

TERMS AND CONDITIONS
RHB CASA LUXURY WATCH 2.0 CAMPAIGN
(“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 **RHB CASA Luxury Watch 2.0 Campaign (“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 **15 October 2024 to 15 March 2025 (“Campaign Period”)**, both dates inclusive.

ELIGIBILITY

3. The Campaign is open to all eligible primary account holders of valid and existing Current or Savings accounts – both Conventional and Islamic Accounts (“CASA/-i”) (both residents and non-residents) of the Consumer Banking segment (collectively, **“Eligible Participant(s)”**).
4. The Campaign is not applicable to Junior accounts (RHB Future Saver, Junior Savings Account, Easy-Junior Savings and RHB Children Account-i)
5. The following individuals and entities, both residents and non-residents, are not eligible to participate in the Campaign:-
 - (a) individuals below the age of eighteen (18) years;
 - (b) permanent employees and contract employees of RHB Banking Group and their immediate family members;
 - (d) companies, commercial and corporate entities, sole proprietorships, partnerships, charitable/non-profit organisations, societies and schools.

“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. Eligible Participant(s) are required to register their participation in the Campaign during the Campaign Period by completing and submission of the Declaration and Authorisation Form or by
7. To stand a chance of winning the Campaign Rewards and prizes under the Campaign, the Eligible Participant(s) must meet the following qualifying requirements during the Campaign Period (**“Campaign Qualifying Requirements”**):-

Prize Category	Min Hold Placement	Hold Amount Tenure	Fresh Funds	Existing Fund	Number of winning	Number of entries (Main Entries)
Grand Prize/Second Prize and Third Prize	RM10,000	3 months (90 days)	✓	x	1 time	1 entry for every single CASA-i placement in the multiple of RM10,000

- a) CASA-i Hold Period means the amount of CASA-i balance locked in the account for a period of 90 days [three (3) months] from the date of placement in accordance to the Campaign mechanics/ feature ("CASA-i Hold Period"). Only CASA-i product is eligible for hold placement, exclude Multi Currency Account/-i.
- b) Eligible Participant(s) are not allowed to hold placement with the Overdraft Limit in their CASA-i.
- c) "Fresh funds" refers to any monies or funds which do not originate from the existing funds in the Eligible Participant(s)'s deposit account maintained with RHB/RHB Islamic whether held solely or jointly with another person. The Eligible Participant(s) must make the deposit placement within seven (7) calendar days from the date the monies or funds are transferred or credited into the Eligible Participant(s)' participating account

8. Eligible Participant(s) that meet the Qualifying Criteria (as stated in Clause 7 above) can further earn more bonus entries as per stated below when they fulfilled any of the following:-

i. **Bonus entries: Incremental Monthly Average Balance at customer level**

Bonus Entries	Qualifying Criteria	Number of entries
Incremental Monthly Average Balance (MAB) at customer level	Minimum Incremental MAB balance of RM10,000 in CASA-i.	2 entries for every Incremental MAB of RM10,000

- a) If Eligible Participant(s) has more than one (1) CASA-i (Eligible Participant(s) must be the primary CASA-i holder), incremental MAB from each qualifying account will be combined.
- b) Bonus entries will be given during the Campaign Period month and/or between the last cycle of 90 days [three (3) months] hold period.
- c) The Eligible Participant's incremental MAB Balance is defined as summation of daily day-end balances of Eligible Participant's total CASA-i of the month divided by total actual number of days of the participating month. MAB balance is calculated based on the whole month's daily day-end balance. i.e. Eligible Participant(s) participate Campaign on 23 November 2024, the MAB balances for November month will be calculated from 1 to 30 November 2024.
- d) The calculation for Incremental MAB is defined as Eligible Participant(s) current month MAB minus previous month MAB.
- e) For new participating CASA-i signed up during the Campaign Period, the baseline to calculate the Incremental MAB Balance is Ringgit Malaysia zero (RM0).

ii. **Bonus entries: New/existing customers to RHB segment**

Bonus Entries	Number of Entries For Each Segment
RHB Segment - New/Existing to RHB Joy@Work - New/Existing to RHB Premier	2x entries (one-off)

- a) Bonus entries will be given for segment during Campaign Period only.

