



Top Up Work+ Business Campaign (“Campaign”) Terms & Conditions (Conventional Accounts)

This Campaign is organised by Malayan Banking Berhad (Registration No. 196001000142 (3813-K)) (“Maybank”). By participating in this Campaign, Eligible Customers (as defined below) hereby expressly agree to be bound by these Terms & Conditions and the decisions made by Maybank. This Campaign commences on 1st April 2024 at 12.00a.m. (MYT) and will end on 30th September 2024 11.59p.m. (MYT) both dates inclusive) (“Campaign Period”).

Definition

“Maybank”	means Malayan Banking Berhad (Registration No. 196001000142 (3813-K)), a company incorporated in Malaysia and having its registered office at 14 th Floor, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur.
“Campaign”	means the Top Up Work+ Business Campaign.
“Campaign Period”	means the period from 1st April 2024 at 12.00a.m. (MYT) and will end on 30th September 2024 11.59p.m. (MYT) both dates inclusive, both dates inclusive.
“Eligible Customers”	means any customer fulfilling the requirements in Clause 1(a), (b) and (c) below.
“Payroll Account”	means the Maybank account which the customers use to debit the payroll amount.
“Active in Payroll Transaction”	means the customers that performed the payroll transaction for every respective month during the entire Campaign Period via the selected payroll platforms which are M2uBiz Bulk Payment, Maybank Autocredit (MAS) and M2e Regional Cash Management System.

Eligibility

- 1) This Campaign is open to the following customers:
 - a) New and existing Maybank business customers under the Small Medium Enterprise (“SME”) and Business Banking (“BB”) category that are active in payroll transactions comprising of sole-proprietorships, partnerships, private limited companies, societies and professional bodies.
 - b) New and existing Maybank customers with Maybank Payroll under the SME and BB segments and sign up for Work+ by performing payroll transaction every month;
 - c) Subscribe to Work+ by having at least 1 employee salary crediting with Maybank.



Campaign Mechanics

Campaign Interest

- 2) Eligible Customers shall earn an interest on the incremental average daily balance (“Incremental ADB”) in the Payroll Account for each respective month during the Campaign Period (“Campaign Interest”).

Conventional Accounts	PIDM Insurability Status
<ul style="list-style-type: none"> • Corporate Current Account • SME First Account • Basic Current Account for SME 	<ul style="list-style-type: none"> • Maybank and Maybank Islamic are members of Perbadanan Insurans Deposit Malaysia (“PIDM”). • Protection by PIDM is subject to insurability criteria. Please refer to the list of insured deposits displayed at www.maybank2u.com.my for further details.

- 3) Incremental ADB in the Payroll Account refers to the difference in the Average Daily Balance during the Campaign Period as compared to the ADB in the Payroll Account for the moving baseline under clause (4) below.

4) Moving Baseline

i) New customers : Baseline = ADB would be considered as zero.

ii) Existing customers : Baseline = Average Daily Balance (ADB) of Moving Baseline

Note: Moving Baseline is the Incremental ADB is calculated based on the previous month. Example as follows:

Month (Payout)	Moving Baseline (Month)
April'24	March'24
May'24	April'24
June'24	May'24
July'24	June'24
Aug'24	July'24
Sept'24	Aug'24



5) Average Daily Balance (ADB)

i) New customers : For Payroll Accounts opened during the Campaign Period, the ADB for the respective month in which the Payroll Account was opened is determined by computing the sum of every day-end balance to the last day of the calendar month divided by the number of days in that month.

ii) Existing customers : For Payroll Accounts opened before the Campaign Period, the ADB in the Payroll Account for the respective month is determined by computing the sum of every day-end balance in the Payroll Account in that month divided by the number of days in that month.

6) The Incremental ADB must be RM100,000 and a maximum of RM5,000,000.00 for the Payroll Account.

7) Eligible Customers must also maintain a minimum month end balance of RM50,000 in their respective Payroll Accounts in order to qualify for this Campaign.

8) The Campaign Interest rates are only applicable during the Campaign Period.

9) If Eligible Customers use Maybank as a Main Banker (as defined in Clause 10), the Eligible Customer will get additional interest rates based on the Incremental ADB as per Table 1 below.

10) Using Maybank as Main Banker means the Eligible Customer uses any one of the payroll platforms i.e M2uBiz Bulk Payment, Maybank Autocredit (MAS) or M2e Regional Cash Management System to perform the transaction for payment of utilities bills (electrical bills, water bills and so on) and payment to statutory bodies every month (KWSP, LHDN and so on).

11) If an Eligible Customer has either a Merchant or Business Loan, the Eligible Customer will get additional interest rates based on the Incremental ADB as per Table 1 below.



