

TERMS AND CONDITIONS
Spend & Win Campaign with Shopee
("these Terms and Conditions")

Customers who are interested in participating this campaign are advised to read and understand these Terms and Conditions before registering their participation in this campaign.

Any customer who does not understand any of these Terms and Conditions may contact RHB Customer Contact Centre, whose contact details are set out in the General Terms and Conditions clause below.

CAMPAIGN ORGANISERS

1. The **Spend & Win Campaign with Shopee** ("**Campaign**") is organised by RHB Bank Berhad [Registration No. 196501000373 (6171-M)] and RHB Islamic Bank Berhad [Registration No. 200501003283 (680329-V)] (collectively, "**RHB**").

CAMPAIGN PERIOD

2. The Campaign runs from **15th May 2024 00:00:00** to **14th August 2024 23:59:59** ("**Campaign Period**"), both dates inclusive.

ELIGIBILITY

3. The Campaign is open to all cardholders of RHB Credit Card/-i ("**Eligible Cardholders**").
4. The Eligible Cardholders must spend with their RHB Credit Card/-i to be eligible to participate in this Campaign.
5. Open to all Malaysian residents aged 18 years and above, except employees and immediate members of Shopee Mobile Malaysia Sdn.Bhd.

"**RHB Banking Group**" means RHB Bank Berhad, RHB Islamic Bank Berhad, RHB Investment Bank Berhad, RHB Insurance Berhad and their respective affiliates, holding companies, subsidiaries, related companies/corporations, successors and assigns.

CAMPAIGN MECHANICS

6. User(s) with the highest spending (RM) during Campaign Period using RHB Credit Card/-i on Shopee Malaysia are entitled to stand a chance to win the prize(s) below.

7. Prizes

Prizes	Item	Quantity
Grand Prize	Russell Taylors Cordless Vacuum Cleaner 2-in-1 V9	1
2nd Prize	Russell Taylors Multi-Function Vacuum Cleaner CW-800	1
3rd Prize	Russell Taylors Digital Rotary Air Fryer (7.5L)	1
Consolation	RM135 Shopee Voucher	47

8. Contest Period:
 - 15th May 2024 00:00:00 to 14th June 2024 23:59:59
 - 15th June 2024 00:00:00 to 14th July 2024 23:59:59
 - 15th July 2024 00:00:00 to 14th August 2024 23:59:59
9. Only applicable for successful payments with a minimum spend of RM50 per transaction, users who cancel their orders are not eligible to win the prize(s)
10. Participant(s) with successful transaction(s) made will immediately be considered as qualified entries.
11. Only checkouts with successful transactions will be accepted.
12. Winner(s) will be notified via Push Notification within 10 working days after the end of the contest period.

13. Winner(s) are required to provide their personal details for verification, contact purposes and fulfilment of the Prize, where applicable. Details include full name, contact number, home address and email address.
14. The Prize is non-exchangeable, not redeemable for cash or other deals of any kind or for resale under any circumstances.
15. Shopee reserves the right to substitute the Prize with other items with equal value without prior notice.
16. If the winner of the Prize does not redeem their Prize within 10 days from the date of the announcement of winner, ("Redeem Period"), the Prize will be forfeited or disposed of at the discretion of Shopee Malaysia or Shopee Malaysia may nominate a substitute winner after the Redeem Period, at Shopee Malaysia sole discretion.
17. Prizes in form of Shopee Vouchers:
 - (a) Shopee Vouchers provided are only valid for the period specified.
 - (b) Shopee Vouchers are on a first-come-first-served basis, while stocks last.
 - (c) Shopee Vouchers are not transferable for cash.
 - (d) You can view Shopee Voucher(s) won by visiting "My Shopee Vouchers" in your "Me" page.
18. The acceptance of prizes by the winners are taken as permission being granted to Shopee Malaysia and RHB Bank and its agencies to use the name and/or the photo for publicity, advertising and/or marketing purposes without prior notice and/or compensations.
19. The participants agree to provide his/her personal data to Shopee Malaysia and RHB Bank Berhad ("Organiser") for Prize fulfilment purposes. Kindly refer to the Contest Standard Terms and Shopee Malaysia's Privacy Policy on how Shopee handle customer personal data.
20. The acceptance of prizes by the winners are taken as permission being granted to the Organiser and its agencies to use the name and/or the photo for publicity, advertising and/or marketing purposes without prior notice and/or compensations.
21. By participating in this contest and/or providing your personal data to the Organiser, you warrant, read and understand the Privacy Policy enclosed to these Terms and Conditions and you consent to the Organiser's processing of your personal data in accordance with said Privacy Policy. You agree to indemnify, defend, and hold the Organiser harmless against any loss, damages, costs, claims, actions, or liabilities occurring due to your breach of the aforesaid warranty and representation.
22. The Organiser has taken the relevant cautionary and security measures to ensure the safekeeping of all participants' personal data and requires all third party's data processors to comply with the same measures. Please note, however, that the Organiser can present the participants' personal data should it be required to do so by law, or by a search warrant, subpoena, or court order.
23. If a participant or winner is found to have breached any terms under the Terms and Conditions, he/she will be immediately disqualified.
24. In the event of dispute, any decision by Shopee Malaysia is binding and final.