9. For bonus entries as per Clause 8 (ii), it will be fulfilled and calculated one (1) time at the end of Campaign Period.

10. Eligible Participant(s) may receive periodic notification updates via Push Notification through RHB Mobile Banking/email on the number of Campaign entries earned. If the Eligible Participant(s) did not have access to RHB Mobile Banking/update email address details when

the CASA-i was opened previously, they will not receive any notification updates. However, Eligible Participant(s) can activate RHB Mobile Banking or update their email address by submitting the request via Secured Message in RHB Online Banking or walk in to the nearest RHB Branch.

11. Examples on computation of Campaign entries are as below tables:

Scenario 1: Existing Premier customer holds placement into CASA-i on 3 November 2024 amounting RM1,000,000 and subsequently perform transactions to increase MAB.

Customer A Month of Participating	1: Hold Amount		2: Guaranteed Gift Eligibility	3: Millionaire Circle Eligibility	4 : Bonus Entries					Premier / Joy@Work [C]	Total Entries for Grand / Second Prize and Third Prize Draw (A+B+C)
	Hold Amount	No. of Entries [A]			Incremental MAB						
					MAB @ previous month	Month	MAB Current Month	Incremental MAB	No. of Entries [B]		
Nov-24	RM1 mil	100	Yes	Yes	RM100K	Nov- 24	RM1 mil	RM900K	180	2x	936
					RM1 mil	Dec- 24	RM1.86 mil	RM860K	172		
					RM1.86 mil	Jan- 25	RM1.94 mil	RM80K	16		

Qualifying number of entries :-

	Item		Amount	No. of entries
1	Check 3 months (90 days) Hold Fund placement	✓	RM1M	100
2	Check Guaranteed Gift Eligibility	✓		
3	Check for Incremental MAB for month:			
	➤ November 2024	✓	+RM900K	180
	➤ December2024	✓	+RM860K	172
	➤ January 2025	✓	+RM80K	16
4	Check for Premier/Joy@Work	✓		2x
	Total Entries			936

Customer A stands a chance to win Grand Prize/ Second Prize and Third Prize with 936 entries inclusive of bonus entries. Customer A also entitled for the Millionaire Circle draw. Guaranteed Gift is first come first serve basis.

Scenario 2: Existing Joy@Work customer who holds placement on 12 November 2024 into CASA-i amounting RM50,000 and subsequently performs transactions to increase MAB.

Customer B Month of Participating	1: Hold Amount		2: Guaranteed Gift Eligibility	3 : Bonus Entries					Premier / Joy@Work [C]	Total Entries for Grand / Second Prize and Third Prize Draw (A+B+C)
	Hold Amount	No. of Entries		Incremental MAB						
				MAB @ previous month	Month	MAB Current Month	Incremental MAB	No. of Entries [B]		
Nov-24	RM50K	5	No	RM50K	Nov- 24	RM70K	RM20K	4	2x	30
				RM70K	Dec-24	RM100K	RM30K	6		
				RM100K	Jan-25	RM70K	RM0	0		

Qualifying number of entries :-

	Item		Amount	No. of entries
1	Check 3 months (90 days) Hold Fund placement	✓	RM50K	5
2	Check Guaranteed Gift Eligibility	✗		
3	Check for Incremental MAB for month:			
	➤ November 2024	✓	+RM20K	4
	➤ December 2024	✓	+RM30K	6
	➤ January 2025	✗		
4	Check for Premier/Joy@Work	✓		2x
	Total Entries			30

Customer B stands a chance to win Grand Prize/ Second Prize and Third Prize with 30 entries inclusive of bonus entries.

