

## May 2024 RHB Bank Credit Cards Hero Giveaway Campaign Terms & Conditions

1. The **May 2024 RHB Bank Credit Cards Hero Giveaway Campaign** (hereinafter referred to as “**CCHG2405RH2-Campaign**”) is organized by Compargo Malaysia Sdn. Bhd. [201301020939 (1050769-U)] for CompareHero (hereinafter referred to as “**CompareHero**” or “**we**”) and in partnership with RHB Bank Berhad [196501000373 (6171 M)] (hereinafter referred to as “**RHB**”) as the Service Providers for bank products that are being applied for.
2. **RHB** credit cards eligible for **CCHG2405RH2-Campaign** are RHB Visa Infinite, RHB Visa Signature, MyEG-RHB Credit Card, RHB World MasterCard Credit Card, RHB World MasterCard Credit Card-i, RHB Shell Visa Credit Card, RHB Shell Visa Credit Card-i, RHB Rewards Motion Code™ Credit Card, RHB Rewards Motion Code™ Credit Card-i, RHB Cash Back Visa Credit Card, RHB Cash Back Visa Credit Card-i, RHB Cash Back MasterCard Credit Card, RHB Cash Back MasterCard Credit Card-i, RHB Rewards MasterCard Credit Card, RHB Rewards MasterCard Credit Card-i, RHB Visa Rewards Credit Card, RHB Visa Rewards Credit Card-i (hereinafter referred to as “**Eligible Credit Cards**”).

### Campaign Period

3. The **CCHG2405RH2-Campaign** comprises of the following periods:
  - a. “**Sign-Up Period**” runs from **16 May 2024** to **31 May 2024**, both dates inclusive;
  - b. “**Spend Period**” is defined as the earlier of:
    - i. **sixty (60) days** from the date of approval of the Eligible Credit Card; OR
    - ii. until **15 August 2024**;
  - c. “**Redemption Period**” runs from **1 July 2024** to **31 October 2024**, both dates inclusive.

### Campaign Eligibility

4. The **CCHG2405RH2-Campaign** is open to individuals who:
  - a. are 21 years old and above; and
  - b. have a residential address in Malaysia; and
  - c. are a New-to-Card applicant; and
    - (i) New-to-Card is defined as a customer who does not hold a principle RHB credit card(s)/-I for the past twelve (12) months prior to the date of application under the **CCHG2405RH2-Campaign**.
  - d. register their interest, during the Sign-Up Period, for any of the Eligible Credit Cards on CompareHero website, to be contacted by RHB for completion of their application; and
  - e. completes the RHB application process before the end of the Sign-Up Period; and
  - f. has their application for the Eligible Credit Cards approved by **RHB** (hereinafter referred to as “**Cardholder/s**”), activate and perform at least one (1) transaction qualifying as a “**Retail Spend**” (as defined below) within the Spend Period using the Eligible Credit Card.
5. Retail Spend of the **CCHG2405RH2-Campaign** is defined as spends of any amount on any goods and/or services with the use of the Eligible Credit Card and subject to the following conditions:
  - a. Includes:
    - i. all retail transactions including local and overseas retail spending and e-wallet top-up; and
  - b. Excludes:
    - i. Cash Advance & Quasi Cash
    - ii. Instalments paid for the 0% Instalment Plan
    - iii. Balance transfer transactions
    - iv. Easy cash & the instalments paid transactions
    - v. Instalments paid for Dial-An-Instalment programme
    - vi. Refunds
    - vii. Disputed, unauthorized or fraudulent retail transactions

- viii. Payment of annual fee on the annual fees
- ix. Interest or Management Fee payments
- x. Late payment charges, charges for cash withdrawals and any other form of service/miscellaneous fees
- xi. Charity and government related transactions with merchant category codes (MCC) below:

Spend Category	MCC Description	MCC
Charity	Charity or Social Service Organisations	8398
Government	Court cost including alimony and child	9211
	Fines	9222
	Bails and bond payments	9223
	Tax payment	9311
	Government services	9399
	Postal services – government only	9402
	Intra-government purchases – government only	9405

It is clarified that the determination of what is classified as a Retail Spend is determined by the Bank in its absolute discretion.

6. The following individuals are not eligible for the **CCHG2405RH2-Campaign**:
  - a. foreigner and/or expatriate; and/or
  - b. permanent and/or contract employees of RHB (including its subsidiaries and related companies) and their respective immediate family members; and/or
  - c. representatives and/or agents (including advertising and campaign agents) of RHB and their respective immediate family members; and/or
  - d. any person who has committed or suspected of committing any misconduct, fraudulent or wrongful acts in relation to their credit card account(s), any facility, service, or accommodation granted by RHB, including RHB Online (Website); and/or
  - e. those who are participating in any other concurrent RHB Credit Card/-i(s) sign-up promotions via any channels either by RHB or any authorized third parties; and/or
  - f. those who have registered for a previous credit card campaign organized by CompareHero within the three (3) months preceding the start date of **CCHG2405RH2-Campaign**. It is clarified that any such individual will not be eligible for this **CCHG2405RH2-Campaign** irrespective of whether their Eligible Credit Card application made under the previous campaign with CompareHero has been completed and/or approved by RHB.
7. CompareHero reserves the right to reject information submitted on the CompareHero website and/or social media if we deem it not legible, in non-English alphabets, to use foul language, or suspect it as spam or of a fraudulent nature.

