

TABUNG HAJI (TH)

TERMS & CONDITIONS

IMPORTANT - PLEASE READ THESE TERMS AND CONDITIONS

1. By using this TH services (Services), you agree to the terms and conditions for the Services ("Terms and Conditions") which legally bind you. If you do not agree with these Terms and Conditions, please do not continue using this Services.
2. The TH Services is established by Malayan Banking Berhad (Co No. 196001000142) and Maybank Islamic Berhad (Co No. 200701029411) (collectively referred to as "we" or "us" or "Maybank"). The purpose of this Services is to facilitate Maybank2u customers to perform TH related transactions.
3. We may from time to time add, change or remove the Services provided. We will provide 21 calendar days' notice to you if any of these changes amend the terms of these Terms and Conditions. We will update these Terms and Conditions accordingly. You are advised to check and read these Terms and Conditions from time to time to ensure that you are fully aware of any updates, changes or variation of Terms and Conditions and Services provided. Your continuous use of the Services will be rendered as your agreement to be bound by the latest Terms and Conditions governing this Services.
4. These Terms and Conditions must always be read together with the following Terms and conditions:
 - a. Maybank2u online Banking Services Terms and Conditions at https://www.maybank2u.com.my/iwov-resources/pdf/personal/tnc/Terms_and_Conditions_of_Maybank2u_Online_Banking_Services-ENG.pdf;
 - b. Maybank's privacy policy notice at https://www.maybank2u.com.my/maybank2u/malaysia/en/personal/security_privacy/privacy_notice.page; and
 - c. For other terms & conditions, kindly refer to www.maybank2u.com.my.
5. By continuing with the Services, you agree to link your TH account(s) with Maybank2u access.
 - a. The linking service allows you to link Maybank2u with your Own TH account(s) and your Own Child account(s).
 - b. By linking your Maybank2u to TH account, you can view your TH account details and transfer and withdraw to/from your Own TH /Child account.
 - c. You need to link your own Primary TH account to Maybank2u first and subsequently you can link up to maximum of 7 child accounts that is tied to your own Primary TH account. The NRIC of TH account holders at Maybank and TH must match in order for the account(s) linkage to be successful.
 - d. Should you wish to discontinue the service, you can unlink your Own TH/Child linked TH account(s) via Settings in Maybank2u.
 - e. You acknowledge and agree that we may disclose your TH account(s) information in addition to, and without prejudice to the rights accorded to us under the Personal Data Protection Act 2010 and any other applicable laws in Malaysia.
 - f. You are aware and agree that there are inherent risks in conducting online transactions through the internet and you are solely responsible for making your own assessment when accessing and using this Services. Please be informed that

- you may opt to use other methods of transactions, i.e. via ATM, TH counters or TH website.
- g. This Services allow you to access TH services such as balance enquiry, funds transfer and accounts linkage.
 - h. This Services is only made available to Maybank2u customers with existing TH account. TH account opening can be made at TH counters.
 - i. You undertake to ensure that accurate TH/Maybank/other account number and/or any applicable is keyed in when performing any transaction using this Services. We shall not be held liable for any errors or mistakes made by you in performing the transactions.
 - j. Fee of RM1.00 per transaction is chargeable only for funds transfer via Maybank2u. You will have to authorise by confirming the fund transfer transaction before we execute the fund transfer instruction.
 - k. You agree that Maybank may reveal details of your personal information such as your name, NRIC number, beneficiary details and purposes of the transaction ("Required Information"), if required by TH. The Required Information provided to TH, if any will be in connection to the transaction performed only and for the purposes of TH to comply with its respective regulatory requirement.
6. We may need to change these Terms and Conditions, from time to time, to reflect changes in law or best practice or to deal with additional features which we introduce. 21 calendar days' notice will be provided by us if there are any changes to these Terms and Conditions. Such changes will be effective after 21 calendar days as soon as we upload the amended Terms and Conditions onto our website at www.maybank2u.com.my. You must review these Terms and Conditions to ensure that you are updated with any changes that we have made. Continuing to use the Services means you have read and are aware of any updated Terms and Conditions and have further agreed to be bound by them.
7. You agree that we will collect, store and process your personal data to provide you with the Services. Such personal data includes your and/or your children:
- a. name;
 - b. NRIC number;
 - c. TH account number; and
 - d. other categories of personal data.
8. You must read paragraph 7 together with our privacy statement at https://www.maybank2u.com.my/maybank2u/malaysia/en/personal/security_privacy/privacy_notice.page
9. We may end your rights to use the Services at any time by contacting you if you have breached these Terms and Conditions in any way. If what you have done can be put right, we may give you a reasonable opportunity to do so.
10. We may end your rights to use the Services at any time (i) upon receipt of instructions by Tabung Haji to do so; or (ii) by giving fourteen (14) calendar days' prior written notice. We will not be liable to you for any form of damages or losses if any transactions are rejected during this period. In ending your rights to use the Services under this clause, we may, but are not obliged to disclose the reason, unless such disclosure is required by law.

11. We will not be liable to you for any form of damages or losses (including personal injury and loss of profits) that you may suffer as the result of using this Services (including cybersecurity breach, or losses resulting from Internet delays) unless it is due to our gross negligence.
12. To the fullest extent permitted by law, we do not represent, warrant or guarantee the reliability, timeliness, quality, suitability, availability, accuracy or completeness of the Services in any way.
13. Each paragraph of these Terms and Conditions operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
14. General Terms and Conditions:-
 - a. Maybank shall not be responsible or held liable in any manner whatsoever in respect of any technical failures of any kind whatsoever, intervention, interruptions and/or electronic or human error in the administration and/or processing of the transaction performed using the Maybank2u.
 - b. Maybank reserves the right to amend this service terms and conditions or any part thereof with twenty-one (21) calendar days' notice. Such notice may be published by Maybank via the Maybank2u website (www.maybank2u.com.my) and/or through any other mode of communication as determined by Maybank. It shall be the responsibility of the customers to be informed of or otherwise seek out any such notice validly posted.
 - c. Maybank shall not be liable for any losses, damages incurred or suffered by any customer as a result upon linked the TH account with Maybank2u. Furthermore, Maybank shall not be liable for any default of its obligations under this TH services via Maybank2u due to any force majeure event which includes but not limited to act of God, war, riot, lockout, industrial action, fire, flood, drought, storm, pandemic or epidemic, or any event beyond the reasonable control of Maybank.
 - d. The terms and conditions stated herein shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
 - e. Any variation (of any of the terms and conditions stated herein) shall be binding on the Eligible Customers (through any notice displayed at the Maybank2u website).
15. If you wish to contact us for any other reason, please email our customer service team at mgcc@maybank.com.my or call us on 1300-88-6688 or on +603-78443696 if you are calling from outside Malaysia.
16. If we have to contact you, we will do so by telephone, email, by SMS or by pre-paid post, using the contact details you have provided to us.