Scenario 3: New-To-Bank customer who opens new CASA/-i and holds placement on 13 January 2025 amounting RM200,000 and subsequently perform transactions to increase MAB.

Customer C Month of Participating	1: Hold Amount		2: Guaranteed Gift Eligibility	3 : Bonus Entries					Premier / Joy@Work [C]	Total Entries for Grand / Second Prize and Third Prize Draw (A+B+C)
	Hold Amount	No. of Entries		Incremental MAB						
				MAB @ previous month	Month	MAB Current Month	Incremental MAB	No. of Entries [B]		
Jan-25	RM200K	20	No	0	Jan-25	RM200K	RM200K	40	0	64
				RM200K	Feb-25	RM150K	RM0	0		
				RM150K	Mar-25	RM170K	RM20K	4		

Qualifying number of entries :-

	Item		Amount	No. of entries
1	Check 3 months (90 days) Hold Fund placement	✓	RM200K	20
2	Check Guaranteed Gift Eligibility	✗		
3	Check for Incremental MAB for month:			
	➤ January 2025	✓	+RM200K	40
	➤ February 2025	✗		
	➤ March 2025	✓	+RM20K	4
5	Check for Premier/Joy@Work	✗		
	Total Entries			64

Customer C stands a chance to win Grand Prize/ Second Prize and Third Prize with 64 entries inclusive of bonus entries.

Scenario 4: Existing Joy@Work customer who holds placement into CASA-i on 20 January 2025 amounting RM2,000,000 and RM300,000 in 15 February 2025 and subsequently perform transactions to increase MAB during Campaign period

Customer D Month of Participating	1: Hold Amount		2: Guaranteed Gift Eligibility	3: Millionaire Circle Eligibility	3 : Bonus Entries					Total Entries for Grand / Second Prize and Third Prize Draw (A+B+C)		
	Hold Amount	No. of Entries			Incremental MAB						Premier / Joy@Work [C]	
		[A]			MAB @ previous month	Month	MAB Current Month	Incremental MAB	No. of Entries [B]			
Jan-25	RM2 mil	200	Yes	Yes	RM500K	Jan-25	RM2.0 mil	RM1.5 mil	300	2x	1200	
					RM2 mil	Feb-25	RM2.5 mil	RM500K	100			
					RM2.5 mil	Mar-25	RM2.0 mil	RM0	0			
Feb-25	RM300K	30	No		RM2.0 mil	Feb-25	RM2.5 mil	RM500K	100	2x		260
					RM2.5 mil	Mar-25	RM2.0 mil	RM0	0			
					RM2.0 mil	Apr-25	RM2.0 mil	RM0	0			

Qualifying number of entries for first hold placement :-

	Item		Amount	No. of entries
1	Check 3 months (90 days) Hold Fund placement	✓	RM2M	200
2	Check Guaranteed Gift Eligibility	✓		
3	Check for Incremental MAB for month:			
	➤ January 2025	✓	+RM1.5M	300
	➤ February 202	✓	+RM500K	100
	➤ March 2025	✗	RM0	
5	Check for Premier/Joy@Work	✓		2x
	Total Entries			1200

Qualifying number of entries for second hold placement :-

	Item		Amount	No. of entries
1	Check 3 months (90 days) Hold Fund placement	✓	RM300K	30
2	Check Guaranteed Gift Eligibility	✗		
3	Check for Incremental MAB for month:			
	➤ February 2025	✓	+RM500K	100
	➤ March 2025	✗	RM0	
	➤ April 2025	✗	RM0	
5	Check for Premier/Joy@Work	✓		2x
	Total Entries			260

Customer D stands a chance to win Grand Prize/ Second Prize and Third Prize with 1200 entries (first hold placement) and 260 entries (second hold placement). Customer D entitle for 2 (two) units of goldbar for Guaranteed Gift .Customer D also entitled to the Millionaire Circle draw. Guaranteed gift is based on first come first serve basis.