Rates for 1stApril'24 - 30th September'24

Incremental ADB (RM)	Payroll only	Payroll & Merchant OR Business Loan	Payroll & Use Maybank as Main Banker
RM100,000 to RM300,000	0.20% p.a	An additional 0.20% p.a	An additional 0.20% p.a
> RM300,000 to RM1,000,000	0.35% p.a	An additional 0.25% p.a	An additional 0.25% p.a
>RM1,000,000 to RM5,000,000	0.35% p.a	An additional 0.30% p.a	An additional 0.35% p.a

Table 1: Incremental ADB

Note:

1. The Campaign Interest rate is calculated based on the Incremental ADB.
2. The rates may be revised accordingly to reflect the changes of the Overnight Policy Rate (OPR) set by Bank Negara Malaysia.

Formula for additional interest rate calculation:

$$\frac{\text{Incremental ADB} \times \text{Campaign Interest Rate} \times \text{No. of Days in a month}}{\text{No of Days in a Year}}$$

Formula for average daily balance (ADB):

The Average Daily Balance (ADB) in the Payroll Account for each month is determined by computing the sum of every day-end balance in the Payroll Account in that month divided by the number of days in a month starting from the month that the customer opens the current account.

$$\text{Average Daily Balance} = \frac{\text{Sum of 1 month Daily End of day balances in the Eligible Account}}{\text{Number of days in a month}}$$

Leap year = 366 days in a year

Non-leap year = 365 days in a year

**Rates for 1st April'24 - 30th September'24****Sample 1**

Interest earned for an account with Incremental ADB balance of RM300,000 is as follows:

Average Daily Balance	Interest Rate Payroll Only	Payroll With Merchant or Business Loan	Payroll Use Maybank as main banker	Calculation	Interest Earned (RM)	Campaign Type
RM100,000 to RM300,000	0.20% p.a	No	No	Max. RM300,000 Incremental ADB x 0.20% x 30/365	49.31	Top Up Work+ Business (Multi-Tier)
RM100,000 to RM300,000	0.20% p.a	Yes	No	Max. RM300,000 Incremental ADB x 0.40% x 30/365	98.63	
RM100,000 to RM300,000	0.20% p.a	No	Yes	Max. RM300,000 Incremental ADB x 0.40% x 30/365	98.63	
RM100,000 to RM300,000	0.20%p.a	Yes	Yes	Max. RM300,000 Incremental ADB x 0.60% x 30/365	147.94	

Sample 2

Interest earned for an account with Incremental ADB balance of RM1.0mil is as follows:

Average Daily Balance	Interest Rate Payroll Only	Payroll With Merchant or Business Loan	Payroll Use Maybank as main banker	Calculation	Interest Earned (RM)	Campaign Type
>RM300,000 to RM1,000,000	0.35%p.a	No	No	Max. RM1,000,000 Incremental ADB x 0.35% x 30/365	287.67	Top Up Work+ Business (Multi-Tier)
>RM300,000 to RM1,000,000	0.35%p.a	Yes	No	Max. RM1,000,000 Incremental ADB x 0.60% x 30/365	493.15	
>RM300,000 to RM1,000,000	0.35%p.a	No	Yes	Max. RM1,000,000 Incremental ADB x 0.60% x 30/365	493.15	
>RM300,000 to RM1,000,000	0.35%p.a	Yes	Yes	Max. RM1,000,000 Incremental ADB x 0.85% x 30/365	698.63	

Sample 3

Interest earned for an account with Incremental ADB balance of RM5.0mil is as follows:

Average Daily Balance	Interest Rate Payroll Only	Payroll With Merchant or Business Loan	Payroll Use Maybank as main banker	Calculation	Interest Earned (RM)	Campaign Type
>RM1,000,000 to RM5,000,000	0.35%p.a	No	No	Max. RM5,000,000 Incremental ADB x 0.35% x 30/365	1438.35	Top Up Work+ Business (Multi-Tier)
>RM1,000,000 to RM5,000,000	0.35%p.a	Yes	No	Max. RM5,000,000 Incremental ADB x 0.65% x 30/365	2671.23	
>RM1,000,000 to RM5,000,000	0.35%p.a	No	Yes	Max. RM5,000,000 Incremental ADB x 0.70% x 30/365	2876.71	
>RM1,000,000 to RM5,000,000	0.35%p.a	Yes	Yes	Max. RM5,000,000 Incremental ADB x 1.00% x 30/365	4109.58	



Others:

