

## Western Union Raya Campaign 2024 - Terms and Conditions

Western Union Raya Campaign 2024 (“**Campaign**”) is organised by Malayan Banking Berhad (196001000142) (known as “**Maybank**”). The Campaign is subject to these Terms and Conditions. By participating in this Campaign, Eligible Customers (as defined in Clause 1 below) hereby expressly agree to be bound by these Terms & Conditions and all the decisions made by Maybank in respect of this Campaign shall be final and binding.

### 1.0 Eligibility

- A. This Campaign is open to individual customers who are at least eighteen years of age and with an active Maybank2u (M2U) ID/account (“**Eligible Customer(s)**”).
- B. Employees of Maybank and its group of companies are **NOT** eligible to participate in this Campaign.

### 2.0 Campaign Mechanics

- A. This Campaign will be held from Wednesday 27th March 2024 at 00:00 until Tuesday 30th April 2024 at 23:59 (both dates inclusive) (“**Campaign Period**”).
- B. The Campaign Period is split into 5 weeks (“**Campaign Week**”):

Campaign Weeks	Dates
Campaign Week 1	27 March 2024 – 2 April 2024
Campaign Week 2	3 April 2024 - 9 April 2024
Campaign Week 3	10 April 2024 - 16 April 2024
Campaign Week 4	17 April 2024 - 23 April 2024
Campaign Week 5	24 April 2024 - 30 April 2024

- C. Eligible Customer(s) must make an Eligible Transaction within the Campaign Period to be entitled to win Prize(s) in this Campaign. The Prize(s) will be given as stipulated in Table 1 under Clause 1 (E), on first-come, first serve basis.
- D. **Eligible Transaction** shall mean any successful remittance transaction made via Western Union through Maybank2u website or MAE app within the Campaign Period, and the remittance shall be made from a Maybank/Maybank Islamic’s Current or Savings Account (“**Eligible Transaction**”).
- E. The Campaign Mechanics and the Prizes (“**Prize**”) are stipulated in the below table.

Prize	Campaign Mechanics	Prize Capping
100% cashback on service fee	Eligible Customers who make an Eligible Transaction are entitled to earn a 100% cashback on the service fee for up to RM15, subjects to the total cashback pool allocated per Campaign Week, available on first-come first-served basis.	<ul style="list-style-type: none"><li>- Cashback is capped at RM15 per Eligible Transaction per Eligible Customer.</li><li>- Total cashback is capped at RM3,000 per Campaign Week or RM15,000 per the entire Campaign period.</li></ul>

- F. Each Eligible Customer is entitled to win one (1) Prize per Campaign Period.
- G. Any false information provided by the Eligible Customers will result in their disqualification from this Campaign.

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### 3.0 Prize Fulfilment

- A. Maybank will identify the Winners and credit the Prize(s) into the Winner's Maybank/Maybank Islamic's Current/Savings Account that is used for performing the Eligible Transaction within 60 days after the end of the Campaign Period.
- B. Winners will be informed in writing via push notification from the MAE app or any other method of communications which Maybank deems appropriate. Maybank reserves the right to request for any additional information to verify the Winners.
- C. The Winner's Maybank/Maybank Islamic's Current/Savings Account that are used for performing the Eligible Transaction must not be dormant or closed at the point the Prize(s) is being credited. Maybank reserves the right to forfeit the Prize(s) if such circumstances arises.
- D. Maybank reserves the right to substitute the Prizes with any other item(s) of similar market value as we reasonably deems fit with seven (7) calendar days prior notice to the Winners which will be communicated on Maybank2u website and/or other platforms deemed appropriate by Maybank.
- E. Eligible Customers shall be responsible to ensure that their contact details such as mobile number, email address and correspondence address provided are current and updated with the Maybank. Failure to do so may lead to disqualification from the Campaign for the Eligible Customers and Maybank shall not be responsible to the Eligible Customers for any loss (including loss of opportunity and consequential loss flowing there from) suffered in the event the Eligible Customers' contact details in the Bank's record are not updated.
- F. The Winners acknowledge and agree that Maybank reserves the rights to (i) disqualify their participation in this Campaign; and/or (ii) clawback any Prizes from the Winners if:
  - i. the Winner is found or suspected of tampering with the Campaign Mechanics or the operations of the Campaign; or
  - ii. the Winner is found or suspected of undertaking fraudulent activities or other activities that are inconsistent with the intention of the Campaign;

Notwithstanding the above, Maybank reserves the right to reject any participation or any Winners at its reasonable discretion without assigning any reasons.

- G. Maybank will **NOT** provide any replacement or substitute for the Prizes if the Winner rejects the Prize and /or sent and /or request for alternative option(s).
- H. Prize awarded to Winners are non-transferrable and non-exchangeable for any other kind of product, whether in part or in full.

### 4.0 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. 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

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calendar day) prior notice thereof, the notice of which shall be posted through Maybank2u website at [www.maybank2u.com.my](http://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](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.
- 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](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:

- 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).

- E. 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.
- F. 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.
- G. 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.
- 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](http://www.maybank2u.com.my).