

## **Spend & Win a pair of “G.E.M. I AM GLORIA World Tour in Kuala Lumpur 2025” tickets with Maybank Visa Credit Cards**

### **TERMS AND CONDITIONS**

The Spend & Win a pair of “G.E.M. I AM GLORIA World Tour in Kuala Lumpur 2025” tickets with Maybank Visa Credit Cards (“Campaign”) is organized by Malayan Banking Berhad (Registration. No. 196001000142) (“MBB”). By participating in this Campaign, Eligible Cardmembers (as referred in Clause 2 below) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank shall be final and binding.

#### **1 Campaign Period**

The Campaign commences from **25 December 2024 at 12:00:00 AM MYT and expires on 12 January 2025 at 11:59:59 PM**, both dates inclusive, unless notified otherwise (“Campaign Period”).

#### **2 Eligibility**

2.1 The Campaign is open to all new and existing Principal Cardmembers of MBB Visa Credit Card(s) (which shall collectively be referred to as “**Maybank Visa Credit Cards**”) issued by Maybank (“**Cardmembers**”) who has successfully registered for the Campaign via Short Messages Service (“**SMS**”) according to Clause 3 of this Terms & Conditions.

2.2 For the 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 stand a chance to win the Prizes.

2.3 For the avoidance of doubt:

a) “**New**” Principal Cardmembers refer to:

- Those who have never become a Principal Maybank Visa Credit Cardmember; or
- Principal Cardmembers whose Maybank Visa Credit Card has been cancelled for more than six (6) weeks prior to the commencement of the Campaign.

2.4 The following persons are **NOT eligible** to participate in the Campaign:

- a) Cardmembers whose Maybank Card account(s) status is delinquent, suspended, cancelled or in breach of any Terms and Conditions of Maybank Card Agreement during the Campaign Period;
- b) Cardmembers who are in default of any facility granted by Maybank at any time;
- c) Cardholders of Maybank Commercial/ Corporate Cards;
- d) Permanent and/or contract employees of the Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department of Maybank.

2.5 “Cardmembers” who fulfill the abovementioned criteria are hereinafter referred to as “**Eligible Cardmember(s)**”.

### 3 SMS Registration

- 3.1 Registration for the Campaign is done on a one-time basis by using any of the registered telecommunication companies' ("Telco") services and must be made by the Eligible Cardmembers within the Campaign Period as below:
  - (a) Type **GEM** and send to **66628** (E.g. GEM)
- 3.2 Eligible Cardmembers must register their participation for the Campaign using the mobile phone number that is registered with Maybank. Multiple registrations using the same mobile phone number are not accepted. Only the first registration will be accepted. In the event the information provided by the Eligible Cardmembers during the registration process does not match with Maybank database, Maybank reserves the right to reject the said registration.
- 3.3 To be eligible to participate in the Campaign, the Eligible Cardmembers with multiple Maybank Cards are only required to register once within the Campaign Period.
- 3.4 Eligible Cardmembers shall be responsible to pay the standard SMS charges levied by their respective Telco for each registration sent via SMS to the designated number "66628" under the Campaign.
- 3.5 Eligible Cardmembers are responsible to ensure that the details stated in the registration SMS sent to 66628 are complete, accurate and sent within the Campaign Period. Failing which, the registration via SMS will be considered invalid and/or unsuccessful.
- 3.6 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 via SMS has been successfully sent to 66628.
- 3.7 Proof of an SMS sent to 66628 by the Eligible Cardmember shall not be considered as successful SMS registration, unless the Eligible Cardmember receives a confirmation SMS from 66628 and such confirmation SMS which is automatically generated will be sent to the same mobile phone number used for registration, subject to the SMS traffic on the respective Telco's network. The confirmation SMS shall not and never be deemed as notification that the Eligible Cardmember has been confirmed as a Winner of the Prizes.
- 3.8 Maybank reserves the right to disqualify any registration sent to 66628 through SMS due to any reason(s) including, but not limited to, duplicate registration(s), incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period and Maybank shall not, in any way, be liable and/or responsible for such disqualification.
- 3.9 Maybank is not responsible and does not have control over the SMS traffic, network failure and/or interruptions on the part of the respective Telco or Maybank's SMS service provider or for any other reason(s) whatsoever during the process of registration sent to 66628 via SMS or SMS confirmation sent from 66628 to Eligible Cardmembers which may result in the delay of the SMS registration during the Campaign Period.
- 3.10 SMS service is provided and supported by the service provider appointed by Maybank, i.e. Macro Kiosk.

## 4 Campaign Mechanics and Conditions

The details of Campaign mechanics as follows:

4.1 Upon successful SMS registration, Eligible Cardmembers will need to meet the spending requirement(s) to earn Qualifying Entries (as set out in Clause 4.2 below) and stand a chance to win Prize(s) in the manner as set out and illustrated below.

