

Singapore Airlines KrisFlyer American Express® Credit Cards Member Get Member (MGM KF) Campaign

TERMS & CONDITIONS

1. Campaign Period

This “Singapore Airlines KrisFlyer American Express® Credit Cards Member Get Member (MGM KF) Campaign (“Campaign”) is organised by Malayan Banking Berhad (Company Registration No.: 196001000142) (“Maybank”). By participating in this Campaign, the Referrer (as defined herein) and the Referee (as defined herein) agrees to be bound by these terms and conditions (“Terms and Conditions”) and Maybank’s decision. This Campaign commences on 1st October 2024, at 00:00:00 AM MYT and ends on 31st Jan 2025, at 23:59:59 PM MYT (“Campaign Period”), both dates inclusive.

2. Eligibility

- 2.1 This Campaign is open to all principal cardmembers of **Singapore Airlines KrisFlyer American Express® Credit Cards** issued in Malaysia (“Referrer”).
- 2.2 The eligible card product to be applied by the Referrer’s referral (“Referee”) is the **Singapore Airlines KrisFlyer American Express® Platinum or Gold Credit Cards**.
- 2.3 The Campaign is opened to all new (for the Referee) and existing (for the Referrer) principal cardmembers of Maybank Card who are in good credit standing as may be determined by Maybank.
- 2.4 To be eligible for the rewards, the Referee must be a new customer of the **Singapore Airlines KrisFlyer American Express® Platinum or Gold Credit Card**.
- 2.5 For avoidance of doubt:
 - a) “new” customer refers to:
 - Those who have never become a principal cardmember of the **Singapore Airlines KrisFlyer American Express® Platinum or Gold Credit Card**; or
 - Principal cardmembers whose **Singapore Airlines KrisFlyer American Express® Platinum or Gold Credit Card** has been cancelled for more than six (6) weeks prior to the commencement of the Campaign.
- 2.6 The following persons are NOT eligible to participate in the Campaign:
 - 2.6.1 Cardmembers whose Maybank Card account(s) status is delinquent, suspended, cancelled or in breach of any Terms and Conditions of Maybank Cards Agreement during the Campaign Period;
 - 2.6.2 Cardmembers who are in default of any facility granted by Maybank at any time;
 - 2.6.5 Permanent and contract employees of the Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department of Maybank;
 - 2.6.6 Employees of Maybank’s business partners including advertising and promotion agencies, vendors, suppliers and any other persons involved in organizing, promoting and/or conducting the Campaign;
 - 2.6.7 Persons who are or have become insane, insolvent or have legal proceedings of any nature instituted against them prior to the end of the Campaign Period; and/or
 - 2.6.8 Any other persons as Maybank may decide to exclude with valid reason(s) with notice.

- 2.7 Cardmembers who fulfill the above criteria will hereinafter be referred to as “Eligible Cardmembers”.

3. Mechanics (The Referrer)

- 3.1 The Referrer must be an active principal cardmember of **Singapore Airlines KrisFlyer American Express® Credit Cards** to refer any third party as Referee for this Campaign.
- 3.2 The Referrer must first obtain the consent of the Referee to disclose his or her personal data particulars, namely, the name and contact number to Maybank so as to allow Maybank to contact the Referees. In this respect, the Referrer hereby consents to Maybank disclosing the Referrer’s personal data to the Referee if the Referee requests so.
- 3.3 To make a referral of a Referee to Maybank, the Referrer must perform the following:
- SMS MGMKF <space> Name of your referee <space> Mobile number of your referee <space> your KF membership no to 66628*
- (e.g. MGMPLAT DavidLim 60121234567 88XXXXXXX)
- 3.4 Upon approval by Maybank of the Referee’s application for **Singapore Airlines KrisFlyer American Express® Credit Cards**, the Referrer will be rewarded with a one-off amount of two thousand (2,000) Krisflyer miles, within eight (8) weeks from approval of the Referee’s application.
- 3.5 Referrer must provide the valid and active KF membership number for Maybank to credit the KF miles. It will be Referrer’s responsibility to ensure the KF membership details given are accurate and any inconsistency or wrong information provided may result in non-rewarding of the KF miles. Any dispute relating to the awarding of the KF miles must be raised to Maybank within ninety (90) days from the end of the Campaign Period, failing which Maybank will not entertain any request from the Referrer.
- 3.6 A total of four million (4,000,000) KF miles (up to two thousand (2,000) successful Referees’ application) is allocated for this Campaign on first come first-serve-basis.

5. Other Terms and Conditions

- 5.1 All Campaign rewards (points and/or vouchers) are not exchangeable for cash, credit or kind and is given subject to availability. Maybank reserve the right to replace the rewards with item(s) of equivalent value with twenty-one (21) calendar days’ prior notice.
- 5.2 Maybank, its related corporations, employees and/or independent contractors shall not be liable for any loss, injury, liabilities, expense or damage whatsoever or howsoever incurred or sustained by the New Cardmembers and/or any other person by reason of, arising from or in connection with the Campaign and/or the usage of the reward vouchers of any of the merchant.

6. General Terms & Conditions

- 6.1 For purposes of this Clause, the 'Referrer', 'Referee' and 'New Cardmember' shall collectively be referred to as "**Eligible Customers**".
- 6.2 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.
- 6.3 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.
- 6.4 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.
- 6.5 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:

- 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 as 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).

- 6.6 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.
- 6.7 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.

- 6.8 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.
- 6.9 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 1 800 88 0886 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.