



Terms and Conditions for Maybank Charge and Redeem: Halloween Horror Nights 10 (“Promotion”)

1. The required minimum amount of S\$4,000 on card retail transactions must be charged to a Singapore-issued personal Maybank Credit or Debit Card (“Card”) from 15 August to 30 September 2022 (extended) (“Promotion Period”) in order to redeem two (2) Halloween Horror Nights 10 tickets (“Tickets”) (worth S\$156).
2. This Promotion applies only to principal Maybank Credit and/or Debit cardmembers (the “Cardmembers”). Supplementary cardmembers are not eligible to redeem the Tickets. Maybank shall have the sole and absolute discretion to exclude any person from this Promotion without any obligation to furnish any notice and/or reason and Maybank’s decision on all matters with regards to this Promotion shall be final, conclusive and binding on all cardmembers.
3. Each Cardmember may redeem a maximum of two (2) sets of Tickets (ie. four (4) tickets in total) during the Promotion Period regardless of the number of Cards held by the Cardmember or the amount charged by the Cardmember to his/her Card(s). To be eligible to redeem the Tickets, Cardmembers must during the Promotion Period:
 - a) Charge a minimum aggregate amount of S\$4,000 in a maximum of three (3) eligible retail transactions (“Required Amount”) to their Card; and
 - b) After charging the Required Amount, send an SMS to Maybank (using their 8-digit mobile number which is registered with Maybank) at 79898. The redemption code for this Promotion is **HHN**. The SMS must be in the following format:

<Redemption Code><space><Name of Principal Cardmember as in NRIC><space><Last 4 alphanumeric of NRIC><space><Quantity>

The SMS must be received by Maybank within the Promotion Period (i.e. no later than 2359h of 30 September 2022, extended). If Maybank receives a SMS in the format as specified by Maybank within the Promotion Period, the Cardmember will receive an auto-reply SMS from Maybank acknowledging receipt of the SMS. Proof of sending an SMS does not constitute proof of Maybank’s receipt of the SMS. An auto-reply SMS from Maybank does not constitute confirmation of eligibility for redemption. Maybank will not consider any SMS sent in the wrong format, any SMS with incorrect details or any SMS sent prior to the Required Amount being charged to the Cardmember’s Card account.
4. Card retail transactions charged to a Maybank Debit Card must be on signature-based retail transactions to be taken into account for the Required Amount. PIN-based NETS transactions on a Maybank Debit Card will not be taken into account for the Required Amount.
5. Tickets are available on a first-come, first-serve basis and are limited to the first 450 eligible redemptions only. Cardmembers who have fulfilled the requirements of the Promotion during the Promotion Period and are within the first 450 eligible redemptions (“Eligible Cardmembers”) will

receive an eCoupon via the Maybank TREATS SG Mobile App (“TREATS Mobile App”) by 7 October 2022. Except for notifications to the Eligible Cardmembers, Maybank is not obliged to enter into any correspondence with any person on any matter concerning the Promotion.

6. Tickets redeemed are not exchangeable for credit, cash or other items, goods or services in kind. Tickets are valid on all event nights at Halloween Horror Nights 10, subject to daily capacity limit by Universal Studios Singapore.
7. Each redemption must be in accordance with these terms and conditions and the eCoupon issued for the redemption of the Tickets in the TREATS Mobile App. Strictly no extension or change of time will be allowed if the Eligible Cardmember does not redeem the Tickets within the redemption period indicated in the eCoupon.
8. The Tickets must be redeemed from 23 August to 16 October 2022 (both dates inclusive). The eCoupon in the TREATS Mobile App must be presented to the merchant at the point of self-collection of the Tickets.
9. Terms and conditions of the merchant relating to this Promotion shall apply, which include (but are not limited to):
 - a) Tickets can only be self-collected by the Eligible Cardmember
 - i. Collection of tickets is available from 23 August to 16 October 2022, Wednesdays to Sundays, 12pm to 6pm.
 - ii. Redemption location: 8 Sentosa Gateway, Sentosa Island, Universal Studios Singapore, Guest Services, Singapore 098269 (located at the left hand side of the Universal Studios Singapore entrance).
 - b) Prior reservation of park visit date must be made on <http://sdm.rwsentosa.com> after collection of tickets, before visiting the park.
 - i. Same day visit is allowed, subjected to park capacity limitations.
10. Subject to the other restrictions as set out in these terms and conditions, a maximum of three (3) card retail transactions charged by the Principal Cardmember and his/her Supplementary cardmember(s) (if any) to the Principal Cardmember’s corresponding Card may be combined and counted towards the Required Amount.
11. The transactions charged to the Card which will not be taken into account for the Required Amount includes (but not limited to):
 - a) Transactions used or counted for other Maybank promotions (e.g. Charge and Redeem);
 - b) 0% Instalment Plan transactions;
 - c) FlexiPay, FlexiCash, Fund Transfer and Cash Advance transactions;
 - d) Fees and charges payable to Maybank (e.g. annual fees, interest charges, finance charges, cash advance fees, late charges, cheque processing fees and other miscellaneous fees and charges etc.);

