

Merchant RM30 Sign-Up Bonus Campaign 2024

Terms & Conditions



Merchant RM30 Sign-Up Bonus Campaign 2024 (“**Campaign**”) is organised by Malayan Banking Berhad (Registration No.:196001000142) (“**Maybank**”) and shall be subjected to these Terms and Conditions herein. By participating in this Campaign, Eligible Merchants (as defined in Clause 2.0 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, conclusive and binding.

1.0 Campaign Period

This Campaign commences on 1 October 2024 at 12.00:00 AM (MYT) and will end on 31 December 2024 at 11:59:59 PM (MYT), both dates inclusive, or until the Total Capping [as stipulated in the table in Clause 3.0 (a) (2) below] is exhausted, whichever is the earlier (“**Campaign Period**”).

2.0 Eligibility and Platform

- a) This Campaign is open to all individuals who agrees to download and install the Maybank QRPayBiz app (“**Campaign Platform**”) on their mobile device(s) and to set up and use the service.
- b) The eligibility of users for the Maybank QRPayBiz app is governed by the Terms and Conditions of the respective Campaign Platform.
- c) All individuals who register and onboard for the first time as new merchants during the Campaign Period, via the Campaign Platform with the following criteria:
 - a. Register as ‘Single-Store’ under type of business; and
 - b. Register with the following ID Type:
 - i. NRIC No.;
 - ii. PRIC No.;
 - iii. Passport No.;
 - iv. Army ID; or
 - v. Police ID
- d) All individuals who have fulfilled the above criteria will hereinafter be referred to as the (“**Eligible Merchants**”).

3.0 Campaign Mechanics and Conditions

- a) During the Campaign Period, all Eligible Merchants have a chance to receive one (1) time Sign-Up Bonus of RM30.00, upon registration and onboarding for the first time with the Campaign Platform within the Campaign Period, and fulfilling the criteria below:

1	Sign-Up Bonus	RM30.00
2	Total Sign-Up Bonus available	Limited to the first 31,666 Eligible Merchants who achieve the Minimum Qualifying Transaction below

3	Maximum Sign-Up Bonus entitled Per Eligible Merchant	Each Eligible Merchant is entitled for 1 (one) Sign-Up Bonus only
4	Minimum Qualifying Transaction	<p>Successfully receive 30 (thirty) unique DuitNow QR transaction*, minimum of RM10.00 in value per transaction, within the next 30 (thirty) calendar days of successful registration and onboarding.</p> <p>*Unique DuitNow QR Transactions means that the transactions have to be received from different customers. If a customer made two (2) DuitNow QR transactions, it would only qualify as one (1) unique DuitNow QR transaction.</p>

- b) One (1) time Sign-Up Bonus shall only be available for Eligible Merchants who have their first registration and onboarding of the Campaign Platform during the Campaign Period, any attempt(s) to register for the Campaign Platform before or after the Campaign Period, will not be entitled for the Sign-Up Bonus.
- c) For the avoidance of doubt, the opportunity to obtain the Sign-Up Bonus will only be valid during the Campaign Period and is not valid in conjunction with other promotions, discounts, or vouchers.

4.0 Sign-Up Bonus Reward

- a) The RM30 Sign-Up Bonus will be credited to the Eligible Merchant's registered bank account within 60 working days post-campaign, subject to successful validation and compliance of requirements under Clause 2.0 on Eligibility and Platform, and fulfilment of Campaign Conditions under Clause 3.0 (a).
- b) The Sign-Up Bonus is non-transferable and cannot be exchanged for any other form of reward.
- c) Under no circumstances that Eligible Merchant is allowed to make DuitNow QR transactions for their own DuitNow QR Code using their own Maybank's account. Any Eligible Merchant which makes any DuitNow QR transaction from their own account in attempt to achieve the Campaign criteria will be automatically disqualified from the Campaign.
- d) Any suspicious account activities (determined solely by Maybank), such as but not limited to, the same customer who purchases from Eligible Merchant's DuitNow QR repeatedly in attempt to increase number of orders and sales or manipulate the sales activities in any manner, will entitle Maybank to remove the Eligible Merchant without prior notice.
- e) Maybank reserves the right to substitute the RM30 Sign-Up Bonus with any other item of equivalent value at its discretion by giving twenty-one (21) days' notice to the Eligible Merchants, the notice of which shall be posted through Maybank2u website at www.maybank2u.com.my.
- f) In the case where a Sign-Up Bonus was credited to any merchant including any Eligible Merchants in violation of Clause 3.0 (a) for any reason whatsoever, including but not limited to undisclosed or undiscovered technical failure, whether such transaction was made

inadvertently or maliciously, Maybank reserves the right to immediately take appropriate action on such merchant's account for the invalid amount.

5.0 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, 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 Merchants to be informed of or otherwise seek out any such notice validly posted.
- c) By participating in this Campaign, Eligible Merchants agree to access to 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 Merchants 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 Merchants 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 as responses and related photographs. In this regard, Eligible Merchants 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 Merchants 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 Merchants 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 Merchants may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my