

“Big Wins at Malaysia’s Biggest Online Sale” Campaign 2017

Campaign Period

The Hong Leong Connect “Big Wins at Malaysia’s Biggest Online Sale” campaign (“**Campaign**”) runs from 09 October 2017 (00:00 MYT) to 13 October 2017 (23:59 MYT) (“**Campaign Period**”).

Terms and Conditions (“T&Cs”)

Definitions and Interpretations

The following terms shall have the meanings assigned to them unless the context otherwise requires:-

- “**The Bank**” refers to Hong Leong Bank Berhad and Hong Leong Islamic Bank Berhad.
- “**Connect**” refers to Hong Leong Connect Digital Banking Services.
- “**Scan & Pay**” refers to the mobile point of sale service which allows Connect Users (as defined in Clause 1 below) to perform payments on e-commerce websites via Connect App, using a merchant QR code.

Eligibility

1. This Campaign is open to all existing and new individual customers, including the Bank’s permanent and contractual employees, who are registered users of Hong Leong Connect Internet Banking and/or Connect App (“**Connect Users**”).

For the avoidance of doubt, new individual customers refer to individuals who were not registered users of Connect Internet Banking and/or Connect App prior to the Campaign Period, and registered as Connect Users during the Campaign Period.

Campaign Mechanics

2. Save and except for Connect registration as stated in Clause 1 above, no other registration is required to participate in this Campaign.
3. Connect Users stand to receive Cash Back or win a Big Prize (both as defined in Clause 5 below) provided the following requirements are met:-
 - a. Online purchase with a minimum total value of Ringgit Malaysia Thirty (RM30.00) including GST, in a single transaction on any e-commerce site during the Campaign Period; and
 - b. Successful payment for online purchase via Hong Leong Connect Internet Banking or Connect Scan & Pay, (hereinafter referred to as “**Eligible Connect Users**” and items 3(a) and (b) are collectively known as “**Eligible Transaction**”).
4. Eligible Connect Users can perform multiple transactions throughout the Campaign Period to earn entries:

Mode of Payment	Entries Earned
Connect Internet Banking	1 Entry
Connect Scan & Pay (on Connect App)	2 Entries

5. Ringgit Malaysia Ten Thousand (RM10,000) in Cash Back and Big Prize is to be won throughout the Campaign Period.

For the avoidance of doubt, the Bank shall allocate a maximum of Ringgit Malaysia Ten Thousand (RM10,000) towards fulfilment of all Cash Back and Big Prize payments throughout the Campaign Period (**“Capped Cash Back”**). Notwithstanding anything herein, no further Cash Back and Big Prize will be rewarded once the Capped Cash Back is reached.

Cash Back

Eligible Transaction Amount	Cash Back	Daily Number of Winners
RM30.00 – RM59.99	RM30	10
RM60.00 – RM159.99	RM60	10
RM160 and above	RM100	6

Big Prize

Eligible Transaction Amount	Cash Prize	Daily Number of Winners
RM30.00 and above	RM500	1

6. Each Eligible Connect User is entitled to one (1) Cash Back of up to Ringgit Malaysia One Hundred (RM100.00) OR one (1) Big Prize only for this Campaign.
7. The following Eligible Transactions are NOT eligible for the purpose of this Campaign:-
- Purchases which are subsequently cancelled or refunded; and
 - Purchases which are disputed or deemed to be unauthorized or fraudulent by the Bank, and the Bank reserves the sole right to determine if the purchases are unauthorized or fraudulent.

Winner Selection and Fulfilment

8. For each day of the Campaign Period, Eligible Connect Users will be shortlisted on a random selection basis (**“Shortlisted Customers”**) and contacted on a best effort basis at the latest mobile number captured and reflected in the Bank’s records by the Bank’s authorised agent, Dynamic Search Sdn. Bhd. (136574-V) (**“Dynamic Search”**) for a question and answer session (**“Q&A”**). It is essentially the obligation of Eligible Connect Users to provide their latest, valid and accurate mobile phone numbers with the Bank and the Bank or Dynamic Search shall not be responsible in the event that the Bank or Dynamic Search is unable to contact the Shortlisted Customers for the Q&A, for any reason whatsoever.
9. A maximum of three (3) attempts will be made by Dynamic Search to contact the Shortlisted Customers from Monday to Friday (excluding public holidays) between 10:00am to 6:00pm. Dynamic Search’s records of attempted calls to the Shortlisted Customers shall be conclusive on the matter. In the event that Dynamic Search is unable to contact the Shortlisted Customer after three (3) attempts, he/she shall be disqualified and shall not stand a chance to win the Cash Back or Big Prize.
10. Shortlisted Customers who correctly answer two (2) pre-determined questions shall be declared winners of the Cash Back or Big Prize (**“Winners”**). For the avoidance of doubt, it is the Bank’s sole discretion to determine if the Winners shall be entitled for the Cash Back or the Big Prize and any dispute(s) pertaining to the Bank’s decision shall not be entertained.
11. Winners shall be notified by the Bank by Short Message Service (**“SMS”**). The Bank shall not be held responsible / liable in the event that the SMS is unable to be delivered / sent due to mobile service provider interruptions. The SMS service for this Campaign is provided and supported by M3 Technologies (Asia) Berhad (482772-D), a SMS vendor officially appointed by the Bank.