4.2 Qualifying Entries

Qualifying Entry	Spending Requirement
1 entry	For every RM200 spent with Maybank Visa Credit Cards

4.3 Entries are only applicable to Principal Cardmember.

4.4 Foreign spending equivalent to RM200 is also eligible for entries.

## 5 Prizes

The prizes to be won under this Campaign (“Prize”) is set out below: -

Prize	Spend Duration	Prize details	Total Winners
“G.E.M. I AM GLORIA 2025 World Tour in Kuala Lumpur” VIP Tickets	25 December 2024 - 12 January 2025	Two (2) tickets to “G.E.M. I AM GLORIA 2025 World Tour in Kuala Lumpur” VIP Tickets (worth RM1,996)  <u>Event Details:</u> Date: 15 February 2025 (“Event Date”) Time: 8.00pm Venue: National Stadium, Bukit Jalil	5
“G.E.M. I AM GLORIA 2025 World Tour in Kuala Lumpur” P1 Category Tickets	25 December 2024 - 12 January 2025	Two (2) tickets to “G.E.M. I AM GLORIA 2025 World Tour in Kuala Lumpur” P1 Category Tickets (worth RM1,656)  <u>Event Details:</u> Date: 15 February 2025 (“Event Date”) Time: 8.00pm Venue: National Stadium, Bukit Jalil	10

## 6 Selection of winners

Based on the Qualifying Entries earned, Eligible Cardmembers stand a chance to win the Prizes, after being shortlisted by Maybank’s randomizer program (‘Winners’).

- Selection will be carried out after the end of the Campaign Period.
- In accordance to the selection sequence of Maybank’s randomizer programme, the first Eligible Cardmembers shortlisted shall be deemed as the Winners (subject to clause 7.1 below).

## 7 Fulfillment of Prizes

- 7.1 At the time of awarding the Prizes, all Maybank Card account(s) of the Winner must not be delinquent, and/or invalid or cancelled. Otherwise, such Winner shall be disqualified from receiving the Prizes.
- 7.2 Maybank will notify the Winners through phone call. Any Winners who are unable to be reached or contacted 3 times will be automatically disqualified and Maybank reserves the right to forfeit the Prizes for the said shortlisted Winner. Consequently, winners who accept the prize(s) will receive the prize(s) via email 7 days before the event date. Any Winners who are unable to be reached or contacted will be automatically disqualified and Maybank reserves the right to forfeit the Prizes for the said shortlisted Winner.
- 7.3 Pursuant to successful notification in accordance to clause 7.2, a confirmation letter/email will be sent to the Winner's billing address or email address recorded in Maybank's system within two (2) weeks before the Event Date.
- 7.4 Announcement of the Winners (e.g. name and partially masked NRIC) will also be made on Maybank2u's website at [www.maybank2u.com.my](http://www.maybank2u.com.my) and/or Maybank social media within five (5) days before the Event Date.
- 7.5 The fulfilment of the Prizes will be done within one (1) week before the Event Date, latest by **8 February 2025**.
- 7.6 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.
- 7.7 Maybank reserves the right at its discretion to allow or disallow transfer of prizes to another person/party subject to conditions imposed by Maybank (if any).
- 7.8 All cost, fees and/or expenses incurred or to be incurred by the Winners in relation to the Campaign and/or the claiming of the Prizes, 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 **12 February 2025** to request for an inquiry. No request for any inquiry shall be entertained after **12 February 2025**.
- 7.10 Announcement of the winners will be made on M2U contest winner website within 1 week before the event date.

## 8 Additional Terms

- 8.1 SMS sent by Eligible Cardmembers to 66628 for registration purpose shall be deemed as consent to participate in the Campaign and be bound by all Terms and Conditions stipulated herein.
- 8.2 By participating in the Campaign, Eligible Cardmembers / Winners:  
(a) agree to be bound by the Terms and Conditions;

- (b) agree that all records of transactions captured by Maybank's system within the Campaign Period based on the local date and time shall be accurate, conclusive and final;
- (c) agree that Maybank's decision on all matters relating to the Campaign shall be final and binding on all Eligible Cardmembers/Winners. No further appeal or further correspondence will be entertained; and
- (d) agree that any reversal of qualified spend shall be excluded from the Campaign.

## **9 General Terms & Conditions**

9.1 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.

9.2 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 Cardmembers to be informed of or otherwise seek out any such notice validly posted.

9.3 By participating in this Campaign, Eligible Cardmembers 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.

9.4 By participating in this Campaign, Eligible Cardmembers 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 Cardmembers 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 as responses and related photographs. In this regard, Eligible Cardmembers 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).

9.5 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 Cardmembers 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.

9.6 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.

9.7 Maybank may disqualify/reject any Eligible Cardmembers 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.

9.8 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).