Scenario 5: Existing customer who holds placement into CASA-i on 15 January 2025 amounting RM100,000 and subsequently uplift hold placement on 2 March 2025.

Customer E	1: Hold Amount		2: Guaranteed Gift Eligibility	3 : Bonus Entries					Premier / Joy@Work [C]	Total Entries for Grand / Second Prize and Third Prize Draw (A+B+C)
	Hold Amount	No. of Entries [A]		Incremental MAB						
				MAB @ previous month	Month	Current Month MAB	Incremental MAB	No. of Entries [B]		
Jan-25	RM100K	10	No	RM30K	Jan-25	RM100K	RM70K	14	0	Not entitled
				RM100K	Feb-25	RM18K	RM0	0		
				RM18K	Mar-25	RM20K	RM2K	0		
Customer uplift RM100K hold on 2 March 2025										

Customer E is NOT qualified under this Campaign due to early upliftment of hold placement.

Scenario 6: Existing Premier customer who holds placement into CASA-i on 15 December 2024 amounting RM1,000,000, RM2,000,000 on 15 January 2025 and RM1,000,000 on 10 March 2025 and subsequently perform transactions to increase MAB during Campaign period.

Customer F Month of Participating	1: Hold Amount		2: Guaranteed Gift Eligibility	3: Millionaire Circle Eligibility	3 : Bonus Entries					Premier / Joy@Work [C]	Total Entries for Grand / Second Prize and Third Prize Draw (A+B+C)
	Hold Amount	No. of Entries [A]			Incremental MAB						
					MAB @ previous month	Month	MAB Current Month	Incremental MAB	No. of Entries [B]		
Dec-24	RM1 mil	100	Yes	Yes	RM500K	Dec-24	RM2.0 mil	RM1.5 mil	300	2x	1,000
					RM2 mil	Jan-25	RM2.5 mil	RM500K	100		
					RM2.5 mil	Feb-25	RM2.0 mil	RM0	0		
Jan-25	RM2 mil	200	Yes	Yes	RM2.0 mil	Jan-25	RM2.5 mil	RM500K	100	2x	600
					RM2.5 mil	Feb-25	RM2.0 mil	RM0	0		
					RM2.0 mil	Mar-25	RM2.0 mil	RM0	0		
Mar-25	RM1 mil	100	No	Yes	RM2.0 mil	Mar-25	RM2.5 mil	RM500K	100	2x	400
					RM2.5 mil	Apr-25	RM2.0 mil	RM0	0		
					RM2.0 mil	May-25	RM2.0 mil	RM0	0		

Qualifying number of entries for first hold placement :-

	Item		Amount	No. of entries
1	Check 3 months (90 days) Hold Fund placement	✓	RM1M	100
2	Check Guaranteed Gift Eligibility	✓		
3	Check for Incremental MAB for month:			
	➤ December 2024	✓	+RM1.5M	300
	➤ January 2025	✓	+RM500K	100
	➤ February 2025	✗	RM0	
5	Check for Premier/Joy@Work	✓		2x
	Total Entries			1000

Qualifying number of entries for second hold placement :-

	Item		Amount	No. of entries
1	Check 3 months (90 days) Hold Fund placement	✓	RM2M	200
2	Check Guaranteed Gift Eligibility	✓		

3	Check for Incremental MAB for month:			
	➤ January 2025	✓	+RM500K	100
	➤ February 2025	✗	RM0	
	➤ March 2025	✗	RM0	
5	Check for Premier/Joy@Work	✓		2x
	Total Entries			600

Qualifying number of entries for third hold placement :-

	Item		Amount	No. of entries
1	Check 3 months (90 days) Hold Fund placement	✓	RM1M	100
2	Check Guaranteed Gift Eligibility	✗		
3	Check for Incremental MAB for month:			
	➤ March 2025	✓	+RM500K	100
	➤ April 2025	✗	RM0	
	➤ May 2025	✗	RM0	
5	Check for Premier/Joy@Work	✓		2x
	Total Entries			400

Customer F stands a chance to win Grand Prize/ Second Prize and Third Prize with 1,000 entries (first hold placement), 600 entries (second hold placement) and 400 entries (third hold placement). Customer F is entitled for 3 (three) units of gold bar for Guaranteed Gift .Customer F also entitled to the Millionaire Circle draw. Guaranteed gift is based on first come first serve basis.

