



Terms and Conditions Governing the Maybank Bonanza Lucky Draw 2025 TREATS Points Rewards Promotion ("Promotion")

1. This Promotion is valid from 1 November to 30 November 2025 ("**Promotion Period**"), both dates inclusive, unless otherwise stated by Maybank, and only applies to principal Cardmembers ("**Cardmember**") who hold a Maybank Credit Card or Debit Card ("**Card**").
2. **Prize**
- 2.1. The number and type of the prizes ("**Prizes**") available under the Draw are outlined in the table in the sequence they will be given out:

No. of Winners	Lucky Draw Prize Description
2	2D1N Mandai Rainforest Resort by Banyan Tree ¹ (Rainforest King/Twin inclusive of two adult breakfast)
2	1kg Signature Fudge Log Cake from Singapore Marriott Tang Plaza Hotel ²
10	OTO Foot Massager ³

Further notes:

¹2D1N Mandai Rainforest Resort by Banyan Tree (Rainforest King/Twin inclusive of two adult breakfast)

- The stay is fixed on 14 December 2025 and cannot be changed or rescheduled.
- The voucher is non-transferable, non-refundable, and cannot be exchanged for cash or other services. Any balance amount or unused services will not be refunded.
- The voucher cannot be combined with other promotions, discount, or offers unless stated otherwise.
- The original voucher must be presented at check-in. Lost or damaged vouchers cannot and will not be replaced.

²1kg Signature Fudge Log Cake from Singapore Marriott Tang Plaza Hotel

- Prior reservations are required to be made 3 days in advance. Please email singaporemarriott.festive@marriott.com to reserve.
- Collection Location:
 - 320 Orchard Rd, Singapore Marriott Tang Plaza Hotel, Singapore 238865
 - Singapore Marriott Tang Plaza Hotel Festive Booth (Hotel Forecourt)
- Collection Date and Time:
 - Valid till 23 December 2025, Monday to Sunday, 10am – 8pm
 - Last day for reservation: 20 December 2025, 10am.
 - Last day of collection: 23 December 2025, 7pm.
 - Collection time: 11am – 1pm / 1pm – 3pm / 4pm – 6pm / 6pm – 8pm

³OTO Foot Massager

- The OTO Foot Massager is given as-is and does not come with any warranty.

3. **Requests to participate in the Draw**

- 3.1. A Cardmember may be entitled to one (1) Chance to participate in the Draw with every 100 TREATS Points redeemed by him/her via the Maybank TREATS SG App.
- 3.2. Subject to the terms and conditions of this Promotion, there is no limit to the number of Chance a Cardmember may redeem for the Draw, provided that the Cardmember has sufficient TREATS Points for the Chance.
- 3.3. To participate in the Draw, the Cardmember must add the Bonanza Draw Chance to the cart via the Maybank TREATS SG App. The number of Chances to participate can be adjusted by increasing or decreasing the quantity of Chance(s) before checkout, provided that each Chance requires 100 TREATS Points.
- 3.4. All requests to participate in the Draw must be made by the Cardmember via Maybank TREATS SG App.
- 3.5. After successful deduction of TREATS Points required to participate in the Draw (if applicable) from a Cardmember's Card, Maybank will issue to the Cardmember an acknowledgement eCoupon(s) for each redemption submitted.
- 3.6. Cancellation of Chance(s) by the Cardmember will not be accepted once the Chance(s) has been redeemed and confirmed via the Maybank TREATS SG App.

4. **Draw**

- 4.1. The Draw will be conducted on 2 December 2025 (or on any other date(s) as Maybank may determine at its sole discretion) at 2 Battery Road, Maybank Tower, Singapore 049907 or such other venue as may be determined by Maybank via a computerised lucky draw system.
- 4.2. Each Maybank Cardmember may only win up to one (1) Prize under this Promotion.
- 4.3. Maybank reserves the right to draw a reserve Winner to substitute the Winner in the event that a Winner is subsequently found to be ineligible or is disqualified or can no longer claim the Prize pursuant to these terms and conditions. Maybank's determination of the Winners shall be final, conclusive and binding. No correspondence or claims relating to such determination will be entertained.

