

Lucky Draw Prizes Campaign (1st October 2024 - 31st December 2024) Terms & Conditions

Lucky Draw Prizes Campaign (“Campaign”) is organised by Malayan Banking Berhad (Company No: 196001000142), and Maybank Islamic Berhad (Company No. 200701029411) (collectively referred to as “**Maybank**”) and shall be subject to the Terms and Conditions set out herein. By participating in this Campaign, the Eligible Customers (as defined in Clause 2 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. Campaign Period

- a. This Campaign will commence on 1st October 2024, at 00:00:00 AM (MYT) and ends on 31st December 2024, at 11:59:59PM (MYT) [both dates inclusive] (“**Campaign Period**”)

2. Eligible Customers

- a. This Campaign is open to Malaysians or permanent residents of Malaysia of at least 18 years of age.
- b. Eligible Customers are defined as existing or new-to-Maybank individuals who applied for Eligible Products (as defined in Clause 3 below) via MAE app and/or Maybank2u web (“**Eligible Platforms**”) during the Campaign Period.
- c. Eligible Customers stand a chance to win a maximum of one (1) Prize for this Campaign. However, Eligible Customer are also entitled to win the respective prizes (RM100 cash reward) for the respective categories under the Apply Online Lagi Onz Campaign if the Eligible Product applied and activated in this Campaign is also the Eligible Product for Apply Online Lagi Onz Campaign, provided that Eligible Customer also fulfils the eligibility criteria under the Apply Online Lagi Onz Campaign.
- d. For joint accounts, only the primary account holder shall qualify as an Eligible Customer.
- e. The following persons are **NOT** eligible to participate in this Campaign:
 - i. Maybank employees, sole-proprietorships, partnerships, charitable/non-profit organisations/societies, corporate and commercial customers;
 - ii. Any Eligible Customer who had cancelled any of his/her Maybank product(s) or account(s) (from the list of Eligible Products) within six (6) months prior to the date of application and re-applied for the same

Eligible Product (as defined in Clause 3);

- iii. Any Eligible Customers who are present holders of any Eligible Product. Please refer to Clause 4(b) and (c) for elaboration of scenarios; and/or
- iv. Any Eligible Customer who has committed or is suspected of committing any misconduct, fraudulent, wrongful acts or in default and breach of terms in relation to their account(s), any facility, and/or any services granted by Maybank.

3. Campaign Mechanics and Conditions

- a. **Eligible Customers** are required to fulfil the eligibility criteria as set out below to earn entry or entries (“**Entries**”) to stand a chance to win Prizes (“**Prizes**”) as set out in Clause 4(a).

	Participating Products of this Campaign (“Eligible Product(s)”)	Eligibility Criteria(s)
1	Maybank Islamic Zest-i (Zest-i Account)	Open and activate an account via the Eligible Platforms, and make a deposit of minimum RM1,000 on the day of account activation.
2	Savings Account-i	
3	Kawanku Savings Account	
4	Premier Mudharabah Account-i	
5	Maybank2u.Premier Account (M2U.Premier)	
6	Premier 1 Account	
7	Yippie Account	
8	Yippie-i Account	

Malayan Banking Berhad and Maybank Islamic Berhad are members of PIDM.

Protection by PIDM is subject to insurability criteria. Please refer to the list of insured deposits displayed at www.maybank2u.com.my for further details.

4. Prizes, Prize Fulfilment and Winners' Selection

- a. Eligible Customers that have fulfilled the Eligibility Criteria(s) as set out in Clause 3(a) will earn Entry or Entries to stand a chance to win Prizes, as stipulated below:

	Eligible Criteria	Number of Entries	Prize and Number of Winners (Total of 110 Winners for this Campaign)
1	<p>Eligible Products:</p> <ul style="list-style-type: none"> i. Zest-i Account ii. Savings Account-i iii. Kawanku Savings iv. Premier Mudharabah Account-i v. Maybank2u.Premier Account (M2U.Premier) Account vi. Premier 1 Account vii. Yippie Account viii. Yippie-i Account 	<p>1 entry per account opened and activated, with a minimum deposit of RM1,000 on the day of account activation.</p> <p>A maximum of 8 entries per Eligible Customer</p>	<p>iPhone 16 Pro 256GB for each winner Colour - Black or Natural Titanium (A total of 10 Winners)</p> <p>RM1,000 worth of Shopee voucher for each Winner (A total of 100 Winners)</p>

b. **Scenario A**

An Eligible Customer applies for two (2) Eligible Products via the Eligible Platforms on different dates within the Campaign Period.

All two applications were approved as per the stated dates in the table below.

