

Terms and Conditions Governing Maybank Open Electricity Market Promotion with Geneco powered by Seraya Energy Pte Ltd (“Geneco”) (the "Promotion")

1. Definitions

- “**Card**” means a personal principal Maybank Credit card issued in Singapore by Maybank.
- “**Cardmember**” means a principal cardmember to whom Maybank has issued a Credit Card.

2. This Promotion is valid from 1 November to 30 November 2021 (both dates inclusive) or until the Promotion is fully subscribed, whichever is earlier (the “Promotional Period”).

3. Maybank and Geneco reserves the right to determine at its sole and absolute discretion whether Cardmember(s) have met all the requirements of this Promotion.

4. This Promotion is limited to the first 220 customers.

5. This Promotion is applicable to:

a) New-to-Geneco customers who:

- i. sign up for a 24 months Geneco Plan and the sign up is approved by Geneco by 31 December 2021; and
- ii. successfully set up a recurring payment arrangement via Geneco’s [Self-Service Portal](#) and make first recurring payment for the Geneco Plan to an Maybank Credit Card by 31 March 2022; or

b) Existing-to-Geneco customers who:

- i. have an existing residential electricity contract with Geneco which is due for renewal (“Expiring Geneco Contract”) during the Promotional Period;
- ii. receive a renewal notification email on their Expiring Geneco Contract (“Renewal Notification”);
- iii. renew to a 24 months Geneco Plan before the Expiring Geneco Contract expiry date; and
- iv. successfully set up (via Geneco’s [Self-Service Portal](#)) or maintain a recurring payment arrangement to an Maybank Credit Card by 31 March 2022.

6. For the avoidance of doubt, where a Cardmember’s first Recurring Payment was charged to his/her Maybank Credit Card after 31 March 2022 for any reasons whatsoever, he/she will not qualify for the Rebate. In no event should Maybank and/or Geneco be responsible for the Cardmember’s ineligibility to receive the Rebate.

7. Under the Promotion, Cardmember will receive the one-time bill rebate (“Rebate”) if he/she fulfils all the requirements stated in Clause 5.

Geneco Plan	Rebate	Validity	Redemption Cap
24-Month	One-time S\$35 Geneco bill rebate	Valid from 1 – 30 November 2021	Limited to the first 220 Maybank Credit Cardmembers

8. The Rebate will be credited by Geneco and used to offset the Cardmember's Geneco electricity bill. If the electricity bill amounts to less than the value of the Rebate, the remaining value will be used to offset the subsequent electricity bill(s).
9. The Rebate will be credited to the Cardmember's Geneco account by 30 April 2022. If the Cardmember refunds or cancels the Geneco Plan, he/she will not be eligible to receive the Rebate.
10. Maybank and/or Geneco reserve the right to clawback the full or partial Rebate should the recurring bill arrangement set up with a Maybank credit card be removed within 24 months from the date it was set up, or should any amount of the Rebate be unutilised by the Cardmember upon termination or expiry of the Geneco Plan.
11. By participating in this Promotion, Cardmember deems to have read and agreed to the terms and conditions of the Promotion.
12. Maybank and/or Geneco shall not be responsible for any failure or delay in the set-up of the recurring payment transactions, which may result in a Cardmember being ineligible to receive the Rebate.
13. Maybank is not the supplier of and accepts no liability for the goods and services provided by Geneco.
14. Maybank and Geneco reserve the right to vary any of these terms and conditions, or to withdraw this Promotion, at any time in their discretion without prior notice.
15. In case of a dispute, the decision of Maybank shall be final (save for a dispute on the goods and services provided by Geneco where in such dispute, the decision by Geneco shall be final and binding).
16. Maybank and Geneco make no warranty or representation as to the quality, merchantability or fitness for purpose of the goods and/or services. Maybank and Geneco shall not at any time be liable for any loss, injury, claim or damage suffered or incurred as a result of the use of the goods and/or services provided.
17. By participating in this Promotion, each Cardmember consent under the Personal Data Protection Act (Cap 26 of 2012) to the collection, use and disclosure of their personal data by/to Maybank and/or Geneco and such other third party as Maybank and/or Geneco may reasonably consider necessary for the purpose of the Promotion, and confirm that they agree to be bound by the terms of the [Maybank Data Protection Policy](#) and/or [Geneco Privacy Policy](#).
18. Save for existing credit card promotions, the Promotion is not valid in conjunction with any other Maybank offers or promotions, unless otherwise stated.
19. Maybank has the sole discretion to exclude any person from participating in the Promotion without any obligation to furnish any notice and/or reason.
20. In the event of any inconsistency between these terms and conditions and any brochure, marketing or promotional materials relating to the Promotion, these terms and conditions shall prevail.

21. All prevailing and relevant Maybank card terms and conditions or agreement, together with the Maybank TREATS Mobile App Terms and Conditions, shall apply. For full details, please visit <http://www.maybank2u.com.sg/>.
22. All information is accurate as at time of publishing or posting online.