

## Terms and Conditions

### AmBank (M) Berhad and AmBank Islamic Berhad: Will Writing Customer Campaign Campaign Period: 1 July 2022 – 31 March 2023

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

#### 1. Definition

For the purpose of this Terms and Conditions, the following words and expressions shall have the meanings assigned to them except where the context otherwise requires:

“**Bank**” means AmBank (M) Berhad (Company No: 19690100016 (8515-D)) and AmBank Islamic Berhad (Company No: 199401009897 (295576-U)), both companies incorporated under the laws of Malaysia and having their registered address at Level 22, Bangunan AmBank Group, No.55, Jalan Raja Chulan, 50200 Kuala Lumpur.

“**Campaign**” means **Will Writing Customer Campaign** organised by the Bank in accordance with the terms and conditions stipulated herein.

“**Eligible Customer**” means all new and existing to the Bank's customers who meet all the eligibility criteria as provided in Clause 3 herein.

“**Prior Notice**” means notice by the Bank of certain facts or of a particular state of affairs of at least fourteen (14) calendar days.

“**Will Writing Service Provider**” means Amanah Raya Berhad.

#### 2. Campaign Period

The Campaign will run from **1 July 2022 – 31 March 2023** (both dates inclusive) (“Campaign Period”) or such other period as may be determined by the Bank with Prior Notice to Eligible Customers.

#### 3. Eligibility

- 3.1 The Campaign is open to all new and existing individual customers of the Bank who are 18 years old above and have signed up for Amanah Raya Berhad Will Writing Services through Bank's branches.
- 3.2 Employees of the AmBank Group and their immediate family members (spouses, children, parents and siblings) are also eligible to participate in this Campaign.
- 3.3 Customer is responsible to provide a valid and accurate mobile number and full contact during the signup for the Will Writing services to be eligible for the Campaign. The

same mobile number must remain valid and active during the fulfillment of the Campaign as per fulfilment timeline stipulated in Clause 4.4. Should Customer change the mobile number during the fulfillment of the Campaign, Customer may not be entitled to the Setel e-voucher.

#### **4. Campaign Offer and Criteria**

- 4.1 This Campaign is applicable to Comprehensive Will Writing, Comprehensive Will Conversion and Basic Will Writing that is provided by the Will Writing Service Provider via the Bank's branch during Campaign Period.
- 4.2 Each Customer will be entitled for **One (1) Setel e-voucher** amounting to Ringgit Malaysia Fifty (RM50.00) upon successfully registered and payment made to Will Writing Service Provider, which is valid for Petrol & Diesel usage only.
- 4.3 For Comprehensive Will Writing and Comprehensive Will Conversion, each Customer must complete the Comprehensive Will Writing Questionnaire to be entitled to the e-voucher. The Questionnaire will be provided by Bank's branches.
- 4.4 The Setel e-voucher code will be distributed through short message service (SMS) notification from 1 April 2023 onwards.
- 4.5 The Setel e-voucher is not exchangeable for cash or any form of legal tender.
- 4.6 The validity date of Setel e-voucher will be shared via SMS notification.
- 4.7 Notwithstanding anything contained herein, the Bank reserves the right to substitute the Setel e-voucher with one of the similar type of items of equivalent retail value with Prior Notice to the Eligible Customers.

#### **5. General Terms and Conditions**

- 5.1 By participating in this Campaign, the Eligible Customer(s) consent and agree to be bound by the terms and conditions herein. The Eligible Customer(s) is required to log on to the Bank's official website at <http://www.ambank.com.my/eng/terms-and-conditions> for any Promotion updates or the latest terms and conditions, if any.
- 5.2 The Eligible Customer is required to sign all relevant standard documents of the Bank and comply with all terms and conditions in respect of in the relevant products under the Campaign, which are separate from these terms and conditions.
- 5.3 The Bank shall have the right to disqualify any Eligible Customer from participating in the Campaign if it finds or determines that:
  - 5.3.1 The said Eligible Customer has provided untrue information or acted fraudulently in any manner during the entry process or at any time during the Campaign Period; or
  - 5.3.2 The Eligible Customer has breached or potentially breached the terms and conditions herein.

- 5.4 This Campaign is not valid with other campaigns of the Bank. Hence, no other special, additional promotion shall be given under the Campaign.
- 5.5 The Bank 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. For avoidance of doubt, any cancellation, termination or suspension by the Bank of this Campaign shall not entitle the Eligible Customer to any claim or compensation against the Bank for any and all losses or damage suffered or incurred by the Eligible Customer as direct or indirect result of the cancellation, termination or suspension.
- 5.6 Any notice issued by the Bank will be posted on the Bank's official website at [www.ambank.com.my](http://www.ambank.com.my) or any of the Bank's branches and such notice shall be deemed as delivered and notified to the Eligible Customers.
- 5.7 The Bank's decision on all matters relating to the Campaign shall be final and binding on all Eligible Customers. No further correspondence or appeal will be entertained.
- 5.8 Under no circumstances will the Bank be held liable for any of the followings:
- 5.8.1 The Bank is not be liable for any default in respect of this Campaign due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought, storm, technical or system failures or any event beyond the reasonable control of the Bank.
- 5.8.2 The Bank shall not be liable to any Eligible Customer for any damage of whatsoever nature or loss suffered (such as loss of goodwill, income or profits or consequential, direct or indirect, exemplary, incidental, punitive or special damages) howsoever arising in relation to participation in the Campaign, or the Bank exercising its rights pursuant to any of the Terms and Conditions herein except where such actions, claims, direct losses, damages and expenses were directly attributable to the Bank's gross negligence, willful default or fraud.
- 5.9 The Bahasa Malaysia version of this Terms and Conditions is also available at <https://www.ambank.com.my/eng/terms-and-conditions>. In the event of any discrepancies or conflict in the interpretation of these terms and conditions, the English and Bahasa Malaysia versions of each of these terms and conditions shall be construed as equivalent, and each of the terms and conditions stipulated shall carry the same meaning.
- 5.10 All questions concerning the construction, validity, enforcement and interpretation of the terms and conditions stipulated herein shall be governed by, construed and enforced in accordance with the laws of Malaysia. The parties hereby submit to the jurisdiction of the Courts of Malaysia for the purpose of any suit, action or other proceeding arising out of or based on the terms and conditions herein.
- 5.11 For any assistance and/or feedback related to this Campaign, Eligible Customers may contact the Bank's Contact Centre from 7am-11pm daily by calling 03-2178 8888 or by e-mailing inquiries/feedback to [customercare@ambankgroup.com](mailto:customercare@ambankgroup.com).