CAMPAIGN REWARDS

12. Eligible Participant(s) who meet the Campaign Qualifying Requirements will stand a chance of winning the following rewards / prizes (each a “**Campaign Reward**”):-

Campaign Reward Category	No. of Winners	Campaign Reward
Grand Prize	1	1 unit of Luxury Watch worth RM RM142,000
Second Prize	1	1 unit of Luxury Watch worth RM124,500
Third Prize	1	1 unit of Luxury Watch worth RM103,500
Millionaire Circle Prize	2	1 unit of Luxury Watch worth RM80,000
Total Winners	5	

The Eligible Participant(s) will be entitled to Guaranteed Gift(s) upon fulfilling the criteria as stated below:

based	Hold Amount Tenure	Fresh Funds	Existing Fund	Guaranteed Gift Description
Minimum RM1,000,000	3 months (90 days)	✓	✗	1 unit of 5 grams 999.9 Gold Bar valued at RM2,350* for every single CASA-i placement in the multiple of RM1,000,000

*Value is based on gold price as at 1 October 2024. Value of Guaranteed Gift is subject to the fluctuation of the prevailing market gold price.

Note:

- The total Guaranteed Gift(s) will be capped at 270 units only on first-come first-served basis.
- The minimum CASA-i hold placement of RM1,000,000 must be in a **single placement** with fresh funds. Split placement / cumulative placement is NOT allowed.
- Guaranteed Gifts are capped to maximum three (3) units for every single CASA-i placement in the multiple of RM1,000,000. For example, if Eligible Participant(s) perform

single CASA/-i hold placement of RM5,000,000, Eligible Participant(s) will be entitled for 3 units of 5 grams 999.9 Gold Bar.

- d. Each Eligible Participant is entitled to maximum three (3) units of Guaranteed Gift during the Campaign Period.
- e. Upon complete hold placement, Eligible Participant(s) will be available to use the same fund to register campaign again and obtain additional Guaranteed Gift(s).
- f. Eligible Participant(s) also will be part of Millionaire Circle and eligible for Millionaire Circle draw.
- g. Campaign entries for Millionaire Circle will be based on CASA/-i hold placement made during the Campaign Period.

WINNER SELECTION AND REWARD FULFILMENT CONDITIONS

13. Each Eligible Participant(s) has a chance of winning up to a maximum of one (1) Grand Prize / Second Prize / Third Prize and/or one (1) Millionaire Circle prize (for Guaranteed Gift's participant only) throughout the Campaign Period.
14. Allocation of the prizes are listed as per table below:

Prize	Campaign Month	Campaign Prize
Grand Prize / Second Prize and Third Prize	15 th October 2024 to 15 th March 2025	<p>Grand Prize</p> <ul style="list-style-type: none"> • Luxury Watch worth RM142,000 x 1 winner <p>Second Prize</p> <ul style="list-style-type: none"> • Luxury Watch worth RM124,500 x 1 winners <p>Third Prize</p> <ul style="list-style-type: none"> • Luxury Watch worth RM103,500 x 1 winners <p>3 winners in total during the Campaign Period</p>
Millionaire Circle*	<p>Circle 1: 15th October 2024 – 31st December 2024</p> <p>Circle 2: 15th October 2024 – 15th March 2025</p>	<p>Prize Luxury Watch worth RM80,000 x 1 winner for each circle.</p> <p>2 winners in total during the Campaign Period</p>