### Campaign Mechanics

8. Cardholders who fulfil the Campaign Eligibility requirements set out in clauses 4 and 5, and their subclauses above, will be considered a “**Successful Cardholder**” of the **CCHG2405RH2-Campaign**.
9. Each Successful Cardholder may be entitled to and shall only receive one (1) Campaign Gift, as applicable, regardless of the number of approved and activated Eligible Credit Cards issued by RHB.
10. Successful Cardholders will be entitled to receive one (1) Campaign Gift (as defined below) subject to the following terms and conditions.
  - a. Successful Cardholders with a residential address in Peninsular Malaysia will be eligible to receive a Campaign Gift A or Campaign Gift B, as applicable;



- b. Successful Cardholders with a residential address in East Malaysia will be eligible to receive a Campaign B, as applicable. It is clarified that Successful Cardholders with a residential address in East Malaysia will not be eligible to receive Campaign Gift A.

11. A “**Campaign Gift**” is defined as either one (1) of the following:

- a. One (1) unit of **JBL Clip 4 worth RM309 (recommended retail value) (“Campaign Gift A”)**; OR;
- b. One (1) unit of **Reward360 credit worth RM300 (“Campaign Gift B”)**.  
(together the “**Campaign Gifts**”)

12. Successful Cardholders who receive the Campaign Gift, as applicable, shall not be eligible to participate in other sign-up card campaigns, promotions or offers by RHB or its third-party sales agents.

### **Campaign Gift Redemption**

13. For the avoidance of doubt, it is the Successful Cardholder’s responsibility to redeem the Campaign Gift(as applicable) within their Redemption Periods.

14. CompareHero will contact all Successful Cardholders between **1 July 2024 to 30 September 2024**:

- a. via email (email address in CompareHero’s record); and/or
- b. via SMS (mobile phone number in CompareHero’s record).

with gift redemption instructions (a “**Redemption Message**”) or notification that the Campaign Gift has been credited to the Successful Cardholder’s account (a “**Notification Message**”), as applicable.

15. Delivery or fulfilment of Campaign Gift A is estimated to be four (4) weeks from the Redeemed Date as defined below (subject always to availability of third-party distribution and supply channels, stock availability and/or merchant delivery schedules, over which we have no control). CompareHero is not responsible for any wrongful or missing delivery of the Campaign Gift A due to any incorrect or incomplete address supplied by the Successful Cardholder. No replacement of Campaign Gift A will be offered.

16. The Campaign Gifts cannot be transferred to other parties, is not refundable and are strictly not exchangeable for cash, credit, or other goods.

17. The Campaign Gifts is considered redeemed when a Successful Cardholder responds to the Redemption Message (“**Redeemed Date**”) or receives the Notification Message before the end of the Redemption Period. Any attempt of gift redemption after the Redemption Period will not be entertained and no Campaign Gifts will be issued.

18. The Campaign Gifts choice of size, technical specifications and/or colour is at the discretion of CompareHero, based on available stock from the merchant/s. CompareHero can replace the Campaign Gifts with something of equivalent or higher value if the merchant/s runs out of stock.

19. The Campaign Gifts does not include any accessories or items (unless stated) that may be shown on any marketing materials, as they are for illustration purposes only.

20. The recommended retail value of the gifts provided above is for reference purposes only and is subject to change by the issuing merchant, over which CompareHero has no control.

21. The use of the Campaign Gifts is subject to terms and conditions of the issuing merchant/s. All additional terms and conditions will be stated in full, upon delivery or fulfilment of Campaign Gifts. Additional terms and conditions may include validity dates, spend requirements, applicable or exclusion products and other conditions. The issuing merchant/s reserves the right to alter, cancel, terminate, or suspend the order or any part thereof or any part of the applicable terms and conditions from time to time, with or without any prior notice.

22. All servicing or warranty claims should be directed to the merchant, manufacturer or distributor of the Campaign Gifts. Please refer to the warranty card / box / notification attached with the Campaign Gifts.



