

Terms and Conditions - How To Participate

Participant can use either the Maxis App, Hotlink Postpaid App or Maxis website to join this Campaign.

Method 1

- i. Log in to Maxis App or Hotlink Postpaid App, go to 'Bills' tab and click on your account.
- ii. Click 'Manage Direct Debit'. Under the 'Non Direct Debit accounts' section, select the account by checking the box on the right and clicking 'SUBMIT'.
- iii. At the registration page, fill in your email address. Under 'Select Payment', click on 'Pay with debit or credit card' and insert your 16-digit Mastercard number, expiry date and CVV number. Click Continue.
- iv. You will be redirected to the confirmation page of your issuing bank and receive an OTP to your registered mobile number. Insert the OTP on the confirmation page and continue.
- v. After successful completion, you will be shown a confirmation page and be automatically redirected to your 'Manage Direct Debit' page.

Method 2

- i. Log in to Maxis App or Hotlink Postpaid App, go to 'Bills' tab and click 'Pay Now'.
- ii. Insert the amount to pay and click 'OK' to continue. Minimum of RM5 is required.
- iii. Repeat steps (iii) to (iv) under Method 1 .
- iv. At the confirmation page, tick 'Set up Direct Debit' and click the 'Add Direct Debit'.
- v. Click 'Complete' to complete your registration.

Method 3 (for Maxis Web Login only)

- i. Visit the Maxis website (www.maxis.com.my) and sign in to your account with either your mobile number or email.
- ii. Click 'Manage Account' on the user icon found on the top right-hand corner of the website.
- iii. Select your Maxis Postpaid or Maxis Fibre account. Click on 'My Account' on the top right-hand corner, and click on 'Bills' in the drop down menu.
- iv. Click on 'Manage' in the Direct Debit section.
- v. Under the 'Non Direct Debit accounts' section, select the account by checking the box on the right and click 'SUBMIT'.
- vi. At the registration page, fill in your email address. Under 'Select Payment', click on 'Pay with debit or credit card' and insert your 16-digit Mastercard number, expiry date and CVV number. Click Continue.
- vii. You will be redirected to the confirmation page of your issuing bank and receive an OTP to your registered mobile number. Insert the OTP on the confirmation page and continue.
- viii. After successful completion, you will be shown a confirmation page and be automatically redirected to your 'Manage Direct Debit' page.

Terms and Conditions - RM20 Rebate & Eligibility

- i. Subject to subclause (iii) and (iv) below, all customers of Maxis Postpaid, Maxis Fibre, Hotlink Postpaid who are Mastercard cardholders are eligible to participate in this Campaign.
- ii. Customers on Maxis Business Plans and Services (including Maxis Business Postpaid, Maxis Business Postpaid and Fibre and other business plans), Hotlink Postpaid and Fibre and Hotlink Prepaid are not eligible for this Campaign.
- iii. New registration customers of Maxis Direct Debit Services with a Mastercard credit card or Mastercard debit card during the Campaign Period are eligible for the rebate.
- iv. Customers who registered with Maxis Direct Debit Services but switch to Mastercard credit card or Mastercard debit card during the Campaign Period are eligible for the rebate.
- v. Customers must ensure that they are on Maxis Direct Debit throughout the campaign period to be eligible for rebate under this Campaign.
- vi. RM 20 rebate will be credited to the eligible customers' bill in the next billing cycle.
- vii. Eligible customers can only receive ONE (1) unit of RM20 rebate.
- viii. The maximum units of RM20 rebate is 20,000 units and subject to availability.

Terms and Conditions - General

5. This Campaign is organized by Maxis Broadband Sdn Bhd ('Maxis') and is open to all customers under the brand of "Maxis" or "Hotlink" who-
 - a) are citizen or residents of Malaysia;
 - b) are at least 18 years of age; and
 - c) Subscribed to Maxis's product and services as per Clause 4(i) above.
6. By participating in this Campaign, you agree to be bound by the Terms and Conditions contained herein and Maxis Group Privacy Statement at <https://www.maxis.com.my/privacy-statement/> or <http://www.hotlink.com.my/pdpa>. Registration and/or participation in this Campaign is an agreement to be bound by the Maxis Group Privacy Statement, which shall form an integral part of the terms and conditions of this Campaign. You shall ensure that all personal information/personal data provided to Maxis are accurate and correct at the point of submission and that Maxis is kept informed and updated of any change in their personal information/personal data.
7. The personal information/personal data collected may be used in future by Maxis to provide you with further information about similar campaigns and information in relation thereto, which you may opt out of by informing Maxis of the user's decision to do so. Your personal information/personal data is subject to the safeguards concerning privacy and security of data as set out in the Maxis Group Privacy Statement and the Personal Data Protection Act 2010.
8. In addition to this Campaign Terms and Conditions, the terms and conditions applicable for Maxis Direct Debit Services can be found at <https://www.maxis.com.my/terms-conditions/personal/general/maxis-direct-debit-services-terms-and-conditions/> which shall apply to you. In the event of any conflict or inconsistency between the Campaign Terms and Conditions and the Maxis Direct Debit Services terms and conditions, this Campaign Terms and Conditions shall prevail.
9. Failure to comply with any applicable terms, conditions, rules, regulations, instructions or methods shall result in you being disqualified from the Campaign.
10. Maxis reserves the right-
 - a) to change, amend, revise, supplement, delete, vary or add to this Terms and Conditions without prior notice at any time and you shall be bound to such changes, amendments, revisions, supplements, deletions, variations or additions;
 - b) at any time, change any aspect of the Campaign (including the cashback and discontinuing the Campaign) with prior notice publish on our website; and
 - c) at its sole discretion to cancel, suspend, modify or delay the Campaign or in the event of unforeseen circumstances beyond its reasonable control. By continued participation in this Campaign, you will be deemed to have accepted any changes, amendments, revisions, supplements, deletions, variations or additions, which may be published at www.maxis.com.my.

