

April 2020 Standard Chartered Credit Cards Hero Giveaway Promotion Terms & Conditions

1. This Standard Chartered Credit Cards Hero Giveaway Promotion (hereinafter referred to as “**CCHG2004SC-Promotion**”) is organized by Compargo Malaysia Sdn Bhd (1050769-U) for CompareHero.my and in partnership with Standard Chartered Bank Malaysia Berhad (115793-P) (hereinafter referred to as “**Standard Chartered**”).
2. Standard Chartered credit cards eligible for CCHG2004SC-Promotion are Standard Chartered WorldMiles World Mastercard®, Standard Chartered Visa Platinum Card, and Standard Chartered JustOne Platinum Mastercard® (hereinafter referred to as “**Eligible Credit Cards**”).

Promotion Period

3. The CCHG2004SC-Promotion comprises of the following periods:
 - a. “**Sign-Up Period**” runs from 6 April 2020 to 8 April 2020, both dates inclusive; and
 - b. “**Redemption Period**” runs from 15 May 2020 to 31 July 2020, both dates inclusive.

Promotion Eligibility

4. The CCHG2004SC-Promotion is open to individuals who are:
 - a. 21 years old and above, with a residential address in Peninsular Malaysia; and
 - b. successfully registers interest for any of the Eligible Credit Cards via CompareHero.my website (<https://www.comparehero.my>) or Facebook (<www.facebook.com/CompareHero.my>) or Instagram (<www.instagram.com/comparehero.my>) during the Sign-Up Period; and
 - c. is either a New-to-Bank or New-to-Card applicant; and
 - i. New-to-Bank is defined as a person who does not have any accounts or a financial relationship with Standard Chartered.
 - ii. New-to-Card is defined as an existing bank customer who does not hold any active credit card/s from Standard Chartered in the past six (6) months.
 - d. have their application of the Eligible Credit Cards approved and activated (hereinafter referred to as “**Cardholder/s**”) within thirty (30) days from the end date of CCHG2004SC-Promotion.
5. The following individuals are not eligible for the CCHG2004SC-Promotion:
 - a. those who have registered under a different CompareHero.my promotion within three (3) months from the start date of CCHG2004SC-Promotion; and/or
 - b. existing Standard Chartered cardholders who cancel any of the Eligible Credit Cards within six (6) months from the date of approval of their Eligible Credit Cards’ application; and/or
 - c. existing Standard Chartered cardholders who are participating in any other concurrent Standard Chartered credit card promotions; and/or
 - d. holder(s) of invalid or cancelled Standard Chartered Eligible Credit Cards and/or whose accounts are delinquent within Standard Chartered’s definition at any time during the Sign-Up Period; and/or
 - e. holder(s) of a company and/or corporate Standard Chartered credit cards; and/or
 - f. those who make a direct or online application for any of Eligible Credit Cards at any Standard Chartered branch / Standard Chartered websites / Standard Chartered sales representatives / other third-party sales agents.
6. CompareHero.my reserves the right to reject information submitted on the CompareHero.my website and social media if we deem it not legible, in non-English alphabets, use of foul language, or suspected as spam.

Promotion Mechanics

7. Cardholders who fulfil Promotion Eligibility (clauses 4 and 5, and its subclauses) will be considered a “**Successful Cardholder**” of the CCHG2004SC-Promotion.
8. Each Successful Cardholder is entitled to only one (1) CCHG2004SC-Promotion gift (hereinafter referred to as “**Promotion Gift**”), regardless of the number of approved and activated Eligible Credit Cards from Standard Chartered.
 - a. Each Successful Cardholder has to **choose only ONE (1) of two available Promotion Gift(s)** when they sign up for a credit card.
 - b. Promotion Gift decision by Successful Cardholders is final and no further changes will be entertained.

- c. CompareHero reserves the right to change or replace the gift based on the available stock from the merchants. Refer to Clause 15.
9. Promotion Gift is defined as one (1) Samsung 24 Inch Curved FHD Monitor OR one (1) Tefal Fry Delight Air Fryer.

