



Terms and Conditions for Maybank Travel Charge and Redeem Campaign 2023 (“Promotion”)

1. This Promotion is available to Maybank Credit and/or Debit cardmembers (“Cardmembers”) from 13 March 2023 to 29 February 2024 (“Promotion Period”).
2. The required minimum amount of S\$2,500 on eligible retail travel transactions with a participating travel agency (“Required Amount”) must be charged to a Singapore-issued personal Maybank Credit or Debit Card (“Card”) during the Promotion Period to be eligible to redeem one (1) American Tourister Linex Spinner 24” luggage (“Redemption Item”) (Titanium) worth S\$240. If the eligible retail travel transaction constitutes part of the full travel spend with the participating travel agency, the full travel spend must be charged to the Card in order for the retail travel transaction to be counted towards the Required Amount. For instance, if a retail travel transaction is to purchase a travel package, the initial deposit(s) and the balance payments must all be charged to the Card in order for the retail travel transactions to be counted towards the Required Amount.
3. Subject to the terms and conditions of this Promotion, each Cardmember may redeem one (1) Redemption Item per S\$2,500 in eligible retail travel transactions with a participating travel agency charged to his/her Card, provided always that the number of Redemption Item(s) that a Cardmember is entitled to redeem:
 - a) shall not exceed the number of travellers provided for in the eligible retail travel transactions; and
 - b) shall not exceed four (4) in total under this Promotion, regardless of the amount charged by the Cardmember to his/her Card(s).
4. To illustrate:
 - a) if a Cardmember purchases a S\$5,000 travel package with the participating travel agency for two (2) travellers, the Cardmember will be entitled to redeem up to two (2) Redemption Items;
 - b) if a Cardmember purchases a S\$6,000 travel package with the participating travel agency for three (3) travellers, the Cardmember will be entitled to redeem up to two (2) Redemption Items; and
 - c) if a Cardmember purchases a S\$12,500 travel package with the participating travel agency for five (5) travellers, the Cardmember will be entitled to redeem up to four (4) Redemption Items.
5. Principal and Supplementary Cardmembers are not allowed to combine retail travel transactions to meet the Required Amount.
6. Redemption Items are available on a first-come-first-serve basis, are while stocks last and are not exchangeable for cash, credit or other items, goods or services in kind by the Cardmember. Redemption Items are also not exchangeable for another model, design, size and/or colour.

7. Cardmembers who have fulfilled the requirements of this Promotion during the Promotion Period and are eligible to redeem a Redemption Item(s) ("Eligible Cardmembers") shall receive a serialized physical redemption letter ("Redemption Letter") for the redemption of the Redemption Item from the participating travel agency.
8. Each redemption must be in accordance with these terms and conditions, the Redemption Letter and the terms and conditions of the merchant. Eligible Cardmembers will need to collect their Redemption Item(s) from the redemption location (as mentioned in Clause 10 below) in person, and present the original Redemption Letter when collecting said Redemption Item(s).
9. The Redemption Item(s) must be redeemed by the date stated in the Redemption Letter. Any Redemption Item(s) not redeemed within the prescribed redemption period shall be forfeited and any Cardmember whose Redemption Item(s) has been forfeited shall not be entitled to any payment of compensation or replacement notwithstanding any claims of not having received the Redemption Letter. Strictly no extension or change of time will be allowed if the Eligible Cardmember does not redeem the Redemption Item(s) within the redemption period indicated in the Redemption Letter.
10. Terms and conditions of the Redemption Letter shall apply, which include (but are not limited to):
 - a) Eligible Cardmember has to present the original Redemption Letter and other relevant identification for verification purpose; and
 - b) Redemption Item(s) is to be self-collected by the Eligible Cardmember during the stipulated redemption period from ShortQ at 176 Orchard Road #01-57, The Centrepoint, Singapore 238843 from 11am to 8pm daily.
11. Eligible Cardmembers shall accept the Redemption Items "as is". Maybank is not the supplier of the Redemption Items or any related goods and services (the supplier of the Redemption Items or any goods and services shall be referred to as the "merchant") and makes no representation or warranty whatsoever as to the quality, merchantability and/or the fitness of purpose of the Redemption Items and any goods and services provided and assumes no liability or responsibility therefor or for the acts or defaults of the merchant for any non-delivery, non-performance or defects in the Redemption Items or goods and services. Maybank is not an agent of the merchant. Any dispute over the Redemption Item and any goods and service(s) should be resolved directly between the Eligible Cardmember and the merchant.
12. All payments must be made using a Maybank Visa or Mastercard (or card under such other scheme if subsequently introduced by Maybank) credit or debit card; for the avoidance of doubt, NETS transactions shall not be accepted).
13. The following transactions will not be taken into account as eligible retail travel transactions counting towards the Required Amount :
 - a) Transactions used for other Maybank promotions;
 - b) 0% Instalment Plan and FlexiPay transactions;

- c) 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;
 - d) Any transaction deemed by Maybank to be of a business and/or corporate nature; and
 - e) Any other transaction which Maybank may reasonably determine to be unsuitable to, or should not, be counted towards the Required Amount.
14. The Promotion is not valid in conjunction with other Maybank offers, promotions, Charge and Redeem Campaigns (e.g. NATAS 2023), in-house offers, discount cards, loyalty programmes and vouchers, unless otherwise stated.
15. In the event the Redemption Letter is lost, misused, stolen or misplaced, a Cardmember shall not be entitled to a replacement redemption letter unless otherwise agreed by Maybank at its sole discretion. Where Maybank decides to issue a replacement redemption letter, Maybank reserves the right to charge the full cost or retail value of the Redemption Item(s) to the Cardmember's Card account or deduct it from any account held by the Cardmember with Maybank if the original Redemption Letter is utilised to redeem the Redemption Item(s) for any reason whatsoever and howsoever.
16. Maybank reserves right to charge the full cost or retail value of the Redemption Item(s) 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 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.
17. Maybank reserves the right to replace, exchange, vary or substitute the Redemption Item(s) at its sole discretion without prior notice or liability to any person.
18. Maybank shall have the sole and absolute discretion to exclude any person from participating in this Promotion without any obligation to furnish any notice and/or reason. Maybank's decision on all matters relating to this Promotion (including the awarding of the Redemption Items) shall be final, conclusive and binding on all Cardmembers.
19. 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 Redemption Letter or Redemption Item(s) and/or redemption of or consumption of any services, products or facilities of any merchants or retailers, any Redemption



Letter which is misdirected or lost and/or transactions that are processed late, incorrectly or lost due to computer or other electronic breakdown or malfunction or for any other reasons.

20. 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.
21. Additional terms and conditions stated in the Redemption Letter shall also apply together with the terms and conditions of the merchant.
22. 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 the Redemption Item(s) on any collateral shall be for illustrative purposes only.
23. All prevailing and relevant 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>.