- 4.4. The Winners will be notified through a push notification via TREATS Mobile App by 6 December 2025. Except for such notifications to the Winners, Maybank is not obliged to notify or enter into any correspondence with any person on any matter concerning the Draw.
- 4.5. Results will be announced on Maybank's website at maybank.sg/bonanza within seven (7) working days from the date of the Draw.
- 4.6. Winners of the Draw will be notified via push notification within seven (7) working days following the Draw Date.
- 4.7. The entitlement to and use of a Prize is also subject to such other terms and conditions as may be imposed by the respective merchants/vendors/manufacturers ("Merchant") which supplied/supplies the Prize(s). For avoidance of doubt, Maybank shall not be responsible for any taxes (save for GST), or any surcharges which may be imposed, or any other additional costs.
- 4.8. All Prizes must be claimed by the Winners from Maybank or the applicable Merchant(s) within one (1) month from the date the Winners are notified of his/her win and in accordance with such procedure as may be determined by Maybank at its sole discretion. Any Prize unclaimed in accordance with Maybank's required procedures within one (1) month from the date the Winners are notified of his/her win may be forfeited and Maybank shall not be obliged to notify such Winner prior to or upon such forfeiture. The Winner whose Prize has been forfeited shall not be entitled to any payment or compensation notwithstanding non-receipt of notification of being a Winner or of the deadline for claiming the Prize. Maybank will inform the Winner of his/her win, but subsequently, the Winner shall liaise with the Merchant on the redemption of the same.
- 4.9. The Prize is neither transferable nor exchangeable for cash, credit, TREATS Points or otherwise, unless otherwise explicitly stated. Without prejudice to the aforesaid, if Maybank in its sole discretion agrees to allow any of the foregoing, Maybank shall be entitled to charge the Cardmember such fee as Maybank deems fit.
- 4.10. Maybank may, at any time before or after the Draw(s) and in its sole and absolute discretion, substitute a Prize with another prize of similar value without notice and liability to any person.
- 4.11. A Winner is not entitled to any payment or compensation from Maybank should the Winner be disqualified or the Prize be forfeited for whatever reason.
- 4.12. Maybank reserves the right to transfer the Prize to the next selected reserve winner, and the original drawn winner shall then not be entitled to have any claim on the Prize, in the event that Maybank is unable to contact the original drawn winner within one (1) week from the date of the Draw or if the original drawn winner is unable to fulfil the obligations required of him/her in respect of the Draw or the Prize, without notice or liability to any person.

- 4.13 Maybank shall not be responsible for any other consequences including but not limited to loss of life, injury to person and/or damage to property arising from or in connection with the Draw(s) or redemption or use of the Prize(s).
- 4.14 Winners shall accept the Prize “as is”. No change of destination (if pre-determined) is permitted and no request for changes, modification, variation and/or enhancement will be entertained.
- 4.15 Maybank is not the supplier of Prizes and makes no representation or warranty whatsoever as to the quality, merchantability or fitness for purpose or any other implied terms or conditions with respect to the Prizes. Maybank assumes no responsibility or liability for the acts or defaults of the Merchant(s), or for any delay, postponement, non-delivery, nonperformance or defects in the Prizes. Maybank is not an agent of the Merchant(s) supplying the Prizes. Any dispute about the quality or performance of the Prize must be resolved directly with the Merchant.
- 4.16 In the event of any defect or damage in Prizes, the Cardmember shall contact and liaise directly with the Merchant. For the avoidance of doubt, Maybank shall not be liable to the Cardmember in any way for any such event. Maybank makes no representation or warranty on the description, condition, quality, merchantability, fitness or suitability for any purpose of the Prizes redeemed. The Cardmember acknowledges and agrees that the contract for the sale or supply of the Prizes is made solely between the Cardmember and the Merchant. The Cardmember agrees to hold Maybank harmless and free from all liabilities, loss, damages and costs arising from any defect or non-conformity of the Prizes, goods or services redeemed, and the Cardmember shall look to the Merchant directly for any claim or recourse arising from or in connection with any such defect or non-conformity of the Prizes, goods or services redeemed.