- 12) Treatment of Eligible Customers with multiple Payroll Accounts.
 - a. For Eligible Customers who have multiple active Payroll Accounts, the Campaign Interest will be paid to all Payroll Accounts that meet the Campaign criteria as per Table 1 above.
- 13) Only those who have active Payroll Accounts shall be eligible to participate in this Campaign.
- 14) The Campaign Interest will be credited into the Payroll Account within ninety (90) business days after a completed month or on such other date as determined by Maybank. In the event that the Payroll Account is closed before the Campaign Interest is credited, no additional interest shall be paid to the Payroll Account holder. There is no separate individual notification to customers and verification process, should the customer fulfil the criteria, and the interest shall be paid to the Payroll Account holder.
- 15) After the Campaign Period, no Campaign Interest shall be awarded to the Payroll Account.
- 16) Eligible Customers may be entitled for the Campaign Interest in one of the calendar months, but may not be entitled for the Campaign Interest in the following month due to non-fulfilment of any eligibility criteria as per clause (6) and (7) under the Campaign Mechanics for the Campaign Interest.
- 17) Eligible Customer whose Payroll Accounts have been suspended for any reason or whose accounts have been frozen due to any Court Orders based on Anti-Money Laundering and Anti-Terrorism Financing Act 2001 (AMLATFA 2001) and/or whose accounts have been under overdrawn status shall not be eligible to participate in this Campaign.

General Terms and Conditions

- i. 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.
- ii. 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.

- iii. 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.
- iv. 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.
- v. 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 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).

- vi. 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 the any gross negligence or omission by Maybank.
- vii. 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.



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- viii. 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.
- ix. These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
- x. In the event of any inconsistency between the English and Bahasa Malaysia versions of the Terms and Conditions, the English version will prevail.

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.



Top Up Work+ Business Campaign (“Campaign”) Terms & Conditions (Islamic Accounts)

This Campaign is organised by Maybank Islamic Berhad (Company Reg. No.: 200701029411). By participating in this Campaign, Eligible Customers hereby expressly agree to be bound by these Terms & Conditions and the decisions made by the Bank. This Campaign commences from 1st April 2024 (12.00AM) to 30th September 2024 (11.59PM) (“Campaign Period”)

Definition

“Bank”	Maybank Islamic Berhad (200701029411) a company incorporated in Malaysia and having its registered office at 15 th Floor, Tower A, Dataran Maybank, No 1, Jalan Maarof, Kuala Lumpur.
“Campaign”	means the Top Up Work+ Business Campaign.
“Campaign Period”	means the period from 1st April 2024 (12.00AM) until 30th September 2024 (11.59PM), both dates inclusive.
“Campaign Bonus Profit”	the Campaign Bonus Profit rate is calculated based on the moving ADB Baseline
“Eligible Customers”	means any customer fulfilling the requirements in Clause 1(a),(b) and (c) below.
“Payroll Account”	means the Bank accounts which the Eligible Customers use to debit the payroll amount.
“Active in Payroll Transaction”	means the customers that perform the payroll transaction for every respective month during the entire Campaign Period via the selected payroll platforms i.e. M2uBiz Bulk Payment, Maybank Autocredit (MAS) and M2e Regional Cash Management System.

Eligibility

- 1) This Campaign is open to the following customers, herein refers to as “Eligible Customers”:
 - d) New and existing Bank business customers under the Small Medium Enterprise (“SME”) and Business Banking (“BB”) category that are Active in Payroll Transactions comprising of sole-proprietorships, partnerships, private limited companies, societies and professional bodies.
 - e) New and existing Bank customers with Maybank Payroll under the SME and BB segments and sign up for Work+ by performing payroll transaction every month.
 - f) Subscribe to Work+ by having at least 1 employee salary crediting with Maybank.



Campaign Mechanics

Campaign Bonus Profit

- 2) Eligible Customers shall earn Bonus Profit on the incremental Average Daily Balance (“ADB”) in the Payroll Account for each respective month during the Campaign Period (“Campaign Bonus Profit”)

- 3) The Participating Payroll Accounts are:-
 - a. Premier Mudharabah Account-i (SME & BB)
 - b. SME First Investment Account-i
 - c. Current Account-i
 - d. Basic Current Account-i for SME
 - e. SME First Account-i

*Maybank Islamic Berhad is a member of Perbadanan Insurans Deposit Malaysia (PIDM).

** Protection by PIDM is subject to insurability criteria. Please refer to the list of insured deposits at www.maybank2u.com.my for further details.

- 4) Incremental Average Daily Balance (“Incremental ADB”) in the Payroll Account refers to the difference in the ADB during the Campaign Period as compared to the ADB in the Payroll Account for previous month (“Baseline”).

