FREQUENTLY ASKED QUESTIONS

LIVE UNITED, EXPERIENCE THE DREAM WITH MAYBANK

For Participating Payroll Companies

1. What is the "LIVE UNITED, EXPERIENCE THE DREAM WITH MAYBANK" Campaign?

This is a special campaign by Maybank Cambodia that rewards participating payroll companies with opportunities to win an exclusive Manchester United experience and other exciting prizes.

2. When is the campaign period?

The campaign runs from 1 September 2026 to 31 January 2027, both dates inclusive.

3. Who can participate in this campaign?

The campaign is open to payroll companies accept Maybank's invitation to participate invited by Maybank Cambodia that maintain an active payroll relationship with the Bank.

4. Is participation automatic?

No. Eligible companies must confirm their participation by replying to Maybank's official invitation email through an authorized representative or designated payroll contact within the specified timeline.

5. Is there any participation fee?

No. There is no fee to join the campaign.

A. Eligibility

6. What are the eligibility requirements?

Participating companies must maintain an active payroll relationship with Maybank Cambodia, hold at least one active CASA account, remain in good standing, comply with applicable KYC, CDD and AML requirements, and generate qualifying fee income during the campaign period.

7. What does "good standing" mean?

The company's account and banking relationship must remain active and satisfactory, with no overdue obligations or unresolved compliance issues.

8. Are dormant, suspended, restricted or closed accounts eligible?

No. Companies with dormant, suspended, restricted or closed accounts during or after the campaign are not eligible.

9. Which other companies are not eligible?

Companies under regulatory investigation or enforcement action, sanctioned parties, companies with adverse screening results or overdue obligations, and Maybank employees or related entities participating directly in the campaign are not eligible.

10. Can Maybank disqualify a participating company?

Yes. Maybank may disqualify a company or forfeit its entries or prize if the company or its nominated delegates do not comply with the campaign Terms and Conditions.

B. How to Earn Lucky Draw Entries

11. How does a participating company earn lucky draw entries?

A participating payroll company earns one (1) lucky draw entry for every total USD500 in qualifying fee income earned by Maybank during the campaign period.

12. How are lucky draw entries calculated?

Entries are calculated monthly throughout the campaign period based on verified qualifying fee income.

13. Is there a limit to the number of entries a company can earn?

The Terms and Conditions do not specify a maximum number of entries. The more qualifying fee income generated, the more entries the company may earn, subject to Maybank's verification.

14. Can lucky draw entries be transferred to another company?

No. Entries are awarded only to the participating company that generated the qualifying fee income and cannot be transferred.

15. How can a company check its participation or eligibility status?

The company may contact its Maybank Relationship Manager for assistance. All eligibility and qualifying entries remain subject to Maybank's verification and validation.

C. Prizes

16. What is the Grand Prize?

The Grand Prize is a 4-day, 2-night trip and VIP experience for two nominated delegates to watch Manchester United live at Old Trafford. The overall travel duration may vary depending on flight schedules and itinerary arrangements.

17. What is included in the Grand Prize package?

The package includes round-trip flights for two delegates, accommodation for two, Manchester United home match tickets with match-day hospitality selected by Maybank, the Manchester United Red Days experience, an Old Trafford Stadium tour, a Megastore visit, lunch at Red Café, and visa fees for both delegates.

18. How many Grand Prize winners will there be?

There will be one (1) winning payroll company for the Grand Prize.

19. What consolation prizes are available?

Two (2) winning companies will each receive a Manchester United Team Signed T-Shirt for Season 2025/2026, and two (2) winning companies will each receive a Manchester United Player Signed T-Shirt for Season 2025/2026.

20. Can a prize be exchanged for cash or another item?

No. Prizes are non-exchangeable for cash or other alternatives.

D. Winner Selection and Notification

21. When will the lucky draw take place?

The lucky draw is scheduled for Week 4 of February 2027.

22. How will winners be selected?

Winners will be selected through a lucky draw based on eligible entries accumulated and verified during the campaign period.

23. How will the winning company be notified?

Maybank may notify the winning company by telephone, email, official letter or another appropriate communication channel using the contact details maintained in Maybank's records.

24. How long does the winning company have to respond?

The winning company must acknowledge and accept the prize in writing and submit the details of its two nominated delegates within three (3) calendar days from the notification date, or within another period specified by Maybank.

25. What happens if the winning company cannot be contacted or does not respond?

Maybank may make up to three contact attempts within three calendar days. If the company cannot be contacted, does not respond on time, declines the prize or does not submit the required documents, Maybank may forfeit the prize and award it to a reserve winner.

E. Travel and Delegate Requirements

26. Who may be nominated as company delegates?

The winning company may nominate up to two delegates who are owners, shareholders, directors, senior management representatives or permanent employees of the winning company.

27. Is there a minimum age requirement for delegates?

Yes. Each nominated delegate must be at least eighteen (18) years old.

28. Do nominated delegates need a Maybank Manchester United Card?

Yes. Each delegate, whether an existing or new cardholder, must hold and activate a Maybank Manchester United Card and keep the card active and in good standing until prize fulfilment.

29. What travel documents and requirements must delegates meet?

Each delegate must hold a valid passport and satisfy all applicable visa, immigration, health, travel, verification, compliance and screening requirements. The winning company and delegates must provide the documents requested by the relevant authorities, service providers and Maybank.

30. What happens if a delegate cannot obtain a visa or travel authorization?

If a delegate cannot obtain the required visa, travel authorization or supporting documents for any reason, the prize will be forfeited. No cash, replacement prize, replacement delegate, compensation or alternative travel arrangement will be provided.

Important Notes

Maybank reserves the right to verify and validate participating companies, nominated delegates, and qualifying transactions.

Suspicious, fraudulent, sanctioned, non-compliant or abusive activity may result in disqualification, cancellation of entries or forfeiture of a prize.

Maybank may amend, suspend, extend, withdraw or terminate the campaign in accordance with the Terms and Conditions.

If this FAQ is inconsistent with the campaign Terms and Conditions, the Terms and Conditions will prevail.

The campaign is governed by the laws of the Kingdom of Cambodia.

For more information, please contact your Maybank Relationship Manager.

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