- e) Bill payments (recurring or otherwise);
 - f) Payments to educational institutions (e.g. schools, tuition centres etc.);
 - g) Income tax payments;
 - h) Payments at or to government or government-related agencies or institutions or statutory boards (e.g. Immigration & Checkpoints Authority, Ministry of Manpower, Singapore Land Authority, SP Services etc.);
 - i) Payment to financial institutions (e.g. banks, securities brokerage firms, insurance companies etc.);
 - j) Payment of funds to pre-paid accounts (e.g. Shopee Pay, Lazada Wallet, EZ-Link transactions, Transit Link transactions etc.);
 - k) Payment to all Grab platforms (e.g. Grab rides, Grab Pay, etc);
 - l) Online payment gateway transactions (e.g. PayPal, Skrill and Bidpay etc.);
 - m) Gambling or betting transactions;
 - n) AXS or SAM transactions;
 - o) Any donations;
 - p) Transactions that may entitle a Cardmember to receive rebates of 5% or more offered by Maybank under other promotions on the Card (regardless of whether or not the Cardmember receives the full rebate) and/or ten (10) times or more TREATS Points on the amount charged;
 - q) Any transaction deemed by Maybank at its sole discretion to be of a business and/or corporate nature;
 - r) Any transaction classified under the following Merchant Category Codes (“MCC”): (i) Financial Institutions – Merchandise, Services and Debt Repayment (MCC 6012); (ii) Non-Financial Institutions – Foreign Currency, Non-Fiat Currency (for example: Cryptocurrency), Money Orders (Not Money Transfer), Account Funding (not Stored Value Load), Travelers Cheques, and Debt Repayment (MCC 6051); (iii) Non-Financial Institutions – Stored Value Card Purchase / Load (MCC 6540); and (iv) Money Transfer (MCC 4829); and
 - s) Any other transaction which Maybank may reasonably determine to be unsuitable to, or should not, be counted towards the Required Amount.
12. Eligible Cardmembers shall accept the goods and services “as is”. Maybank is not the supplier of the Tickets and any related goods and services and makes no representation or warranty whatsoever as to the quality, merchantability and/or the fitness of purpose of the Tickets and any goods and services provided and assumes no liability or responsibility for the acts or defaults of the merchant or for any non-delivery, non-performance or defects in the goods and services. Maybank is not an agent of the merchant. Any dispute over the Tickets and any goods and service(s) should be resolved directly between the Cardmember and the merchant.
13. In the event the eCoupon for the redemption of Tickets is lost, misused, stolen or misplaced, the Eligible Cardmember shall not be entitled to a replacement eCoupon unless otherwise agreed by Maybank at its sole discretion. Where Maybank decides to issue a replacement eCoupon, Maybank reserves the right to charge the full retail value of the Ticket to the Cardmember’s Card account or

deduct it from any Maybank account held by the Cardmember if the original redemption eCoupon is utilised to redeem the Tickets for any reason whatsoever and howsoever.

14. Maybank reserves right to charge the full retail value of the Tickets redeemed to the Cardmember's Card account or deduct it from any account the Cardmember holds with Maybank if (a) any transaction counted towards the Required Amount (in full or in part) is invalid, cancelled or reversed (in full or in part) by any party for any reason; (b) any transaction counted towards the Required Amount (in full or in part) is found to be used for other Maybank promotions (eg. NATAS Holidays 2022 Charge and Redeem and Lucky Dip Promotion) or found to be a transaction that should not be counted towards the Required Amount; or (c) it is determined by Maybank that the Eligible Cardmember has breached one or more of the terms and conditions of this Promotion.
15. Maybank reserves the right to vary or substitute the Tickets at its sole discretion without prior notice or liability to any person.
16. Maybank's decision on all matters relating to this Promotion shall be final, conclusive and binding on all cardmembers.
17. This Promotion is not valid in conjunction with other Maybank offers, promotions, in-house offers, discount cards, loyalty programmes and vouchers, unless otherwise stated.
18. Maybank, its related corporations, employees and/or independent contractors shall not be liable for any loss, injury, liabilities, expenses or damages whatsoever or howsoever incurred or sustained by the Cardmember and/or any other person by reason of, arising from or in connection with this Promotion and/or use of the eCoupon or Tickets and/or redemption of or consumption of any services, products or facilities of any merchants or retailers, and/or transactions that are processed late, incorrectly or lost due to computer or other electronic breakdown or malfunction or for any other reasons.
19. Maybank reserves the right at its sole and absolute discretion to vary, delete or add to any of these terms and conditions from time to time, or withdraw, suspend or discontinue this Promotion at any time without notice or liability to any person.
20. Additional terms and conditions stated in the eCoupon issued by Maybank for the redemption of the Tickets shall also apply together with the terms and conditions of the merchant.
21. In the event of any inconsistency between these terms and conditions and any brochure, marketing or promotional material relating to this Promotion, these terms and conditions shall prevail. All images of Tickets on any collateral shall be for illustrative purposes only.
22. All prevailing and relevant Maybank Card terms and conditions and/or agreement, together with the Maybank TREATS Mobile App Terms and Conditions, shall apply. For full details, please visit <http://www.maybank2u.com.sg>.