



Maybank and Troopers, Try Troopers Manpower Solutions Campaign

Terms & Conditions

Maybank and Troopers, Try Troopers Manpower Solutions Campaign (“**Campaign**”) is organized by Malayan Banking Berhad (Registration No. 196001000142) (collectively referred to as “**Maybank**”) and Troopers Innovation Sdn.Bhd. (Company No. 201701026208/1240374-W) (“**Troopers**”) shall be subjected to the Terms and Conditions herein. By participating in this Campaign, Eligible Customers (as defined in Clause 2.0 below) hereby expressly agree to be bound by these terms and conditions of this Campaign as stated herein (“**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 31st July 2024 at 12.00:00 AM (MYT) and will end on 31st October 2024 at 11:59:59 PM (MYT) both dates inclusive, or until the redemption of promotion has reached its limit (as stipulated in the table in Clause 3.0(d) below), whichever is the earlier (“**Campaign Period**”).

2.0 Eligibility

This Campaign is open exclusively to existing Maybank SMEs customers that have account with Maybank (“**Eligible Customers**”).

3.0 Campaign Mechanics and Conditions

To be entitled for this Campaign, Maybank SMEs would need to fulfill the following criteria within the Campaign Period:

- a) Maybank SMEs is to sign-up to Troopers using promo code “**MBBTROOPERS**” received via Maybank communication channel which are on Push Notification via MAE app, Maybank2u Biz App or Electronic Direct Mailer (EDM).
 - i. Based on the dynamic Troopers’s link provided in Maybank landing page, it will bring Maybank SMEs to Troopers’ customer information page where SMEs will have to key in their company Name, Business Designation, Business Email Address, Business Contact Number, and email address for a Troopers partnership representative to contact them via phone call and or email to further explain on Troopers’ manpower solutions such.
 - ii. In Troopers’ customer information page, Maybank SMEs will have to use the promo code “**MBBTROOPERS**” as the referral code to claim RM0.00 service fees for their first 1-month’s invoice with Troopers.
- b) This is only eligible for SME clients who are trying Troopers out for the first time. This service fee waiver does not include other costs such as Manpower costs that will still need to be borne by clients.
- c) Eligible Customers are entitled only one time (1x) free trial for the 1st month by using the promo code.
- d) This promotional offer from Troopers is capped to the first 1,000 SME clients during the campaign period
- e) Eligible Customers use of Troopers and Troopers Platform’s products and services is at the Eligible Customers sole discretion and risk.
- f) Eligible Customers agree and acknowledge that Maybank is not responsible or liable in any way and make no representations or warranties of any kind with respect to Troopers and Troopers Platform and Eligible Customers use of the products and services of Troopers.

4.0 Selection of Eligible Customers for the Campaign

- a) Maybank reserves the right to request for any documentation or written proof of identification, age, and place of business of the Eligible Customers for verification purposes to ensure compliance with these Terms & Conditions.
- b) Maybank reserves the right to share the Eligible Customers' contact details with Troopers in order to validate the Eligible Customer compliance with these Terms & Conditions.

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, M2U app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
- b) Any Party may 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 a 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 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.
- e) 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).

- f) Neither Party nor its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank or Troopers, whichever is applicable for the purposes of this Campaign) shall 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 or Troopers, whichever is applicable.
- g) Neither Party shall 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 or Troopers, whichever applicable.

- h) 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.
- i) 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.