23. CompareHero and RHB are not in any way endorsing, sanctioning, approving or supporting the brand/s or merchandise of the Campaign Gift or Consolation Gift. Any query and/or dispute on the usage of the Campaign Gifts must be directed to, and resolved directly with the issuing merchant/s.
24. Campaign Gifts brand/s or merchandise are not a participant in or sponsor of this **CCHG2405RH2-Campaign**. The brand/s logo and/or trademarks remains the intellectual property of the brand.
25. In order to receive Campaign Gift B for the **CCHG2405RH2-Campaign**, Successful Cardholders must redeem their credit via Reward360 platform with in accordance with the following conditions:
  - a. Successful Cardholders will receive a redemption email sent by Reward360 for Campaign Gift B redemption.
  - b. Successful Cardholders to redeem their Campaign Gift B using the redemption code shared by Reward360 in the email.
  - c. Successful Cardholders can redeem & check out the available gift card/credits in Reward360 platform. Please refer to Reward360 platform for individual merchant's brand T&C.
  - d. Redemption expiry period as below:
    - i. Redemption Code Activation: Within 2 months/ 60 days  
(Successful Cardholders that does not activate within 60 days will count as unredeemed)
    - ii. Account Credits platform validity: Within 1 year  
(The credits and link will be available for redemption and viewing up to 1 year. After 1 year, the link will auto expire, any remaining credits not redeemed will be forfeited)
  - e. Any query and/or dispute on the redemption of the Campaign Gift or Consolation Gift must be directed to and resolved directly with the Reward360, CompareHero is not responsible for any wrongful or missing delivery of the Campaign Gift B and Consolation Gift.
26. By accepting the Campaign Gift or Consolation Gift, the Successful Cardholder agrees to give CompareHero the discretion to publish their name and masked phone number in a list on all CompareHero's website, social media accounts and communication platforms.

#### **General Campaign Terms and Conditions**

27. The use of the CompareHero website and services constitutes the acceptance of the general [Terms and Conditions](#) and [Privacy Policy](#).
  - a. For the avoidance of doubt, during the course of using CompareHero services, individuals that have registered their interest and/or have applied for a RHB product listed on CompareHero, are deemed to have given explicit consent to the collection, use and sharing of their personal data between CompareHero and RHB, for the purposes of the administration of this Campaign, including application status, card activation status, and other qualifying criteria.
28. CompareHero reserves the right to (at its own discretion) disqualify any participant and/or withhold or confiscate in full or part any Campaign Gift or Consolation Gift if:
  - a. the participant is found to be, or reasonably suspected of participating in any form of fraudulent practices (including but not limited to false identities, doctoring images, wilful spamming or manipulation of any CompareHero's processes, or website); and/or
  - b. the redemption request is found to have been made via other channels, made outside of the Redemption Period, or are fraudulent, against the spirit of the Campaign, or non-compliant with the Campaign Terms and Conditions
29. In the event of disputes, CompareHero's decision shall be final.
30. Where we suspect a participant is participating in any form of unlawful and/or fraudulent activity, we reserve the right to report such activity or suspicions to the police or relevant authorities.
31. Final approval of any Eligible Credit Card is determined by the relevant banks in their absolute discretion and is subject to the banks' credit and risk processing criteria. Participating in this Campaign does not guarantee the approval of any Credit Card. CompareHero does not guarantee the approval of any Eligible Credit Card.

32. CompareHero reserves the right as it deems fit to vary or change any of these campaign terms and conditions from time to time or cancel, terminate, withdraw, suspend and/or replace this Campaign with another similar Campaign with prior notice. Such variation, changes, cancellation, termination, withdrawal, suspension and/or replacement will be notified by posting on CompareHero website, social media or in any other manner as CompareHero deems fit.
33. CompareHero reserves the right to change the Sign-up Period or Redemption Period if the launch of the Campaign is delayed and shall have no liability for the same.
34. Applications for the Eligible Credit Cards received after the end of the Sign-Up Period as set out in Clause 4(a) above will not be eligible to participate in the **CCHG2405RH2-Campaign**.
35. In this respect, the participants of this Campaign also signifies their agreement to access the CompareHero website and/or social media at regular intervals to view these terms and conditions and to ensure that they are kept up-to-date with any variations or changes which CompareHero may effect from time to time. Participants also agree that their continued participation in this Campaign will constitute their acceptance of these terms and conditions (as varied from time to time).
36. Any cancellation, termination, withdrawal or suspension by CompareHero of this Campaign will not entitle participants to any compensation against CompareHero for any and all loss or damage that may be suffered or incurred by the participant as a direct or indirect result of the act of cancellation, termination, withdrawal or suspension.
37. The decisions of CompareHero and RHB in relation to every aspect of the Campaign, including but not limited to the definition of Successful Cardholders, shall be deemed final and conclusive under any circumstance and no further appeal, enquiry and/or correspondence will be entertained.
38. These Campaign terms and conditions are governed by and construed under the laws of Malaysia.

#### **CompareHero's Privacy Policy**

Our goal is to maintain your trust and confidence when handling personal information about you. The security of your personal information is our priority. We protect this information by maintaining procedural safeguards that meet Malaysia's PDPA (Personal Data Protection Act 2010) law. We train our employees in the proper handling of personal information. When we use other companies to provide services for us, we require them to protect the confidentiality of personal information they receive as well.

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