

Maybank2u and MAE - U Mobile X Maybank Reload Promotional Campaign Terms & Conditions

Maybank2u and MAE - U Mobile X Maybank Reload Promotional Campaign (“Campaign”) is organised by Malayan Banking Berhad (Registration No.: 196001000142) (“Maybank”) in collaboration with U Mobile Sdn Bhd (Registration No: 199101013657 (223969-U) (“U Mobile”) both collectively referred as “The Organiser” and shall be subjected to these Terms and Conditions herein. By participating in this Campaign, 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 this Campaign shall be final and binding.

1.0 Eligibility

- a) This Campaign is open to individuals:
 - i. Who have active Maybank2u (M2U) ID/account [including Maybank Anytime Everywhere (“MAE”) customers]; and
 - ii. All U Mobile prepaid users who are residents of Malaysia.
- b) This Campaign is open to individuals who are eighteen (18) years of age and above with valid identification documents. For individuals below the age of eighteen (18) years (“Minor”), they must obtain the consent from their parent(s) and/or legal guardian in order to participate in this Campaign. The use of the Maybank2u web, MAE App and MAE account is an acknowledgement to Maybank that the Minor has obtained the prior consent from his or her parent(s) and/or legal guardian. These Terms and Conditions will be applicable and binding to the Minor’s parent(s) and/or legal guardian in substitution of the applicability of these Terms and Conditions on the Minor.
- c) All individual customers who have fulfilled the above criteria will hereinafter be referred to as “Eligible Customers”. Eligible Customers would be automatically eligible to participate in this Campaign.

2.0 Campaign Mechanics and Conditions

- a) This Campaign will commence on 31 August 2024, at 12:00:00 AM (MYT) and ends on 31 October 2024, at 11:59:59PM (MYT) [both dates inclusive] (“Campaign Period”).
- b) The Campaign Period is split into 2 Campaign Months.

Month	Date
Month 1	31 August 2024 - 30 September 2024
Month 2	1 October 2024 - 31 October 2024

- c) **Eligible Customer** must make an **Eligible Transaction** within the Campaign Period to be eligible to win **Prizes** as stipulated below:
 - i. 100% Cashback via Prepaid Credit (capped at RM35,000 per Campaign Month and capped RM70,000 for the entire Campaign Period);
 - ii. RM1000 Cuti-Cuti Malaysia Travel Voucher (10 Winners per Campaign Month and total of 20 Winners for the entire Campaign Period).
- d) **Eligible Transaction** shall mean:
 - i. Perform a successful prepaid reload of any amount to **U Mobile Reload** via Maybank2u website or MAE App and subscribe to an Internet Plan with a minimum

value of RM35.00, such as UMI50, UMI36, GX38, GX43, U35, U40, or U50 via MyUMobile App or UMB 118 within the Campaign Period; or

- ii. Perform a successful prepaid reload to **U Mobile U Prepaid Plans, U Mobile GX Plans or U Mobile UMI Plans** with a minimum value of RM35.00 such as UMI50, UMI36, GX38, GX43, U35, U40 or U50, directly via Maybank2u website or MAE App within the Campaign Period.

e) Examples of Eligible Transaction to win Prizes.

Transaction	Reload	Internet Plan	Remarks
Transaction 1	Perform Reload of any amount via MAE App	Subscribe to GX38 Internet Plan via UMB 118	Eligible as the Reload is done via MAE App and subscribe the Internet Plan (above RM35.00) via the U Mobile Channel.
Transaction 2	Perform a Reload of RM50.00 on via MAE App	Subscribe to GX30 Internet Plan via MyUMobile App	Not eligible as the Internet Plan is less than RM35.00.
Transaction 3	No action	Purchase U40 Internet Plan via MAE App or Maybank2u website	Eligible as the Purchase of Internet Plan is RM35.00 and above and done via MAE App or Maybank2u website.
Transaction 4	Perform a Reload of RM30.00 via non-Maybank's Channel	Subscribe to U Prepaid 50 Internet Plan via MyUMobile App	Not eligible as the Reload is not done via Maybank2u website or MAE App.