Applied product	Application Date	Activation Date	Deposit Date	Deposit Amount (RM)
Zest-i Account	11 October 2024	12 October 2024	12 October 2024	2,500
Yippie-i Account	5 November 2024	11 November 2024	11 November 2024	800

In this scenario, the Eligible Customer will earn one (1) Entry to stand a chance to win the Prize from his/her successful application of Zest-i Account. The customer will not earn an entry with his/her Yippie-i application because he/she did not meet the deposit amount criteria set by the Campaign, even though the application was opened, activated, and the deposit was made within the same day of account activation.

c. **Scenario B**

An Eligible Customer applies for three (3) Eligible Products via the Eligible Platforms on different dates within the Campaign Period.

All three applications are approved as per the stated dates in the table below.

Applied product	Application Date	Activation Date	Deposit Date	Deposit Amount (RM)
Zest-i Account	3 October 2024	3 October 2024	3 October 2024	2,500
Yippie-i Account	9 November 2024	10 November 2024	10 November 2024	10,000
Premier Mudharabah Account-i	9 December 2024	10 December 2024	20 December 2024	5,000

In this scenario, the Eligible Customer will earn two (2) entries to stand to win the Prize from his/her Zest-i Account and Yippie-i Account. The customer will not earn an entry for the Premier Mudharabah-i application because the deposit was not made within the same day of account activation.

d. Prizes fulfilment methods are stipulated below:

	Prize	Fulfilment Method
1	iPhone 16 Pro 265GB	<p>The prize will be delivered to the address confirmed by the Winners within sixty (60) working days from the end of Campaign Period.</p> <p>Winners will be contacted by a Maybank representative via a phone call on the mobile phone numbers registered or recorded in</p>

		Maybank's system to confirm the address for the delivery of the prize.
2	RM1,000 worth of Shopee voucher	<p>A Shopee voucher code will be emailed directly to the Winners' registered email address with Maybank2u within sixty (60) working days after the end of Campaign Period.</p> <p>Winners will be informed via a push notification from the MAE app within sixty (60) working days to check their email inbox which they have registered with Maybank.</p>

- e. Winners will be selected through the Maybank Randomizer Programme ("**Winner(s)**") from the pool of Eligible Customers who has gained entries.
- f. Maybank reserves the right to substitute the Prizes with any other item(s) of similar market value at its reasonable discretion with twenty-one (21) calendar days' prior notice to the Winners which will be communicated on Maybank2u web and/or other platforms deemed appropriate by Maybank.
- g. iPhone 16 Pro Winners will be contacted by a Maybank representative via a phone call on the mobile phone numbers registered or recorded in Maybank's system to confirm the address for the delivery of the prize.
- h. In the event where the iPhone 16 Pro winners are not contactable after three (3) call attempts for whatsoever reason(s) or the winners wish to withdraw from the Campaign upon being contacted by Maybank's representatives, he/she will be disqualified from the Campaign.
- i. All Winners will be informed via push notification on the MAE app once the Prize has been credited into their account / delivered through the fulfilment method stipulated in table provided under Clause 4(d).
- j. Maybank is not the supplier of the other Prizes and makes no warranty or representation as to the quality, merchantability and/or the fitness for purpose of the other Prizes provided and shall not be responsible for any defect or any other loss or damage that may be suffered in connection with the other Prizes. Any dispute over the other Prizes provided by the merchant should be resolved directly between Winners and the merchants.

- k. If Prizes are not fully disbursed within this Campaign, they will not be carried forward to any future campaign.
- l. Winners will be determined after the end of the Campaign Period and will receive the Prize within sixty (60) working days from the end of the Campaign Period.
- m. In the event that the Winner dies after the notification of the Winner, the heirs, legal representative, and/or administrator of the deceased Winner may claim the Prize within 12 months from the date of the notification, failing which, Maybank has the discretion to deal with the Prize including to re-draw and/or elect any other person as the Prize Winner whichever Maybank considers appropriate.
- n. Maybank reserves the right to request for documentation or proof of identification, age, phone number and place of residence of any of the Winners and Maybank reserves the right to contact the Winners with regards to Prize giving ceremony which might take place in the future.
- o. Maybank will not ask for any banking details such as credit/debit card number and bank Transaction Authorization Code (TAC), account password, PIN or one-time password (OTP) from the Winners to claim the Prize. The Winners acknowledge and agree that Maybank reserves the rights to disqualify their participation in this Campaign or clawback any Prize 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 his or her 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.
- p. Maybank will NOT provide any replacement or substitute Prizes if the Winner rejects the Prizes sent and /or request for alternative option(s).
- q. Prizes awarded to the Winners are non-transferable and non-exchangeable for cash or other kinds, whether in part or in full.
- r. In the event that the Winner fails to comply with any Terms and Conditions of this Campaign, Maybank reserves the right to forfeit the Prizes.

5.0 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, Maybank2u Biz, Maybank2u, Maybank2e, Powerbroking2u or any of Maybank's authorised platforms provided that 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 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 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.