5 Redemption of Prize(s)

- 5.1 The Cardmember shall redeem the Prize by presenting the Prize eCoupon to the Merchant in person, in accordance with the terms and conditions set out in the Prize eCoupon.
- 5.2 Each redemption of the Prize(s) must be in accordance with these terms and conditions, the eCoupon(s) and the terms and conditions of the Merchant.
- 5.3 The eCoupon will cease to be valid after the date of expiry as indicated on the eCoupon. There shall be no extension of the expiry date. In particular, Maybank will not accede to requests to revalidate or extend the expiry date of eCoupons by Cardmembers whose Card Account has been closed or terminated by the Cardmember or Maybank, or whose Card Account has been suspended, blacklisted or tagged as deceased by Maybank.
- 5.4 Maybank reserves the right to charge the full cost or retail value of a Prize to the Cardmember's Card Account or deduct it from any account the Cardmember holds with Maybank if it is determined by Maybank that (i) the Cardmember is not entitled to all or part of the TREATS Points used to redeem the Prize, (ii) the Cardmember is not entitled to Prize for any reason whatsoever;

or (iii) the Cardmember has breached one or more of the terms and conditions of the applicable Card, the TREATS Points Rewards Programme or this Promotion.

6 General

- 6.1 Maybank Cardmembers hereby authorise Maybank to disclose and publish their names and other particulars in the event that he/she wins the Prize in accordance with applicable laws without prior notice. Winners also authorise Maybank to share their personal data with the Merchant(s) or such third party which Maybank may in its reasonable discretion deem necessary to facilitate the redemption and/or crediting of the Prizes.
- 6.2 The Winners consent to and shall (if required) attend a prize presentation ceremony or event and/or participate in Maybank's publicity programmes in relation to the Promotion without any compensation whatsoever. Any and all expenses and/or costs incurred for such attendance shall be borne by the Winner. Maybank reserves the right to use and publish the name, photographs, information, particulars and/or documents of the Winner in any advertisement or other forms of publicity from time to time, and the Winners consent to the same.
- 6.3 In the event that the TREATS Points are over-utilised or incorrectly utilised by a Cardmember, or in the event that there is a negative balance of TREATS Points after a deduction is made by Maybank for whatever reason, Maybank shall have the right to chargeback the value of the TREATS Points in question to the Cardmember. The value of the TREATS Points shall be determined by Maybank in its sole discretion.
- 6.4 Maybank has the sole discretion to exclude any person from participating in this Promotion and Maybank's decision on all matters relating to this Promotion shall be final, conclusive and binding on all Cardmembers.
- 6.5 Maybank, its related corporations, employees and/or independent contractors shall not be liable for any loss, injury, liabilities, expenses or damages 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 and/or redemption or consumption of any Prizes and/or any eCoupon which is misdirected or lost and/or transactions that are processed late, incorrectly or lost due to computer or other electronic breakdown or malfunction and/or for any other reasons.
- 6.6 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.

- 6.7 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 Prizes on any collateral shall be for illustrative purposes only.
- 6.8 In addition to these terms and conditions, all Cardmembers are subject to the terms and conditions governing the use of their Card, the Maybank 2025 Year-long TREATS Points Rewards Programme General Terms and Conditions, the Maybank TREATS Mobile App Terms and Conditions, and any other terms and conditions governing the use of other facilities or benefits granted by Maybank to the Cardmember. In the event of any inconsistency between these terms and conditions and the Maybank 2025 Year-long TREATS Points Rewards Programme General Terms and Conditions, these terms and conditions shall prevail.

7. Definitions

“Chance” refers to a chance to participate in and win a Draw.

“Draw” means the lucky draw conducted by Maybank to determine the Winners in accordance with these terms and conditions.

“Winners” means winners of the Prizes.

“Prizes” means the prizes described in Clause 2.

Definitions importing the singular shall include the plural and vice versa.