



## Terms and Conditions for Maybank2u Holiday Giveaway Promotion (“Promotion”)

### 1. Definitions

Under these Terms and Conditions:

“**Customers**” means the customers as described in Clause 2(a).

“**Eligible Transactions**” means the eligible transactions as described in Clause 3(a).

“**Eligible Channels**” means any of the eligible channels as described in Clause 3(a).

“**Prize**” means the Prize as described in Clause 3(b), and further explained in Clause 4.

“**Maybank**” means Maybank Singapore Limited.

“**Promotion Period**” means the period between 7 November 2022 and 31 December 2022 (both dates inclusive).

“**Qualified Customers**” means the qualified customers as described in Clause 3(a).

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

### 2. Eligibility

- a) All individual customers who have access to the new Maybank2u SG app, Maybank2u SG (Lite) app and the new Maybank2u Online Banking are eligible for this Promotion, except for:
  - i) employees of Maybank, its advertising agencies or sponsors and their immediate families;
  - ii) corporate or business customers of Maybank; and
  - iii) customers whose access to the above digital channels, Maybank savings and/or current account are terminated during the Promotion Period, or when the Prizes are awarded, whichever is earlier.
- b) Maybank has the absolute discretion to exclude any Customer and/or any person from participating in the Promotion without any obligation to furnish any notice and/or reason.
- c) By participating in the Promotion and/or by accepting a Prize, Customers agree to abide by the terms and conditions stated herein. In the event the Customer does not agree to these terms and conditions, he/she should not participate in the Promotion and should opt out by informing Maybank of the same.

### 3. Awarding of Qualified Customers and Prizes

- a) There will only be a maximum of one Qualified Customer per day during the Promotion Period. To be deemed a Qualified Customer for a day (which must be a calendar day within the Promotion Period), that Customer must on that day be the 100<sup>th</sup> Customer to perform and complete an Eligible Transaction via an Eligible Channel (as described below):

Eligible Transactions <i>(Minimum amount per transaction shall be S\$10, except for online iSAVvy Time Deposit placement)</i>	Eligible Channels
Outgoing Local Funds Transfer (including via FAST, PayNow, Scan & Pay, GIRO, to own and other Maybank Accounts)	<ul style="list-style-type: none"> <li>• Maybank2u SG app</li> <li>• Maybank2u SG (Lite app)</li> <li>• Maybank2u Online Banking</li> </ul>
Bill Payments (local and overseas, including credit card bill payment)	
Outgoing Overseas Funds Transfer (via Telegraphic Transfers or RegionLink)	
Online iSAVvy Time Deposit Placement (minimum amount of S\$20,000) (Available on M2U SG app and M2U Online Banking only)	

(For the avoidance of doubts, if a Customer makes multiple Eligible Transactions on the same day, only his/her first Eligible Transaction will be considered in determining whether he/she is the Qualified Customer of the day.)

- b) Qualified Customers will be rewarded with the prizes set out below (“Prizes”):

	Promotion Periods	Allocated quota	Prizes
1.	7 - 30 November 2022	Daily 100 <sup>th</sup> Customer	<ul style="list-style-type: none"> <li>• Klook e-Prize card worth S\$100 each, OR</li> <li>• Chope e-Prize card worth S\$100 each</li> </ul>
2.	1 - 31 December 2022	Daily 100 <sup>th</sup> Customer	

- c) Only successful transactions will be deemed eligible.
- d) Maybank’s records on the daily position of a Customer shall be final, conclusive and binding. No correspondence will be entertained.
- e) Each Qualified Customer is only eligible to three (3) Prizes a month, up to a maximum of six (6) Prizes under this Promotion.

### 4. Prize

- a) There will be 55 Prizes given for this Promotion as set out below:

Details of Prize	No. of Prizes
Klook e-gift card worth S\$100 each	30
Chope e-gift card worth S\$100 each	25

