

Spend at The Exchange TRX & Win Aurum Theatre Movie Passes Campaign

Terms and Conditions:

1. The “Spend at The Exchange TRX & Win Aurum Theatre Movie Passes Campaign” (“**Campaign**”) commences from 12:00am on 1 August 2024 until 11:59pm on 30 September 2024 (both dates inclusive) (“**Campaign Period**”).
2. The Campaign is organized by Malayan Banking Berhad (Company No. 196001000142) (“**Maybank**”).
3. Golden Screen Cinemas and The Exchange TRX are not responsible for the promotion, administration or execution of this Campaign.

4. Eligibility

- 4.1 All new and existing principal cardmembers (both Malaysians and non-Malaysians who are residing in Malaysia) (“**Principal Cardmember(s)**”) of Maybank Mastercard®/ /Visa/American Express® Credit/ Charge Card(s) (collectively referred to as “**Maybank Cards**”), who have successfully registered for the Campaign via Short Messages Service (“**SMS**”) in accordance with Clause 5 (“**Eligible Customer**”) are eligible to participate in the Campaign.
- 4.2 The following persons are NOT eligible to participate in this Campaign:
 - a) Principal Cardmembers whose Maybank Card account(s) are delinquent, suspended, cancelled, or in breach of any terms and conditions herein and/or the Cardmember Agreement during the Campaign Period;
 - b) Principal Cardmembers of Maybank Cards who are in default of any facility granted by Maybank at any time; or
 - c) Principal Cardmembers of Maybank Commercial/ Corporate/ Debit/ Prepaid Cards.
 - d) Principal Cardmembers of Maybank Islamic Credit/ Commercial/ Corporate/ Debit/ Prepaid Cards.
- 4.3 Permanent and contract employees of the Maybank Cards’ Marketing Department, partners, representatives or agents (including vendors, suppliers, and advertising and promotion agencies for this Campaign) and their respective immediate family members (e.g. spouse, children, parents, siblings) are not eligible to participate in this Campaign.

5. SMS Registration & Entry Criteria

- 5.1 The Principal Cardmembers are required to register their participations via SMS using the mobile phone number registered with Maybank and a registered and recognized telecommunication service providers (“**Telco**”) within Malaysia during the Campaign Period using the following format:

- 5.2 Format of the SMS:

For Malaysian and non-Malaysian Principal Cardmembers:

Type **TRX** and send to **66628**

hereinafter referred to as “**Registration SMS**”.

- 5.3 Upon successful registration via SMS, the Principal Cardmembers will receive a confirmation via SMS.

- 5.4 A Principal Cardmember with multiple Maybank Cards is only required to register once during the Campaign Period.
- 5.5 The Principal Cardmembers must pay the standard SMS charges levied by their respective Telco for each Registration SMS sent to the designated number "66628" during the Campaign.
- 5.6 The Principal Cardmembers are solely responsible to ensure that the details in the registration SMS sent to 66628 are complete, accurate, and within the Campaign Period, failing which, the registration SMS will not be processed and will be deemed as invalid or unsuccessful.
- 5.7 The Registration SMS will not be deemed as successful unless the Principal Cardmembers receive a confirmation SMS from 66628 and such confirmation SMS will be sent to the same mobile phone number used for registration, subject to the SMS traffic at the respective Telco's network. The confirmation SMS is automatically generated to confirm receipt of a successful registration and will not be deemed as notification that the Principal Cardmember has been confirmed as the Winner (as defined below).
- 5.8 Any subsequent cancellation and/or change of the SMS registration details will not be accepted after the SMS registration has been sent to 66628.
- 5.9 Maybank reserves the right to disqualify any SMS registration sent to 66628 due to reason(s) including, but not limited to, phone number used for Registration SMS does not match with Maybank database, duplicate registration, invalid SMS code, incorrect SMS format, unsuccessful or delayed transmission of SMS during the Campaign Period and Maybank will not be liable for such disqualification.
- 5.10 Maybank will not be held responsible for any SMS traffic, network failure and/ or interruptions on the part of the respective Telco or Maybank's SMS service provider or for any other reason(s) which is not within the control of Maybank during the process of SMS registration sent to 66628 or SMS confirmation sent from 66628 to the Principal Cardmembers' mobile phone number which may result in the delay of the SMS registration during the Campaign Period.
- 5.11 Principal Cardmembers who successfully register via SMS are required to **spend a cumulative RM1,000 at The Exchange TRX on any retail category throughout the campaign period. This must include at least one (1) transaction (concession, dining, movie, or merchandise) at the Aurum Theatre ("Qualified Spend")**. By meeting these requirements, you will stand a chance to win the prize.
- 5.12 Qualified Spend shall include all retail spend (refers to any purchase of any goods or services at brick-and-mortar retail stores), and 0% EzyPay Instalment Plan ("EzyPay") performed via Maybank Card(s) during the Campaign Period based on local transaction time (Malaysia time). For the avoidance of doubt, EzyPay shall be treated as Qualified Spend based on the full transaction amount transact within the Campaign Period.
- 5.13 The Qualified Spend excludes purchase(s)/transaction(s) made via loyalty points' redemptions, at banks, money changers, utilities bills, or insurance/bill payment counters operating in The Exchange TRX, any monthly installment of EzyPay, EzyPay Plus, eWallet top up, cash advance, balance transfer, fund transfer, outstanding balance, reversals, fee and charges imposed by Maybank. For the avoidance of doubt,