* Millionaire Circle are only for Eligible Participant(s) with minimum Hold Placement of RM1,000,000.

a) Circle 1: Eligible Participant(s) who participate between 15th October 2024 – 31st December 2024

b) Circle 2: Eligible Participant(s) who participate between 15th October 2024 – 15th March 2025

15. The winner selection process is as follows:
- i) Each Campaign entry is assigned with a serial number by RHB's computerized random selection system.
 - ii) All Eligible Participant(s) will be shortlisted via the computerized random selection system. RHB will perform a randomization process and pick a name from the randomization result. This process will repeat to obtain a listing of potential winners for Grand Prize / Second Prize and Third Prize / Millionaire Circle Prize category.
 - iii) Upon obtaining the abovementioned list of potential winners, RHB will contact the potential winners starting with the first name obtained from the computerized random selection process stated under 15(i) above.
 - iv) RHB will select one (1) Grand Prize winner, thereafter continue with remaining two (2) winners for Second Prize and Third Prize winner.
 - v) RHB will select one (1) Millionaire Circle Prize winner for every circle.
 - vi) Upon being contacted by RHB or its appointed representative to perform verification, the shortlisted Eligible Participant(s) are required to answer correctly a question related to the Campaign's advertisement, in order to be selected as the winner ("Winner(s)").
 - vii) Should the shortlisted Eligible Participant(s) fail to answer the telephone or answer correctly for any reason, or if the verification fails, the shortlisted Eligible Participant(s) will be deemed disqualified and RHB or its appointed representative shall have the right to select the next shortlisted eligible Participant(s) whenever necessary.
 - viii) RHB shall make three (3) attempts to contact the potential Grand Prize / Second Prize and Third Prize/Millionaire Circle Prize Winner(s) between Monday to Friday, 9:15am to 5:00pm excluding Federal Territory's holiday and Public Holiday. If the first contact attempt fails due to reasons such as calls went unanswered, mobile number not in service, no connection or any such reasons, then the Bank shall make two (2) more attempts at the next available time at the Bank's discretion. If the final attempt also fails, then the shortlisted potential Grand Prize / Second Prize and Third Prize /Millionaire Circle Winner(s) shall be disqualified. The next-in-line potential Grand Prize / Second Prize and Third Prize/Millionaire Circle Prize winner with the lowest Sequential Number from the list of potential Grand Prize / Second Prize and Third Prize /Millionaire Circle Prize Winner(s) shall then be contacted.
 - ix) Each Participant(s) is eligible to win only one (1) Grand Prize or Second Prize and Third Prize or /Millionaire Circle Prize throughout the Campaign Period. Repeated Winner(s) for Campaign Reward are not allowed. All Winners will be notified by RHB either in writing, by phone or by posting the list of Winners on RHB website.
 - x) Grand Prize / Second Prize and Third Prize/Millionaire Circle Prize winner must fulfil the hold amount for 90 days [three (3) months] within the Campaign Period to be eligible for the Campaign Prize(s). Should the Grand Prize / Second Prize and Third Prize/Millionaire Circle Prize winner not fulfil the hold period, the next-in-line from the list of potential Grand Prize / Second Prize and Third Prize /Millionaire Circle Prize Winner(s) will be the Campaign Winner(s).
16. The Eligible Participant's Qualifying Criteria is based on the fulfilment of the CASA/-i minimum placement and CASA/-i Hold Period and also the Bank's discretion.
17. The Eligible Transactions are tracked based on the transaction date and time according to the Malaysian Standard Time and must appear in RHB's system to be accounted for the number of Eligible Transactions and Campaign Entries.
18. Only eligible primary account holders of a valid and active RHB CASA/-i, which is not closed or dormant or terminated or blocked at any time during the Campaign Period and before the receipt of the Campaign Prize, are eligible for participation in the Campaign and for winning the Campaign Prize. If at any time during the Campaign Period and/or before the receipt of the Campaign Prize, the RHB CASA/-i becomes dormant or is closed, terminated or blocked for any reason whatsoever, the primary account holder of such RHB CASA/-i will be disqualified from the Campaign and will be replaced by the next-in-line Eligible Participant(s).

