentals (e.g. Phone, mini bar, room service, etc.);
 - vi. On-site translation services; and
 - vii. Any applicable taxes.
- m. The Umrah/Travel packages shall not be exchangeable for cash, credit or in kind, in part or in full.
- n. Eligible Customers are not allowed to transfer or sell his/her right to the Prizes to any other person.

4.0 Selection of Winners

- a. Eligible Customers shall be shortlisted internally via a computer generated 'Random Selection' draw which applies a random number to the qualifying list of entries.
- b. The shortlisted Eligible Customers will be contacted by Maybank's representatives at the mobile phone numbers registered and/or recorded in Maybank's system at any time during office hours to answer one (1) question.
- c. The shortlisted Eligible Customers will be deemed as Winner if he/she is able to answer the question correctly ("Winners").
- d. If the shortlisted Eligible Customers is not able to answer the question correctly, the next Eligible Customer in sequence will be shortlisted and contacted to answer the question.
- e. In the event the shortlisted Eligible Customers is not contactable after three (3) attempts on the same day for whatsoever reason(s) and/or the shortlisted Eligible Customers wish to withdraw from the Campaign upon being contacted by Maybank's representative, he/she will be disqualified from this Campaign.

5.0 Fulfilment of Prize

- a. For Cash Prize, Maybank will credit Prizes into the Winners' Maybank account after the Campaign has ended.
- b. Winners will be notified either in writing or by phone or any other method of communications which Maybank deems appropriate and announcement of Winners will be made on Maybank website at www.maybank.com.my ("Maybank Website") within sixteen (16) weeks after the end of the Campaign Period.
- c. Announcement of the Winners (e.g. Name and masked Identification/Passport Number) shall also be made on Maybank Website and/or Maybank social media platform(s) sixteen (16) weeks after the end of the Campaign Period or earlier.
- d. If there is any dispute or non-receipt of the Prize(s), Winners are required to contact Maybank Group Customer Care at 1300 88 6688 latest by 31 Dec 2023. No further complaints, correspondence and/or inquiries shall be entertained after 31 Dec 2023.
- e. Maybank reserves the right to request for documentation or proof of identification, age, and place of residence of any of the Winners and Maybank reserves the right to contact the Winners with regards to any relatable Campaigns which might take place in the future.

- 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) for the Winners to claim the Prizes or for any reason. The Winners acknowledge and agree that Maybank reserves the rights to disqualify participation in this Campaign or clawback any Prizes from the Winners if:
 - i. The Winner is found or suspected of tampering with the Campaign Mechanics or the operation of the Campaign;
 - ii. The Winner is found or suspected of undertaking fraudulent activities or other activities that are harmful to the Campaign; or
 - iii. The Winner is in breach of its obligations or any Terms and Conditions of this Campaign. Notwithstanding the above, Maybank reserves the right to reject any participation or the Winners at its reasonable discretion without assigning any reasons.

6.0 General Terms and 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 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.
- 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 and 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 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:

- 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 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.
- a. 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 gross negligence or omission by Maybank.
 - b. 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.
 - i. 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.
 - ii. These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
 - iii. For information, enquiries, feedback and/or complaints related to this Campaign, please contact Maybank’s Group 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.