GENERAL TERMS AND CONDITIONS

1. By participating in the Campaign, each of the Eligible Participants agrees to the following:-
 - (a) he/she is bound by these Terms and Conditions;
 - (b) (i) by giving sufficient prior notice, RHB may:-
 - (1) vary any of these Terms and Conditions or suspend or terminate the Campaign following the introduction of or change in any laws or regulatory requirements applicable to RHB and/or the Campaign; or
 - (2) vary any of these Terms and Conditions if, without such variation, the Bank will not be able to give effect to the Campaign.
 - (ii) RHB may give such notice:-

- (1) by mailing such notice and the reason(s) for such variation, suspension or termination to the Eligible Participants;
 - (2) by sending such notice and the reason(s) for such variation, suspension or termination by SMS (Short Message Service) or Electronic Direct Message (EDM) to the Eligible Participants; or
 - (3) by displaying such notice and the reason(s) for such variation, suspension or termination at RHB's branches or website.
- (iii) Any Eligible Participant who is not agreeable to such variation, suspension or termination is required to notify RHB and will no longer be entitled to participate in the Campaign.
- (c) the visuals of the rewards or prizes (each a "**Campaign Reward**") and all other items shown in all materials and publications related to the Campaign and on RHB's website are for illustrative and decorative purposes only and do not form part of the Campaign Rewards;
 - (d) he/she is not allowed to choose the colour or design of his/her Campaign Reward (if the Campaign Reward is a good);
 - (e) the Campaign Rewards cannot be transferred to any third party and cannot be exchanged for cash, credit or any other form of monetary payment;
 - (f) RHB and/or its appointed vendor, supplier or agent may substitute the Campaign Rewards with another reward of similar value or specification by giving sufficient prior notice with reason(s) for such substitution in the manner as stipulated in Clause (b)(ii) above;
 - (g) any Eligible Participant who has cheated or committed any unlawful or fraudulent act in relation to the Campaign and/or the product(s) to which the Campaign applies, will be disqualified from the Campaign;
 - (h) RHB is not responsible for the condition or any loss or deterioration of or damage to the Campaign Rewards once accepted by the Eligible Participants.

The Eligible Participants are advised to check the condition of their respective Campaign Reward before accepting the same (if the Campaign Reward is a good);

- (i) he/she is liable for all taxes and other fees and charges levied against him/her under the applicable laws, if any, for the acceptance of his/her Campaign Reward;
- (j)
 - (i) RHB is required to obtain and process the Eligible Participants' personal information to administer the Campaign;
 - (ii) by providing the personal information, the Eligible Participant has agreed to such processing by RHB; and
 - (iii) any Eligible Participant who is not agreeable to such processing by RHB is required to notify RHB and will no longer be entitled to participate in the Campaign;
- (k) he/she further consents to RHB obtaining and processing his/her personal information for the purposes of cross-selling, marketing and promotions of the products and/or services of RHB Banking Group or its strategic alliances which RHB thinks may interest him/her. He/She has the option of choosing whether to receive marketing and promotional materials for the same from RHB and may choose or change his/her option by contacting RHB Customer Contact Centre as follow:

RHB Customer Contact Centre

Email : customer.service@rhbgroup.com

Telephone No. : +603-9206 8118

Form : rhbgroup.com/personal/banking-methods/contactus.html;

- (l) the photographs/images together with the names of the Campaign Reward Winners may be used in RHB's announcement of the Campaign Reward Winners;

- (m) RHB is not liable for the non-receipt of, or any delay in the receipt of, any Campaign Reward Winner's Campaign Reward caused by:-
- (i) the suspension or termination of the Campaign pursuant to Clause (b)(i)(1) above;
 - (ii) such Campaign Reward Winner's own action or inaction; or
 - (iii) by any act of God, war (whether declared or not), strike, riot, civil commotion or act of terrorism which is not attributable to RHB and/or any of its employees, representatives and agents;
- (n) unless there is any manifest (obvious) error, RHB's decision on all matters relating to the Campaign is final, conclusive and binding against the Eligible Participants;
- (o) he/she may contact RHB Customer Contact Centre for all matters relating to the Campaign (including any request to change or limit the processing of his/her personal information) to RHB Customer Contact Centre;
- (p) if he/she is not satisfied with the resolution provided by RHB Customer Contact Centre and if the product(s) to which the Campaign applies is/are:-

- (i) banking product(s), he/she may then refer the matter to the operator of the Financial Ombudsman Scheme approved by Bank Negara Malaysia:-

Ombudsman for Financial Services

Address: Level 14, Menara Takaful Malaysia
No 4, Jalan Sultan Sulaiman
50000 Kuala Lumpur

Telephone No.: +603-2272 2811

Facsimile No.: +603-2272 1577

Email: enquiry@ofs.org.my; or

- (ii) unit trust product(s), he/she may then refer the matter to the Securities Industry Dispute Resolution Center (SIDREC) approved by the Securities Commission Malaysia:-

Address: Unit A-9-1, Level 9, Tower A
Menara UOA Bangsar
No. 5, Jalan Bangsar Utama 1
59000 Kuala Lumpur

Telephone No.: +603-2282 2280

Facsimile No.: +603-2282 3855

Email: info@sidrec.com.my;

- (q) these Terms and Conditions are to be read together with the terms and conditions of Smart Instalment Payment Plan which can be found at <https://www.rhbgroup.com/cards/card-features-smart-instalment-payment-plan.html> ; and
- (r) in the event of any inconsistency between these Terms and Conditions and any other materials relating to the Campaign, these Terms and Conditions will prevail for matters dealt with in these Terms and Conditions.