4.1 Baseline

- i. New customers : Baseline = ADB would be considered as zero.
- ii. Existing customers : Baseline = Average Daily Balance (ADB) of the previous month.

4.2 Average Daily Balance (ADB)

- i. New customers : For Payroll Accounts opened **during** the Campaign Period, the ADB for the respective month in which the Payroll Account was opened is determined by computing the sum of every day-end balance from the day opened to the last day of the calendar month divided by the same total number of days.
- ii. Existing customers : For Payroll Accounts opened **before** the Campaign Period, the ADB in the Payroll Account for the respective month is determined by computing the sum of every day-end



balance in the Payroll Account in that month divided by the number of days in that month.

- 5) The Incremental ADB must be RM100,000 and a maximum of RM5,000,000.00 for the Payroll Account.
- 6) Eligible Customers must also maintain a minimum month end balance of RM50,000 in their respective Payroll Accounts in order to qualify for this Campaign.
- 7) The Campaign Bonus Profit rates are only applicable during the Campaign Period.
- 8) If Eligible Customers use the Bank as a main banker, the Eligible Customer will get additional Bonus Profit based on the Incremental ADB as per Table 1 below.
- 9) Using the Bank as a Main Banker means the customer uses any one of the payroll platforms i.e M2uBiz Bulk Payment, Maybank Autocredit (MAS) or M2e Regional Cash Management System to perform the transaction for payment of utilities bills (electrical bills, water bills and so on) and payment to statutory bodies every month (KWSP, LHDN and so on).
- 10) If an Eligible Customer holds either Islamic Merchant or Business Financing, the Eligible Customer will get additional Bonus Profit based on the Incremental ADB as per Table 1 below.

Bonus Profit Rates for 1 April 2024 - 30 September 2024.

Incremental ADB (RM)	Indicative Profit Rate (Board)	Bonus Profit (p.a.) - Payroll Only		Bonus Profit (p.a.) - Payroll & Islamic Merchant/Business Financing		Bonus Profit (p.a.) - Payroll & Use the Bank as Main Banker		End Rate
		Daily Fund-i	Deposit	Daily Fund-i	Deposit	Daily Fund-i	Deposit	
100,000 to 300,000	0.15%	0.20%	0.20%	0.10%	0.20%	0.15%	0.20%	0.60%
>300,000 to 1,000,000	0.15%	0.25%	0.35%	0.20%	0.25%	0.25%	0.25%	0.85%
>1,000,000 to 5,000,000	0.15%	0.30%	0.35%	0.25%	0.30%	0.30%	0.35%	1.00%

Table 1: Incremental ADB

Note:

1. The Campaign Bonus Profit rate is calculated based on the moving ADB Baseline.
2. The rates may be revised accordingly to reflect the changes of the Overnight Policy Rate (OPR) set by Bank Negara Malaysia, if any.



Formula for Bonus Profit rate calculation:

$$\text{Bonus Profit} = \frac{\text{Incremental ADB} \times \text{Bonus Profit} \times \text{No. of Participating Days}}{\text{No. of days in a year}}$$

Formula for average daily balance (ADB):

$$\text{Average Daily Balance} = \frac{\text{Sum of daily end day balances throughout the respective month}}{\text{No. of days in the respective month}}$$

^Leap year = 366 days in a year

Non-leap year = 365 days in a year

Daily Fund-i Bonus Profit Rates for 1 April 2024 - 30 September 2024

Sample 1

Bonus Profit earned for an account with Incremental ADB balance of RM250,000 is as follows:

ADB Range	With Islamic Merchant or Business Financing	Using the Bank as main banker	Total Bonus Profit Rate with Payroll	Calculation	Bonus Profit Earned (RM)	Campaign Type
RM100K to RM300K	No	No	0.20%	Max. RM250,000 Incremental ADB x 0.20% x 30/365	41.10	Top Up Work+ Business (Multi-Tier)
RM100K to RM300K	Yes	No	0.30%	Max. RM250,000 Incremental ADB x 0.30% x 30/365	61.64	
RM100K to RM300K	No	Yes	0.35%	Max. RM250,000 Incremental ADB x 0.35% x 30/365	71.92	
RM100K to RM300K	Yes	Yes	0.45%	Max. RM250,000 Incremental ADB x 0.45% x 30/365	92.47	

Sample 2

Bonus Profit earned for an account with Incremental ADB balance of RM1.0 mil is as follows:

ADB Range	With Islamic Merchant or Business Financing	Using the Bank as main banker	Total Bonus Profit Rate with Payroll	Calculation	Bonus Profit Earned (RM)	Campaign Type
Above RM300K to RM1M	No	No	0.25%	Max. RM1,000,000 Incremental ADB x 0.25% x 30/365	205.48	