3.0 Prize Fulfilment

- a) The Organiser 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 website and U Mobile website and/or other platforms deemed appropriate by the Organiser.
- b) Eligible Customers that have performed Eligible Transactions will be selected as Winner(s) based on the winner selection criteria as below:

Prize Category	Winner Selection	Prize Capped
100% Cashback via Prepaid Credit ("Cashback Prize")	Every 200th successful Eligible Transaction will be selected on a monthly basis. For example, every 200th, 400th, 600th and so forth.	Total cashback is capped at RM35,000 per Campaign Month, (RM70,000 for the entire Campaign Period)
RM1000 Cuti-Cuti Malaysia Travel Voucher ("Voucher Prize")	Every 67th successful Eligible Transaction will be selected on a monthly basis. For example, the 67th, 134th, 201st and so forth.	Voucher Prize is limited to 10 Winners per Campaign Month, (20 Winners for the entire Campaign Period)

- c) Winners will be selected and announced on U Mobile website within ninety (90) days after the Campaign Period. Fulfilment of Prizes will be done by U Mobile on/before 29 January 2025.
- d) In the event that the Winner fails to comply with any Terms and Conditions of this Campaign, the Organiser reserves the right to forfeit the Prize of the said Winner.
- e) The Prizes are further subject to the additional conditions:

100% Cashback via Prepaid Credit's T&C

- i. The Winners will receive Cashback equivalent to the amount of the U Mobile Internet Plans purchased via Prepaid Credit.
- ii. U Mobile will notify the Winners of their entitlement to receive the Cashback via SMS.
- iii. The Cashback will be credited into the Winners' Prepaid accounts (the same MSISDN used to perform the transactions).
- iv. U Mobile will only make one (1) attempt to credit the Cashback to the Winners' Prepaid accounts. In the event that such attempt failed due to any reasons whatsoever, the Prizes will be forfeited.

RM1000 Cuti-Cuti Malaysia Travel Voucher's T&C

- i. The shortlisted Winners will be contacted by U Mobile representative via call and required to answer one (1) question correctly. If the question is not answered correctly after two (2) attempts, OR if U Mobile is unable to contact the shortlisted Winners after two (2) call attempts, he/she will be disqualified and the next shortlisted Winners in sequence will be contacted.
 - ii. A digital travel voucher will be sent to the selected Winners (via mediums that U Mobile deemed appropriate).
 - iii. The selected Winners must then contact the travel agency via either of following medium to redeem their travel package:
 - Email: travelvoucher@applevacations.my
 - Phone Number: 03-2705 8278 or 03-2705 8299
 - WhatsApp Message: 011-1639 8278
 - iv. The voucher is not refundable, not transferable and not exchangeable for cash.
 - v. The voucher MUST be redeemed and used by the selected Winners (IC verification is required upon redemption).
 - vi. The voucher will only be eligible for the Winners to redeem for local flight and local hotel only; other travel destinations will not be allowed.
 - vii. The Winners may pay the difference at the time of booking if the amount exceeds the travel voucher; however, no refund will be entertained for purchase worth less than the travel voucher.
 - viii. The validity of the travel voucher is for twelve (12) months duration from date of issuance upon announcement of Winners via U Mobile website.
 - ix. The travel voucher is only redeemable with travel agency named "Apple Vacations Sdn Bhd".
 - x. The original travel voucher must be presented upon redemption at Apple Vacations Sdn Bhd.
- f) Winners must ensure that their U Mobile Prepaid account is active during the Campaign Period and until the fulfilment of Prizes. "Active" means able to make and receive calls.

- g) There is no limit on the entries or Prizes for each Eligible Customer for the Cashback Prize during the Campaign Period. However, each Eligible Customer is only entitled to win one (1) Travel Voucher Prize for the entire Campaign Period.
- h) The Prizes are given on an "as is" basis and are not transferable or exchangeable for cash, in full or in part. The Organiser reserves the right to substitute the Prizes with another voucher or an item of similar value at any time without prior notice.
- i) The Organiser reserves the right at its discretion to reschedule any Prize issuance without prior notice. The Winners' names may be published on the U Mobile website or through any other method of communications deemed appropriate by the Organiser. During the Winners call, Winners will be informed and will give consent for their names to be announced on the U Mobile websites.
- j) Any Prizes shown on The Organiser's website, social media pages, advertisements and Campaign materials are for photography or illustration purposes only.

General Terms & Conditions

- a) The Organiser 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) The Organiser 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.
- 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 the Organiser 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 the Organisers respectively for:

- i. the purposes of the Campaign; and
- ii. marketing and promotional activities conducted by the Organizer for this Campaign, 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 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) The Organiser and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by the Organiser 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 the Organiser.
- f) The Organiser 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 the Organiser.
- g) The Organiser 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.