

Appendix 2: Frequently Ask Question (FAQs)

1- Q: What is Save Now & Win Big Campaign?

A: The “**SAVE NOW & WIN BIG**” campaign is a deposit promotional campaign for CASA (individuals only) and Premier Wealth customer which runs on a lucky draw mechanics to win an apartment unit at The Garden Residency worth USD42,000.

2- Q: When is the promotion period?

A: The promotion will start from 1 June 2016 to 31 December 2016.

3- Q: Who is eligible to join the promotion?

A: New and existing Prestige Current (Premier Wealth) accountholders, Current (Individual), Saving and Children Saving accountholders are eligible for the campaign. But this campaign is not eligible for Financial Institutions, Maybank staff and their immediate family members (spouse and children).

4- Q: What are the prizes?

A: A 1-bedroom apartment unit at the Garden Residency boutique development complex with boasts of 2 infinity pools, 2 sky gardens, a roof top garden and 24 hours security worth USD42,000.

5- Q: What is the minimum and maximum balance in my account in order to eligible to join the CASA Plus Campaign?

A: If you are new customer, the minimum balance requirement is USD500. If you are an existing customer (account opened prior to the campaign starts in June), the monthly average balance in May 2016 will be used as a baseline. There are no limits or maximum balance in your account. The more balance you have, the more lucky draw tickets that you will get and the higher chance to win the prize.

6- Q: Currently, I have two individual accounts with Maybank. They are Prestige Current Account and Yippie Account. So, how does the bank calculate my monthly average balance?

A: The average balance will be calculated specifically and separately for each account that is participating in the campaign. The monthly average balance will be calculated as below:

$$\text{Monthly Average Balance} = \frac{\text{Balance Day 1} + \text{Balance Day 2} + \dots + \text{Balance day 30 or 31}}{\text{Total number of days per month}}$$

7- Q: If my account is currently dormant with Maybank, so can I join the promotion?

A: Yes, you are eligible to participate in the promotion provided you top up and maintain/increase the average monthly balance to at least USD500 during campaign period.

8- Q: How can I know that I win the prize?

A: If you are the winner, Maybank will make the best effort to contact you through call within 7 days. The bank will also announce the winner on Maybank Cambodia Facebook page.

9- Q: Is there any limit on Lucky Draw ticket?

A: There is no limit to the number of lucky draw tickets.

10- Q: Could I exchange the prize into cash?

A: The prizes must be accepted on “as-awarded” basis and cannot be redeemed for cash.

11- Q: If I win the prize, can I transfer it to someone else?

A: No, you cannot transfer the prize to someone else.

12- Q: When and where will be the lucky draw taken place?

A: The lucky draw will be conducted in January 2017

13- Q: Does Maybank employee and their immediate family members are eligible to join this promotion too?

A: No, all of them are not eligible to join this promotion to ensure fairness and avoid negative perception about the campaign.

14- Q: I am a staff of Maybank (Cambodia) Plc., if my parent, brothers, sisters, have accounts with Maybank. So, are they eligible to join the promotion if they meet all Terms & Conditions?

A: Yes, they are eligible to join the promotion but the joint account holder must not be one of the MCP staff.

15- Q: If I want to know more detail about the campaign, who can I contact?

A: You can visit any Maybank branch near you or call our customer service hotline at 098/099 888 028.