- b) The list of Qualified Customers shall be published on Maybank's website at [www.maybank2u.com.sg](http://www.maybank2u.com.sg) and/or on any other publication or social media within fourteen (14) calendar days from the end of campaign period or on such other date(s) as Maybank may determine at its sole discretion.
- c) A redemption letter ("Prize Letter") and the Prize will be delivered in a digital format to the Qualified Customers by email, to their last known e-mail address on record with Maybank, by such date(s) as may be determined by Maybank in its sole discretion. Except for notifications to the Qualified Customers, Maybank is not obliged to enter into any correspondence with any person on any matter concerning the Prize.
- d) Prize must be redeemed by the Qualified Customers in accordance with the terms and conditions set out in the Prize Letter. Any unredeemed Prize or balance amount shall be forfeited. Any Qualified Customer whose Prize has been forfeited shall not be entitled to any payment, compensation or replacement notwithstanding non-receipt of the Prize Letter by the Qualified Customer. The redemption of the Prize is subject to such other terms and conditions as may be imposed by the merchant(s) supplying the Prize.
- e) In the event the Prize Letter is not received, lost, misplaced, damaged or stolen, the Qualified Customer's entitlement to a replacement Prize letter is subject to the sole discretion and final determination of Maybank. Where a replacement Prize letter is issued, Maybank reserves the right to deduct the value of the Prize from any Maybank account held by the Qualified Customer if the original Prize Letter is used to redeem an additional Prize.
- f) Qualified Customers shall accept the Prize "as is". Maybank is not the supplier of the Prize and makes no representation or warranty whatsoever as to the availability, quality, merchantability and/or the fitness of purpose of the Prize 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 Prize. Maybank is not an agent of the merchant. Any dispute over the Prize, product quality and/or services provided by a merchant should be resolved directly with the merchant.
- g) Maybank reserves the right to replace any Prize at any time at its discretion with another item of a similar value without notice.
- h) 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 Promotion and/or redemption or use of the Prize, lost, late, misdirected, damaged, incomplete, illegible or postage-due mail, and/or in respect of any transaction due to any reason whatsoever or howsoever (including but not limited to the incorrect classification of category in respect of any transaction) or transactions that are processed late, incorrectly or lost due to computer or other electronic breakdown or malfunction or any other reason.
- i) In the event an Eligible Transaction is cancelled or reversed by any party for any reason and at any time, the said Eligible Transaction will not be considered for the awarding of the Prize. If an Eligible Transaction is reversed after the Prize(s) has been awarded, Maybank has the right to deduct the value of the Prize(s) from any Maybank account the Qualified Customer holds with Maybank. Maybank reserves the right to deduct the full value of the Prize(s) from the Qualified Customer's Maybank account in the event such Qualified Customer closes his/her Maybank Online Banking account, Maybank Deposit, Savings and/or Current Account and/or cancels his/her Maybank Credit Card within six (6) months after the Promotion Period.
- j) Where the Prize has already been utilised or redeemed by any Qualified Customer, Maybank has the right to deduct the value of the Prize(s) from any Maybank account the Qualified Customer holds with Maybank if it is determined by Maybank that the Qualified Customer has not fulfilled any of the conditions required under this Promotion or breached one of the terms relating to this Promotion.

## 5. General

- a) The participating Customers hereby authorise Maybank to disclose and publish their names and other particulars in the event that he/she emerges as a Qualified Customer, in accordance with applicable laws, without prior notice. The Qualified Customers also consent to co-operate with and participate in publicity activities organised by Maybank in relation to the Promotion without compensation whatsoever. All expenses and/or costs incurred for such attendance shall be borne by the Qualified Customers and Maybank reserves the right to use the name, address, photographs, information, particulars and/or documents of the Qualified Customers in any advertisement or other forms of publicity from time to time. Maybank reserves the right to collect, use and disclose the names and such other particulars of the Qualified Customers solely for the purposes related to the Promotion and in accordance with applicable laws.
- b) The decision of Maybank on all matters relating to or in connection with this Promotion (including without limitation the eligibility of a Customer, the selection of the Qualified Customers, the manner in which Prizes are awarded to the Qualified Customers) shall be final, conclusive and binding on all participating Customers. Maybank shall not be obliged to enter into any correspondence with any Customer on any matter concerning this Promotion.
- c) 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 any Customer and/or any other person by reason of, arising from or in connection with the Promotion, the Prize, and/or redemption of or consumption of any services, products or facilities of any merchant or retailer, including any act or omission relating to the Customer's participation in this Promotion, howsoever caused or for any other reason.
- d) Maybank reserves the right in its sole and absolute discretion to vary, delete or add to any of these terms and conditions from time to time or to suspend or terminate the Promotion at any time without prior notice or liability to any person.
- e) Maybank may at any time waive either unconditionally or on such terms and conditions as the Maybank deems fit in its discretion any right it has under these terms and conditions, however any such waiver shall not preclude Maybank from exercising such rights in the future.
- f) The image of the Prize(s) (if any) in any brochure, marketing or promotional material relating to this Promotion is for illustrative purposes only.
- g) In the event of any inconsistency between these terms and conditions and any brochures, marketing or promotional materials relating to the Promotion, these terms and conditions shall prevail.
- h) The prevailing Standard Terms and Conditions governing Internet Banking Services shall apply and can be found at [www.maybank2u.com.sg](http://www.maybank2u.com.sg).
- i) These terms and conditions are governed by the laws of Singapore.

**Information is updated and correct as at 7 November 2022.**

Maybank Singapore Limited (UEN: 201804195C)