

**Terms and Conditions**  
**AmBank x U Mobile Reload Campaign**  
**Campaign Period: 11 November 2024 – 10 February 2025**

**REMINDER: Eligible Customer(s) (as defined below) is hereby reminded to read and understand the terms and conditions below and any updated terms and conditions (if any) which are available at <https://www.u.my/amb> and <https://www.ambank.com.my/eng/terms-and-conditions/>. If the Eligible Customers do not understand any of the terms and conditions stated herein and/or updated terms and conditions, the Eligible Customer(s) are advised to discuss with any of the Bank's authorised representative/licensed staff.**

**1 Definition**

1.1 For the purpose of these terms and conditions, the following words and expressions shall have the meanings assigned to them except where the context otherwise requires:

**“AmBank Group”** refers to all the Related Corporations and Associate Corporations of the Bank whether incorporated within or outside of Malaysia, existing now or in the future and reference to ‘AmBank Group’ in these terms and conditions herein, shall include all or any entity within AmBank Group.

**“AmOnline App”** refers to the online banking service(s) made available by the Bank for its customers that is available as a mobile application.

**“Associate Corporations”** shall have the same meaning assigned to it under Section 2(1) of the Financial Services Act 2013, where applicable. **“Related Corporations”** shall have the same meaning assigned to it under Section 7 of the Companies Act 2016.

**“Bank”** refers to AmBank (M) Berhad [Registration No.: 19690100016 (8515-D)] or AmBank Islamic Berhad (Registration No.: 199401009897 (295576-U)), both incorporated in Malaysia and having its registered address at Level 22, Bangunan AmBank Group, No. 55, Jalan Raja Chulan, 50200 Kuala Lumpur.

**“Campaign”** refers to **“AmBank x U Mobile Reload Campaign”** organised by U Mobile and the Bank in accordance with the Terms and Conditions herein.

**“Campaign Organizers”** refers to both U Mobile and the Bank.

**“New Prepaid Customers”** refers to Eligible Customers who have not performed any prepaid top up or purchase internet plan via AmOnline App in the last six (6) months prior to the Campaign i.e. from 10 May 2024 to 10 November 2024.

**“Prior Notice”** means a notice by the Campaign Organizers of at least Five (5) calendar days and published on the respective Campaign Organizers’ website at [www.ambank.com.my](http://www.ambank.com.my) and <https://www.u.my/amb>

**“U Mobile”** refers to U Mobile Sdn. Bhd. (Registration No: 199101013657 (223969-U)), incorporated in Malaysia and having its registered address at Level 08-10-15B, Berjaya Times Square, 1, Jln Imbi, 55100 Kuala Lumpur.

**“UMB 118”** refers to a code used for subscribing to U Mobile prepaid plans via the UMB (Unstructured Supplementary Service Data) code \*118#. This method allows users to subscribe to prepaid plans directly from their mobile phones without needing an internet connection.

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**2 Campaign Period**

2.1 This Campaign is organized by the Bank in collaboration with U Mobile and shall commence on 11 November 2024 and end on 10 February 2025 (both dates inclusive) (“**Campaign Period**”). The Campaign Organizers reserve the right to vary or amend the duration of the Campaign Period with Prior Notice.

2.2 The Campaign shall run according to the following periods and their corresponding dates:

<b>Campaign Month (as hereinafter defined)</b>	<b>Date</b>
1	11 November 2024 – 10 December 2024
2	11 December 2024 – 10 January 2025
3	11 January 2025 – 10 February 2025

**3 Campaign Eligibility**

3.1 This Campaign is open to all new and existing individual AmBank customers who have registered for AmOnline App prior or during the Campaign (“**Eligible Customers**”).

3.2 Employees and contract staff of AmBank Group and U Mobile are NOT eligible to participate in this Campaign.

3.3 With respect to all the categories above, the following categories of persons shall NOT be eligible to participate in this Campaign:

(a) Non-individual customers including, but not limited to:

- Sole-proprietorships/partnerships; and/or
- Small and Medium Enterprises (SMEs); and/or
- Non-profit organizations/charitable bodies/societies

(b) Customers whose account(s) are deemed to be unsatisfactorily conducted, invalid or cancelled.

**4 Campaign Mechanics and Rewards**

4.1 Eligible Customers must perform any of the transactions described below to participate in this Campaign (“**Eligible Transaction**”):

(a) Perform a successful U Mobile prepaid reload via AmOnline App and subscribe to a prepaid plan with a minimum value of Ringgit Malaysia Thirty-Five (RM35), in example U Prepaid 35, U Prepaid 40, U Prepaid 50, GX38, GX43, UMI36, UMI50 or any other U Mobile prepaid plan that is above the minimum value of RM35 via MyUMobile App or via UMB 118 within the Campaign Period; or

(b) Perform a successful prepaid reload to any U Mobile prepaid plan with a minimum value of Ringgit Malaysia Thirty-Five (RM35), in example U Prepaid 35, U Prepaid 40, U Prepaid 50, GX38, GX43, UMI36, UMI50 or any other U Mobile prepaid plan that is above the minimum value of RM35 directly via AmOnline App within the Campaign Period.