19. Fulfilment of Campaign Prize:

- i. The Fulfilment of Grand Prize, Second Prize, Third Prize and Millionaire Circle Prize will be determined as follows: -

Description	Fulfilment of Campaign Prizes
Campaign Period	15 th October 2024 to 15 th March 2025
Grand Prize, Second Prize and Third Prize Winner(s) Announcement	July 2025
Fulfilment Grand Prize, Second Prize and Third Prizes	August 2025
Fulfilment Millionaire Circle Prize Winner (s) Announcement	Circle 1 : January 2025 Circle 2 : April 2025
Fulfilment Millionaire Circle Prize Winner (s)	Circle 1 : April 2025 Circle 2 : July 2025

- ii. The Grand Prize/ Second Prize /Third Prize and Millionaire Circle Winner(s) may be requested to attend a prize giving ceremony, of which the date, time and venue will be notified by RHB. All transportation, accommodation, personal expenses and any other costs incurred in the relation to attending the prize giving ceremony shall be borne by the Winner(s).
- iii. For joint accounts, the Eligible Participant(s) will be the primary CASA/-i holder.
- iv. Each Eligible Participant(s) is entitled to one (1) Grand Prize OR Second Prize OR Third Prize AND/OR Millionaire Circle Prize under this Campaign. The Campaign Reward(s) can only be collected during prize giving ceremony.
- v. The Guaranteed Gift(s) can only be collected from the appointed Campaign Reward(s) vendor's outlet within Malaysia on the next following placement month upon Campaign hold placement .
- vi. An official letter will be issued to Eligible Participant(s) within the duration for redemption purposes. In the event that the Eligible Participant(s) fail to collect the Guaranteed Gift within three (3) months from the date of the official letter, the Guaranteed Gift may be considered as forfeited.
- vii. RHB will debit the amount of Guaranteed Gift (each unit of 5 grams 999.9 Gold Bar valued at RM2,350 from the RHB CASA/-i in the event that Eligible Participant(s) uplifts the hold amount / did not complete the 90 days [three (3) months] hold within the Campaign Period.
- viii. In the event that the Eligible Participant(s) uplifts the hold amount / did not complete the 90 days [three (3) months] hold within the Campaign Period, his/her participation in the Campaign becomes null and void with immediate effect.
20. RHB may substitute the Campaign Prize with another prize of similar value or specifications by giving sufficient prior notice to the Eligible Participant(s) in the manner set out in Clause 24(b)(ii) below
21. RHB may disclose or publish the names, images and the last 4 digits of the identification numbers of the winners in media and/or other platforms such as [e.g., Facebook, Instagram, Tik Tok], which may include posts, stories, and promotional materials for the purposes of announcing the winners of this Campaign.
22. Campaign winner(s) will not receive any form of compensation for the use of name and/or images for the item set out in Clause 21 above.

23. RHB is not liable to meet the total number of winners if all attempts to select the winners have been exhausted.

GENERAL TERMS AND CONDITIONS

24. By participating in the Campaign, each of the Eligible Participant(s) 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 Participant(s);
 - (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 Participant(s); 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(s) 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 24(b)(i)(1) above;
 - (g) any Eligible Participant(s) 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 Participant(s).

The Eligible Participant(s) 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(s) has agreed to such processing by RHB; and
 - (iii) any Eligible Participant(s) 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 24(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 Participant(s);
- (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 Personal Banking which can be found at https://www.rhbgroup.com/files/others/terms-conditions/personal_banking_tnc_eng.pdf; 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.