

Document	Terms & Conditions for MAE TripCare 360 Customer Campaign
Campaign	<b>RM20 MAE eWallet to 50 Lucky Winners every month when Sign Up TripCare360 Insurance/Takaful through Maybank2u website, and MAE App.</b>

## Terms & Conditions

### **A. General**

1. This General Insurance & Takaful Customer Rewards Programme Campaign (“Campaign”) shall be governed by the Terms & Conditions stated herein.
2. This Campaign is managed by Etiqa General Takaful Berhad and Etiqa General Insurance Berhad (“Etiqa”) together in partnership with Malayan Banking Berhad (“Maybank”) and is open to **Maybank new and existing customers** (“Eligible Customers”). Employees of Maybank Group or anyone directly connected with the campaign are not eligible to participate in the Campaign.
3. This Campaign is valid from 18<sup>th</sup> December 2023 to 17<sup>th</sup> March 2024 (“Campaign Period”).
4. Etiqa and Maybank reserve the right to amend the Campaign Period or Terms & Conditions for any reason whatsoever.
5. 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. Etiqa and 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 the Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) or through any other channel determined by Maybank. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
7. By participating in this Campaign, Eligible Customers agree to access the Maybank2u website at [www.maybank2u.com.my](http://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.
8. 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](http://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 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.

9. Etiqa and 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.
10. Etiqa and 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.
11. Etiqa and 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.
12. These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
13. 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](http://www.maybank2u.com.my).

**B. Participation / Entry Method & Prizes**

1. Participants are eligible for the following rewards as explained below:

Insurance & Takaful Product Name	Minimum Requirement
Travel Personal Accident Plan: <ul style="list-style-type: none"> <li>• <i>TripCare 360</i></li> <li>• <i>Takaful TripCare360</i></li> </ul>	I. Single Trip or Annual Trip Plan, and II. Domestic or International Trip Plan, and III. Valid for purchase/ participation through Maybank2u website or MAE Application

2. Participants who have met the criteria are may eligible for lucky draw for the following rewards as explained below:

	<b>Reward</b>
<b>Monthly Prize</b>	<b>150 X MAE e-WALLET WORTH RM20 EACH</b> <i>(50 winners per month)</i>

3. Each policy or certificate must still be in force at the point of reward being delivered.
4. Each winner can only win one prize.
5. MAE e-wallet's winner must download and activate the Maybank MAE account within 15 days from winner's announcement date.
6. MAE e-wallet will be credited to winner's MAE account latest 30 days from the winner's announcement date.
7. Winner will be officially notified by Maybank Credit Card Team. Winners must redeem their prizes by the date stipulated in the official letter, failing which, their prizes will be forfeited. No replacement or appeal will be entertained.
8. Etiqa and Maybank reserves the right to change or replace prizes with other items of equivalent or approximate value without prior notice.
9. The prizes given is on an "As Is" basis and are non-transferable, non-exchangeable, non-redeemable for cash, in part or in full and are subject to the Terms & Conditions stated herein. No request for change of prizes, or any parts, or appearances or accessories will be entertained.
10. Winner(s) may be required to appear in person at Etiqa or Maybank Headquarters or Maybank branches, or personally redeem the prize from supplier. If such occasions arise, winner(s) will have to make their own arrangement and all expenses incurred will be borne by the winners themselves.
11. To the fullest extent permitted by law, Etiqa and Maybank expressly excludes and disclaims any representations, warranties, or endorsements, express or implied, written or oral, including but not limited to any warranty of quality, merchantability or fitness for a particular purpose in respect of the prizes.
12. Prizes presented on all materials (if any) are for display purpose only and do not depict the actual prizes.