4.2 Examples of Eligible Transactions are per table below:

<b>Transaction</b>	<b>Reload</b>	<b>Prepaid plan</b>	<b>Remarks</b>
Transaction 1	Perform a successful reload of any amount on 12	Subscribe to GX38 plan on 13 November 2024 via UMB 118	Eligible as the reload is done via AmOnline App and the prepaid plan which meets the

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	November 2024 via AmOnline App		minimum of Ringgit Malaysia Thirty-Five (RM35) was subscribed via UMB 118 and within the same Campaign Month.
Transaction 2	Perform a successful reload of Ringgit Malaysia Fifty (RM50) on 1 December 2024 via AmOnline App	Subscribe to GX30 on 1 December 2024	Not eligible as the prepaid plans does meet the minimum of Ringgit Malaysia Thirty-Five (RM35).
Transaction 3	Perform a successful reload of Ringgit Malaysia Fifty (RM50) on 15 December 2024.	Subscribe to U40 plan on 11 January 2025.	Not eligible as the prepaid plan was not subscribed within the same Campaign Month
Transaction 4	NIL	Purchase U Prepaid 35 on 15 January 2025 via AmOnline App	Eligible as the purchase meets the minimum of Ringgit Malaysia Thirty-Five (RM35) and was done via AmOnline App within Campaign Period.
Transaction 5	Perform a successful reload of RM35 via non-AmOnline channel on 1 January 2025	Subscribe to U Prepaid 50 on 1 January 2024	Not eligible as the reload was not done via AmOnline App.

4.3 The Campaign consists of two categories as follows:

**(a) Category A: New Prepaid Customers**

- (i) New Prepaid Customers who successfully perform Eligible Transactions as specified in Clause 4.1 will stand to win U Mobile Prepaid Credits (“**Prepaid Credits**”) during the Campaign Period as specified below:

Prepaid Credits	Number of Winners
U Mobile Prepaid Credits Worth Ringgit Malaysia Five (RM5)	Two hundred (200) winners per Campaign Month.  The winners will be selected on first come first serve basis in the respective Campaign Month.  For avoidance of doubt, there will be a total of six hundred (600) winners throughout Campaign Period.

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- (ii) In the event that the total number of winners per Campaign Month under Category A does not reach the target of 200, the Bank reserves the right to allocate the remaining Prepaid Credits for the Campaign Month under Category A to reward additional winners under Category B.

**(b) Category B: All Prepaid Customers**

- (i) New Prepaid Customers and Existing Prepaid Customers who successfully perform Eligible Transactions as specified in Clause 4.1 above will earn entries as described in the table below and stand to win a 1-Year Validity Plan with Ringgit Malaysia Three Hundred Sixty-Five (RM365) Prepaid Credits (“**1-Year Validity Plan**”).

Category	Eligible Transaction	Number of Entries	Number of Winners
New Prepaid Customers	Perform an Eligible Transaction for the first time.	5 entries	Ten (10) winners per Campaign Month.
Existing Prepaid Customers	Perform an Eligible Transaction with a <b>minimum value of Ringgit Malaysia Thirty-Five (RM35)</b>	3 entries per successful transaction	The first ten (10) Eligible Customers with the highest number of entries in the Campaign Month will be selected as winners.  For avoidance of doubt, there will be a total of thirty (30) winners throughout Campaign Period.
	Perform an Eligible Transaction with a <b>minimum value of Ringgit Malaysia Fifty (RM50)</b>	5 entries per successful transaction	

- (ii) Each Eligible Customer is entitled to win only one (1) unit of 1-Year Validity Plan during the Campaign Period. However, New Prepaid Customers will be eligible to win Prepaid Credits under Category A as well.
- (iii) The Entries allocated to the Eligible Customer will be based on the respective Campaign Month that the Eligible Customer performed the Transaction. Entries allocated to the Eligible Customer in the respective Campaign Month will not be carried forward to the following Campaign Month(s).

