



MAYBANK WEALTH TRAVEL CONCIERGE BY T'ROKA TERMS AND CONDITIONS

Maybank Wealth Travel Concierge Program ("**Program**") is offered by Maybank Premier Wealth & Maybank Private Wealth segments under Malayan Banking Berhad (Company Registration No.: 196001000142) (referred to as "**Maybank**"). By utilising this The **Eligible Participant(s)** (as defined in Clause 1.0) hereby expressly agree to be bound by these terms and conditions ("**Terms and Conditions**") and any decision made by Maybank in respect of the Program shall be final and binding.

1.0 Eligibility Criteria

- 1.1 This Program is open exclusively to New and Existing Maybank Premier Wealth and Private Wealth individual customers.
- 1.2 All individual customers who have fulfilled the above criteria shall hereinafter be referred to as the "**Eligible Participant(s)**".

2.0 Programs Terms and Conditions

- 2.1 Eligible Participant(s) may access the Program through the designated Travel Concierge Service Agency via the hotline at (60) 3 2303 1558 or email to mbb.troka@holidaytours.com.my. The service is available from Monday to Friday, 9:00 a.m. to 5:00 p.m. excluding public holidays and weekend. T'ROKA shall respond to enquiries submitted by Eligible participant(s) within twenty-four (24) to forty-eight (48) business hours.
- 2.2 Maybank reserves the right to verify Eligible Participant's eligibility and customer segment status prior to processing any request, reservation, booking, benefit, privilege, offer, or service under the Program.
- 2.3 All travel arrangements, including enquiries, reservations, ticketing, bookings, cancellations, amendments, and related requests, must be made through the designated Travel Concierge Service Agency.
- 2.4 The Eligible Participants shall be solely responsible for all costs, charges, fees, taxes, penalties, and expenses arising from or in connection with any booking, reservation, product, service, or arrangement made under the Program, including those incurred on behalf of accompanying guests.
- 2.5 Maybank is not the provider of travel products or services and shall not be liable for any loss, damage, injury, delay, cancellation, or service failure arising from products or services provided by third-party suppliers.
- 2.6 The availability and utilisation of Program benefits, privileges, promotions, offers, and services are subject to these Terms and Conditions and any additional terms and



conditions imposed by participating merchants, suppliers, airlines, hotels, travel providers, lifestyle partners, or other service providers.

- 2.7 The participating partners, suppliers, airlines, hotel programs, experience providers, lifestyle partners, benefits, privileges, promotions, and offers under the Program may be amended, replaced, suspended, expanded, or withdrawn from time to time at the discretion of T'ROKA by Holiday Tours and/or Maybank without prior notice.
- 2.8 By participating in the Program, Eligible Participant(s) agree to be bound by these Terms and Conditions and any applicable terms and conditions from the Travel Concierge Service Agency, and any decision made by Maybank and/or the Travel Concierge Service Agency in respect of this Program shall be final and binding.

3.0 General Terms and Conditions

- 3.1 Maybank shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or human errors in the administration and/or processing of the transaction performed via the MAE app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
- 3.2 Maybank reserves the right to withdraw, cancel, suspend, extend or terminate this Program earlier in whole or in part and reserves the right to modify any of the Terms and Conditions contained herein, from time to time by giving at least minimum of twenty-one (21) days ("day" shall have the same meaning as calendar day) prior notice thereof, the notice of which shall be posted on the Maybank2U web page at www.maybank2u.com.my or through any other channel determined appropriate by Maybank. It shall be the responsibility of the Eligible Participants to be informed of or otherwise seek out any such notice validly posted.
- 3.3 By participating in this Program, Eligible Participants agree to access the Maybank2u web page at www.maybank2u.com.my on a regular basis to view the Terms and Conditions herein and seek clarification from Maybank should any of the Terms and Conditions be not fully understood.
- 3.4 By participating in this Program, Eligible Participants agree to be bound by the Terms and Conditions herein and agree and consent to allow his/her personal data being collected, processed and used by Maybank in accordance with the Maybank Privacy Statement, which may be viewed on www.maybank2u.com.my ("Maybank's Privacy Statement") and the PDPA Form for Individual Customers.

In addition, and without prejudice to the terms in the Maybank's Privacy Statement and the PDPA Form for Individual Customers, Eligible Participants agree and consent to his/her personal data or information being collected, processed and used by Maybank for:

- a) the purposes of the Program; and
- b) marketing and promotional activities conducted by Maybank, including but not limited to any form of advertising or publicity media and materials such as audio and/or visual recordings published through newspapers, television networks, radio stations or online and



digital media and on the Internet. Marketing and promotion activities include without limitation the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well as responses and related photographs. In this regard, Eligible Participants agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Program.

Note: "PDPA" refers to Personal Data Protection Act (2010).

- 3.5 Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for the purposes of this Program) shall not be liable to Eligible Participants in this Program for any direct, indirect, special or consequential loss or damage (including but not limited to, loss of income, profits or goodwill) arising from or in connection with this Program unless caused by any negligence or omission by Maybank.
- 3.6 Maybank shall not be liable for any default of its obligation under this Program due to any force majeure events which include but not limited to acts of God, civil commotion, acts of war, strike, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events and circumstances of whatever nature beyond the reasonable control of Maybank.
- 3.7 Maybank may disqualify/reject any Eligible Participant who does not comply with the Terms and Conditions stated herein and/or are found or suspected to be tampering with the Program and/or its process or the operations of this Program which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Program.
- 3.8 These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.

For information, enquiries, feedback and/or complaints related to this Program, please contact Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696. Alternatively, for feedback and/or complaints, Eligible Participants may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.