although the monthly instalment of EzyPay and/or EzyPay Plus may amount up to RM1,000 or more, it will not be considered as a Qualified Spend.

5.14 The Qualified Spend by a supplementary cardmember(s) under the same Principal Cardmember's Maybank Card account(s) will be considered as the Principal Cardmember's Qualified Spend.

5.15 The computation period of the Qualified Spend shall be based on all valid Maybank Card(s) issued under the same Principal Cardmember throughout the Campaign Period per following illustration:

Example	Date of Successful SMS Registration	Computation Period of Total Qualified Spend
Eligible Cardmember A	10 August 2024	1 August 2024 – 30 September 2024
Eligible Cardmember B	26 August 2024	1 August 2024 – 30 September 2024
Eligible Cardmember C	29 September 2024	1 August 2024 – 30 September 2024

6. Prize

6.1 There are total of one hundred (100) prizes to be won throughout the Campaign (collectively referred to as "Prize") which are as follows:

Category	Prize Descriptions	No. of Winners
Prize	One (1) Unit of Aurum Theatre Movie Pass (redeemable at Aurum Theatre in The Exchange TRX only) worth RM440	100 Winners

6.2 The Prize entitles the Winner(s) to the redemption of ONE (1) ticket for the use at:

- Aurum Theatre in The Exchange TRX (Kuala Lumpur)
- One (1) ticket can be redeemed for 2 single seats OR a set of twin seats for Getha Lux Suite, Maybank Comfort Cabin, or Escape Studio
- Valid for six (6) months from the date the Prize is issued

6.3 The Prize is not transferable or exchangeable for cash, credit or kind and shall be subject to such terms and conditions which Maybank may impose.

6.4 The acceptance and use of the Prize will be subject to these terms and conditions and such other conditions that may be imposed by Maybank or the relevant merchants supplying the goods or services. The Prize will be accepted at the risk and cost of the Winner. The Winner will accept his/her Prize on an "as-is, where-is" basis. Maybank will not be responsible for the quality, merchantability or the fitness for any purpose or any other aspect of the Prize. Notwithstanding anything herein, Maybank shall not at any time be responsible or held liable for any defect or malfunction in the Prize by any person, and/or for any loss, injury, damage or harm suffered or incurred by or in connection with the use of the Prize (or of any goods or services redeemed with the Prize).

6.5 One (1) Principal Cardmember can only win one (1) Prize throughout the entire Campaign Period regardless of the number of transactions performed, the choice of Card used and the Qualified Spend.

7. Selection of Prize Winners

- 7.1 One Hundred (100) Principal Cardmembers will be randomly selected by Maybank's randomizer program. The prizes will be awarded to the winners in the order they are chosen (1st to 100th).
- 7.2 The Prize will be rewarded according to the sequence from the 1st to 100th shortlisted Principal Cardmember(s) ("Winners").
- 7.3 At the point of shortlisting, the Maybank Card account(s) of the Principal Cardmembers must not be delinquent, invalid and/or cancelled; otherwise the Principal Cardmembers will be disqualified.
- 7.4 The Winners will be notified either in writing or by phone that he or she has won a prize within eight (8) weeks after the end of the Campaign Period. Subsequently a confirmation letter will be sent to the Winners either via postal mail or by email, and an announcement of the Winners will be made on Maybank's Website. It is the responsibility of the Winners to ensure that his or her phone contact number, billing address and email address recorded in Maybank's system is updated.

8. Prize Redemption and its Terms & Conditions

- 8.1 The Prize redemption details and terms & conditions will be elaborated in the confirmation letter.
- 8.2 The Prize is non-refundable, non-transferable and non-exchangeable for cash or other kinds, whether in part or in full.
- 8.3 In the event that the Prize (or part of it) should become unavailable (due to a force majeure event or any other reason(s) not within the control of Maybank), the Winners hereby agrees that Maybank has the rights to exchange or substitute the Prize with items of equivalent value with twenty one (21) calendar days prior notice via an announcement made on Maybank2u website at www.maybank2u.com.my.

9. General Terms and Conditions

- 9.1 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.
- 9.2 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.
- 9.3 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.

- 9.4 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 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 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).

- 9.5 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.
- 9.6 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.
- 9.7 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.
- 9.8 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.

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