12. The Cash Back and Big Prizes will be credited to the Current or Savings account/ Current or Savings account-i (“CASA/CASA-i”) maintained by the Winners with the Bank as determined by the Bank before 31 December 2017.
13. The Winners’ CASA/CASA-i must remain active and valid throughout the Campaign Period and until 31 December 2017, failing which the Cash Back or Big Prize shall be forfeited at the Bank’s absolute discretion.
14. In the event that the Winners do not receive the Cash Back or Big Prize before 31 December 2017, it is essentially the obligation of the Winners to contact the Bank regarding the non receipt of the Cash Back or Big Prize before 31 January 2018, failing which the Winners are deemed to have received the Cash Back or Big Prize and any claim for the reimbursement of the Cash Back and / or Big Prize will not be entertained by the Bank.

General

15. The Bank will not be responsible or liable for any loss, damage or defect to the purchased item(s). Any issues relating to the quality of the item(s) purchased shall be settled between the Connect User and the retailer of the item(s) purchased without any recourse against the Bank.
16. By participating in this Campaign, Connect Users agree:
 - a. That they have read and understood the T&Cs herein and agree to be bound by this Campaign’s T&Cs, the terms and conditions of Connect and any other relevant terms and conditions that the Bank may impose from time to time;
 - b. That the decisions of the Bank on all matters relating to this Campaign including the Cash Back or Big Prize entitlement shall be final and binding and no further correspondence and/or appeal to dispute such decisions will be entertained;
 - c. That the Cash Back and Big Prize are not transferable to a third party, cannot be exchanged into credits, cheque or in kinds;
 - d. To authorise the Bank to disclose their personal data i.e. contact numbers to the service provider (i.e. Dynamic Search and M3 Tech) as the Bank deems fit for the purpose of this Campaign;
 - e. To allow the Bank to publish or display their names and IC numbers (in masked form) in media, marketing or advertising materials for the purposes of this Campaign; and
 - f. To access www.hlb.com.my (“HLB Website”) and/or www.hlisb.com.my (“HLISB Website”) at regular intervals to view and stay updated on any changes or variations to the T&Cs of this campaign.
17. The Bank reserves the right to:
 - a. Add, delete or amend the T&Cs herein, wholly or in part, or to suspend or terminate this Campaign at its absolute discretion, by way of posting on the HLB Website and HLISB Website or in any other manner which the Bank deems practical;
 - b. Forfeit the Cash Back or Big Prize in the event that there is non-compliance with the T&Cs herein;
 - c. Disqualify any Connect User from participating in this Campaign and/or from receiving the Cash Back or Big Prize:
 - i. If the Connect User has committed or is suspected of committing any fraudulent, unlawful and illegal acts (including gambling) in relation to any of the Connect User’s account(s) and/or any other Bank services or facilities; and
 - ii. If the Connect user has been declared bankrupt (pursuant to a petition by either banks or any third party) or is subject to any bankruptcy proceedings at any time prior to or during the Campaign Period.

- d. Alter, add, cancel or substitute the Cash Back or Big Prize with other prizes of similar value for any reason whatsoever with prior notice to the Connect User.
18. The T&Cs herein are to be read together with the terms and conditions for Connect as an entire agreement. In the event of discrepancy, the T&Cs herein shall prevail to the extent of such discrepancy.
19. The T&Cs herein shall be governed by and construed in accordance with the laws of Malaysia and Connect Users agree to submit to the exclusive jurisdiction of the Courts of Malaysia.
20. In the event of any discrepancies between these T&Cs as compared to the advertising, promotional, publicity and other materials relating to or in connection with this Campaign, the final T&Cs on the HLB Website and HLISB Website shall prevail.
21. This Campaign is organised solely by the Bank. All questions or concerns related to the Campaign shall be made to the Bank.