Gift Redemption

10. For the avoidance of doubt, at the time of gift redemption, should a Successful Cardholder be unable to provide a residential address in Peninsular Malaysia or declines the said Promotion Gift, a **“Substitute Gift”** will be issued.
 - a. Substitute Gift is defined as an RM200 Lazada eVoucher and request for other options will not be entertained.
11. Promotion Gift or Substitute Gift cannot be transferred to other parties, is not refundable and not exchangeable for cash, credit, or other goods.
12. CompareHero.my will contact all Successful Cardholders between 4-8 weeks after card activation date (pending official Standard Chartered reports):
 - a. via email (email address in CompareHero.my’s record) with gift redemption instructions; and/or
 - b. via SMS (mobile phone number in CompareHero.my’s record)
13. Promotion Gift or Substitute Gift is considered redeemed when a Successful Cardholder responds to the gift redemption email instructions before the end of the Redemption Period. Any attempt of gift redemption after the Redemption Period will not be entertained and no Promotion Gift will be issued.
14. Delivery or fulfilment of Promotion Gift is estimated to be between 2-4 weeks from the redeemed date (pending stock availability, and/or merchant delivery schedules).
15. Promotion Gift or Substitute Gift choice of size, technical specifications and/or colour is at the discretion of CompareHero.my, based on the available stock from the merchant/s. CompareHero.my can replace the Promotion Gift or Substitute Gift with something of equivalent or higher value if the merchant/s runs out of stock.
16. Promotion Gift or Substitute Gift does not include any accessories or items (unless stated) that may be shown on any marketing materials, as they are for illustration purposes only.
17. The use of the Promotion Gift is subject to the terms and conditions of the issuing merchant/s. All additional terms and conditions will be stated in full, upon delivery or fulfilment of Promotion Gift. 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.
18. All servicing or warranty claims should be directed to the merchant, manufacturer or distributor of the Promotion Gift or Substitute Gift. Please refer to the warranty card / box / notification attached with the Promotion Gift.
19. Once the gift (Promotion Gift, Standard Gift, or Substitute Gift) has been successfully redeemed and received, it must be checked for any defects, and any defects must be reported to the vendor within 3 working days from the date of receive, or else any complaints or any matters arising from the defects will not be entertained.
20. CompareHero.my and Standard Chartered are not in any way endorsing, sanctioning, approving or supporting the brand/s or merchandise of the Promotion Gift. Any query and/or dispute on the usage of the Promotion Gift must be directed to, and resolved directly with the issuing merchant/s.
21. Promotion Gift brand/s or merchandise are not a participant in or sponsor of this CCHG2004SC-Promotion. The brand/s logo and/or trademarks remain the intellectual property of the brand.

General Terms and Conditions

22. CompareHero.my reserves the right as it deems fit to vary or change any of these terms and conditions from time to time or cancel, terminate, withdraw, suspend and/or replace this promotion with another similar promotion or campaign with prior notice. Such variation, changes, cancellation, termination, withdrawal, suspension and/or replacement will be notified by posting on CompareHero.my website, social media or in any other manner as CompareHero.my deems fit. In this respect, the participants of this promotion also signify his/her agreement to access the CompareHero.my 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.my may effect from time to time. Participants also agree that their continued participation in this promotion will constitute their acceptance of these terms and conditions (as varied from time to time). For the avoidance of doubt, any cancellation, termination, withdrawal or suspension by CompareHero.my of this promotion will not entitle participants to any compensation against CompareHero.my 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.

23. These promotion terms and conditions are governed by and construed under the laws of Malaysia.
24. The use of the CompareHero.my site and social media constitutes acceptance of the promotion terms and conditions stated above, general [Terms and Conditions](#) and [Privacy Policy](#).

CompareHero.my'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.

Our Privacy Policy DOES NOT include a publicity waiver and release. It means we do not have your consent to advertise, publicise or feature any of your personal information submitted to us.

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