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- (iv) In the event that the rewards under Category A are not fully utilized, the Bank reserves the right to increase the total number of winners for the Campaign Period under Category B. The remaining prepaid credits from Category A will be reallocated to award additional winners under Category B.
- (v) Below are some illustrations that demonstrate how the entries shall be allocated under Category B:

**Illustration 1**

Transaction	Entries allocated to Customer A
Customer A is an <b>existing AmOnline App customer</b> who has been performing prepaid reloads regularly via AmOnline App. Customer A perform a successful U Mobile prepaid reload of Ringgit Malaysia Fifty (RM50) via AmOnline App on 1 December 2024. Subsequently, Customer A subscribes to GX3 on 1 December 2024 via MyUMobile App	3 entries will be allocated in Campaign Month 1.

**Illustration 2**

Transaction	Entries allocated to Customer B
Customer B is an <b>existing AmOnline App customer</b> BUT is a New Prepaid Customer as he has never performed any prepaid reload via AmOnline App. Customer B purchases the U Prepaid 35 on 15 January 2025 via AmOnline App for the first time. Subsequently, Customer B purchases another U Prepaid 35 on 31 January 2025 via AmOnline App.	8 entries will be allocated in Campaign Month 3 (5 entries for the first transaction and another 3 entries for the second transaction)

**Illustration 3**

Transaction	Entries allocated to Customer C
Customer C is an <b>existing AmOnline App customer</b> but is a New Prepaid Customer as he has never performed any prepaid reload via AmOnline App. Customer C purchases the U Prepaid 35 on 1 January 2025 via AmOnline App for the first time. Subsequently, Customer C purchases another U Prepaid 35 on 31 January 2025 via AmOnline App.	5 entries will be allocated in Campaign Month 2 (for the first transaction on 1 January 2025).  3 entries will be allocated in Campaign Month 3 (for the transaction on 31 January 2025).

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**5 Winner Selection and Prize Fulfilment**

**Category A: New Prepaid Customers**

- 5.1 The winner will be awarded on a first come first serve basis during the respective Campaign Month.
- 5.2 The Prepaid Credits will be credited within sixty (60) calendar days from the end of the Campaign Month.
- 5.3 The Prepaid Credits will be credited into the winners' prepaid account (the same MSISDN used to perform the Reload).
- 5.4 Only one (1) attempt to credit the amount to the winners' prepaid account will be made. In the event such attempt failed due to any reasons whatsoever, the Prepaid Credits will be forfeited.
- 5.5 The winner must ensure that their U Mobile prepaid is active during the Campaign Period and until the fulfilment of prizes. "Active" means able to make and receive calls.

**Category B: All Prepaid Customers**

- 5.6 The first 10 customers who accumulate the highest number of entries will be awarded on a first-come, first-served basis during the respective campaign month.
- 5.7 In the event of a tie in the number of entries, the transaction timestamp will be utilized to determine the winner.
- 5.8 The Prepaid Credits will be credited within sixty (60) calendar days from the end of the Campaign Month.
- 5.9 The Prepaid Credits for the 1-Year Validity Plan will be credited into the winners' prepaid account (the same MSISDN used to perform the Reload).
- 5.10 Only one (1) attempt to credit the amount to the winners' prepaid account will be made. In the event such attempt failed due to any reasons whatsoever, the 1-Year Validity Plan will be forfeited.
- 5.11 The winner must ensure that their U Mobile prepaid is active during the Campaign Period and until the fulfilment of prizes. "Active" means able to make and receive calls.

**6 Participation Criteria**

- 6.1 By participating in the Campaign, the Eligible Customers:
  - (a) agree that they have read, understood, and agreed to be bound by the terms and conditions stated herein.
  - (b) agree that all records of transactions recorded in the Bank's system within the Campaign Period is based on local date and time and shall be accurate and conclusive; and
  - (c) agree that the Campaign Organizer's decision on all matters relating to the Campaign shall be final and binding on all Eligible Customers.
- 6.2 The Bank shall not be liable for:
  - (a) Any technical malfunction or other problems relating to the telephone network or lines, computer on-line systems, servers, access providers, computer equipment or software.
  - (b) Any failure in respect of entry of any information to be received, captured, or recorded for the purpose of this Campaign, including, but not limited to, system down-time or technical problems, traffic congestion on the Internet or at the AmOnline App.

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- (c) Any injury or damage to an Eligible Customer's or any other person's computer or other device related to or resulting from participating in the Campaign; and/or
  - (d) Any combination of the above.
- 6.3 The Campaign Organizers shall notify the winners via phone call, AmOnline Push Notification, electronic direct mail (eDM), or electronic communication displayed at the Campaign Organizers' website at [www.ambank.com.my](http://www.ambank.com.my) while only the prize winners from Category A will be displayed at <https://u.com/amb>
- 6.4 All prizes are given on an "as is" basis and are not transferable or exchangeable for cash, in full or in part. The Campaign Organizers reserve the right to substitute the prizes with another voucher or an item of similar value at any time without Prior Notice.