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Above RM300K to RM1M	Yes	No	0.45%	Max. RM1,000,000 Incremental ADB x 0.45% x 30/365	369.86	Top Up Work+ Business (Multi-Tier)
Above RM300K to RM1M	No	Yes	0.50%	Max. RM1,000,000 Incremental ADB x 0.50% x 30/365	410.96	
Above RM300K to RM1M	Yes	Yes	0.70%	Max. RM1,000,000 Incremental ADB x 0.70% x 30/365	575.34	

Sample 3

Bonus Profit earned for an account with Incremental ADB balance of RM2.0 mil is as follows:

ADB Range	With Islamic Merchant or Business Financing	Using the Bank as main banker	Total Bonus Profit Rate with Payroll	Calculation	Bonus Profit Earned (RM)	Campaign Type
Above RM1M to RM5M	No	No	0.30%	Max. RM2,000,000 Incremental ADB x 0.30% x 30/365	493.15	Top Up Work+ Business (Multi-Tier)
Above RM1M to RM5M	Yes	No	0.55%	Max. RM2,000,000 Incremental ADB x 0.55% x 30/365	904.11	
Above RM1M to RM5M	No	Yes	0.60%	Max. RM2,000,000 Incremental ADB x 0.60% x 30/365	986.30	
Above RM1M to RM5M	Yes	Yes	0.85%	Max. RM2,000,000 Incremental ADB x 0.85% x 30/365	1397.26	

Deposit Bonus Profit Rates for 1 April 2024 - 30 September 2024**Sample 1**

Bonus Profit earned for an account with Incremental ADB balance of RM250,000 is as follows:

ADB Range	With Islamic Merchant or Business Financing	Using the Bank as main banker	Total Bonus Profit Rate with Payroll	Calculation	Bonus Profit Earned (RM)	Campaign Type
RM100K to RM300K	No	No	0.20%	Max. RM250,000 Incremental ADB x 0.20% x 30/365	41.09	Top Up Work+ Business (Multi-Tier)
RM100K to RM300K	Yes	No	0.40%	Max. RM250,000 Incremental ADB x 0.40% x 30/365	82.19	



RM100K to RM300K	No	Yes	0.40%	Max. RM250,000 Incremental ADB x 0.40% x 30/365	82.19
RM100K to RM300K	Yes	Yes	0.60%	Max. RM250,000 Incremental ADB x 0.60% x 30/365	123.28

Others:

11) Treatment of Eligible Customers with multiple Payroll Accounts.

- a. For Eligible Customers who have multiple active Payroll Accounts, the Campaign Bonus Profit will be paid to all Payroll Accounts that meet the Campaign criteria as per Table 1 above.

12) Only those who have active Payroll Accounts shall be eligible to participate in this Campaign.

13) The Campaign Bonus Profit will be credited into the Payroll Account within ninety (90) business days after a completed month or on such other date as determined by the Bank. In the event that the Payroll Account is closed before the Campaign Bonus Profit is credited, no Bonus Profit shall be paid to the Payroll Account holder. There is no separate individual notification to customers and verification process, should the customer fulfil the criteria, and the Campaign Bonus Profit shall be paid to the Payroll Account holder.

14) After the end of Campaign Period, the Campaign Bonus Profit shall no longer be offered to the Payroll Account.

15) Eligible Customers may be entitled for the Campaign Bonus Profit in one of the calendar months, but may not be entitled for the Campaign Bonus Profit in the following month due to non-fulfilment of any eligibility criteria as per clause (5) and (6) under the Campaign Mechanics for the Campaign Bonus Profit.

16) Eligible Customer whose Payroll Accounts have been suspended, tagged or frozen for any reason whatsoever or whose accounts have been frozen due to any court orders including a court Order made pursuant to the Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Act 2001 and/or whose accounts have been under overdrawn status shall not be eligible to participate in this Campaign.



General Terms and Conditions

- i. Bank 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.
- ii. Bank 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.
- iii. 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 Bank should any of the Terms & Conditions be not fully understood.
- iv. 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 Bank 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.
- v. 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 Bank for:
 - a) the purposes of the Campaign; and
 - b) marketing and promotional activities conducted by Bank, 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 Bank in relation to the Campaign.

*Note: “PDPA” refers to Personal Data Protection Act (2010).
- vi. Bank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Bank 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 Bank.

- vii. Bank 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 Bank.
- viii. Bank 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.
- ix. These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
- x. In the event of any inconsistency between the English and Bahasa Malaysia versions of the Terms and Conditions, the English version will prevail.

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.