Terms and Conditions - General

11. This Campaign and the cashback are provided on an "AS IS" basis without any Maxis's representations or warranties of any kind whether express or implied. Maxis, its related and affiliated corporations disclaim and exclude all warranties relating to or in connection with the Campaign and the cashback including warranties of merchantability, fitness for a particular purposes, security and accuracy.
12. In no event shall Maxis, its related and affiliated corporations, sponsors, agencies and representatives be liable to you or to anyone else for any loss or injury or any direct, indirect, special, exemplary, consequential damages, or any damages whatsoever, whether in contract, negligence or in tort, arising out of or in connection the Campaign.
13. The Terms and Conditions stated herein shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
14. The products and services offered under this Campaign are provided solely by the Maxis, under such terms and conditions as determined by Maxis, and Mastercard accepts no liability whatsoever in connection with such products and services.

DISCLAIMER

1. Bank Islam shall not be responsible or liable for any claims, loss or damage whatsoever, resulting from or in connection with this promotion.
2. Bank Islam's prevailing terms and conditions governing the use of Bank Islam Card-i shall continue to apply in addition to the terms and conditions of this promotion.
3. Muslim cardholders are advised to observe the Shariah principles while enjoying this promotion.
4. This is a promotion by MasterCard. There is no Bahasa Malaysia version available for these Terms and Conditions
5. Customers are advised to visit www.maxis.com.my

Terms and Conditions - FAQ

What is Direct Debit?

Direct Debit (DD) is the simplest and most convenient way to pay your Maxis bill. It authorizes Maxis to collect your Maxis bill charges from your credit/debit card account. Your bill amount will be paid automatically at your regular bill cycle.

How do I sign up for Maxis Direct Debit?

You may request to sign up for Direct Debit at the point of service registration and our team will assist you. If you are already using Maxis services, you can always do it on your own on your Maxis App, Maxis Website or Hotlink Postpaid App.

How do I participate in this campaign?

Register your Maxis Postpaid, Maxis Fibre, Maxis Unlimited Postpaid & Fibre and/or Hotlink Postpaid account on Maxis Direct Debit with any valid Mastercard® branded Credit Card or Debit card during the campaign period.

When is the campaign period?

9 June 2020 – 31 July 2020.

What are the participating banks and cards that are eligible?

All banks with valid Mastercard branded Credit Card or Debit Cards are eligible for this campaign.

Which Maxis and Hotlink customers are eligible for this campaign?

All new and existing customers on Maxis Postpaid, Maxis Fibre, Maxis Unlimited Postpaid & Fibre and Hotlink Postpaid only are eligible.

Terms and Conditions - FAQ

Which Maxis and Hotlink customers are NOT eligible for this campaign?

Customers on Maxis Business Plans & Services, Hotlink Postpaid & Fibre and Hotlink Prepaid are NOT eligible for this campaign.

I am currently registered on Maxis Direct Debit with a Mastercard, am I eligible?

No. Only new registration on Maxis Direct Debit with a Mastercard during the campaign period will be eligible.

I am currently registered on Maxis Direct Debit but not with a Mastercard (e.g. Visa, American Express), am I eligible?

Yes. You will be a new registration on Maxis Direct Debit with a Mastercard during the campaign period and will be eligible.

Do I have to be active on Direct Debit throughout the campaign?

Yes. You will have to remain active on Direct Debit throughout the campaign period to be eligible. We recommend keeping Direct Debit active with your chosen Mastercard for a minimum of 2 billing cycle payments to ensure you get the rebate.

When will I receive my rebate?

You will receive a rebate of RM20 either on the 1st or 2nd billing cycle after registering for Direct Debit using Mastercard. The rebate is for ONE TIME only.

I have multiple accounts (e.g. Maxis Postpaid and Maxis Fibre), am I eligible?

Yes. All accounts are eligible for rebate during this campaign as long as they are an eligible plan. The rebate is limited to one time only per account.

My accounts Direct Debit is on my Son's Credit card, can I request to transfer the rebate to his personal maxis account?

No. The rebate will only be applicable to the account registered on Direct Debit. Alternatively, your friends and family may register their accounts on Direct Debit with a valid Mastercard credit card or Mastercard debit card to enjoy the rebate.