**7 Disqualification**

- 7.1 The Campaign Organizers have the right to disqualify the participation of any Eligible Customers from this Campaign without having to notify the Eligible Customers in the event:
- (a) The Eligible Customers have provided untrue information or acted fraudulently in any manner during the Campaign Period; or
  - (b) The Eligible Customers have breached any of the terms and conditions stipulated herein; or
  - (c) The Eligible Customers who have committed or are suspected of committing any fraudulent, unlawful, or wrongful acts in relation to any of the facilities granted by the Bank or have been declared bankrupt or are subject to any bankruptcy proceedings at any time prior to or during the Campaign Period
- 7.2 The Eligible Customers who have committed or are determined by the Bank to be potentially committing any of the wrongful acts stipulated herein shall be immediately disqualified from participating in the Campaign.

**8 General**

- 8.1 By participating in this Campaign, the Eligible Customers are advised to read and understand these Terms and Conditions, which shall be read together with the General Terms and Conditions for Accounts and Services.
- 8.2 The subscription and use of U Mobile's Prepaid mobile services are subject to U Mobile's standard Prepaid Terms and Conditions and where applicable, these Terms and Conditions. In the event of any inconsistency, U Mobile's standard Prepaid Terms and Conditions will apply to the extent of such inconsistency.
- 8.3 The Campaign Organizers shall have at any time, the right to cancel, terminate or suspend this Campaign with Prior Notice.
- 8.4 The Campaign Organizers shall have the right to vary, amend, delete, or add to any of the terms and conditions set out herein, in whole or in any part from time to time including to vary the Campaign Period with Prior Notice.
- 8.5 Any notice issued by the Campaign Organizers shall be posted on their respective official website at <https://u.com/amb> and [www.ambank.com.my](http://www.ambank.com.my) and any such notice shall be deemed given when so posted at its official website. The Eligible Customers are advised to check the Campaign Organizers' official website from time to time.
- 8.6 Unless expressly stated otherwise, these Terms and Conditions, including any amendments thereto, shall prevail over any other provisions and/or representations contained in any other notices/Campaign/advertising materials for this Campaign.

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- 8.7 The Campaign Organizers' decision on all matters relating to the eligibility of the Campaign is final and binding on all participating Eligible Customers, and no correspondence or appeal arising therefrom shall be entertained.
- 8.8 The Campaign Organizers are not liable for any loss or damages suffered such as loss of income or profit, or any indirect, incidental, consequential, exemplary, punitive, or special damages of any party including third parties, arising out of or in connection with the Campaign, save and except where such loss or damages were directly caused by the Campaign Organizers' gross negligence, wilful default, or fraud.
- 8.9 No compensation in cash or any kind shall be given to the Eligible Customers for any losses or damages suffered or incurred by the Eligible Customers as a direct or an indirect result of such amendment, variation, deletion, addition or alteration of the terms and conditions herein unless the same is solely due to the gross negligence and/or default of the Campaign Organizers.
- 8.10 To the extent permitted by law, the Bank shall not be liable to the Eligible Customers when any Force Majeure event occurs. "Force Majeure" refers to any unforeseen events and/or circumstances not within the reasonable control of the Bank, which the Bank is unable to prevent, avoid or remove including natural disasters such as pandemic, flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip, subsidence or sinking of the soil or earth or acts of public unrest such as strikes, lock out, industrial disturbances, riots, wars, each of which is beyond the control of neither party or such other event, condition or circumstances of similar nature as may be classified as Force Majeure by the Bank from time to time.
- 8.11 The Campaign Organizers shall not be responsible or liable for any failure by any Eligible Customers to participate in the Campaign at any time due to any network, communication or system error, interruption and/or failure.
- 8.12 All disputes concerning the construction, validity, enforcement and interpretation of these Terms and Conditions shall be governed by, construed and enforced in accordance with the laws of Malaysia. The parties hereby submit to the exclusive jurisdiction of the courts of Malaysia for the purpose of any suit, action or other proceeding arising out of these Terms and Conditions.
- 8.13 The Eligible Customers are required to log on the Campaign Organizers' official website at and [www.ambank.com.my](http://www.ambank.com.my) website for any Campaign updates and refer to <https://www.ambank.com.my/eng/terms-and-conditions> for the latest terms and conditions, if any.
- 8.14 For any assistance and/or feedback related to this Campaign, the Eligible Customers may contact the Bank's Contact Centre from 7.00am to 11.00pm, Monday to Friday by calling Bank's Contact Centre at +603-2178 8888 or email to [customercare@ambankgroup.com](mailto:customercare@ambankgroup.com).
- 8.15 The Bahasa Melayu version of these terms and conditions is also available at <https://www.ambank.com.my/eng/terms-and-conditions>.