



## **Alliance Bank Relax & Win Campaign- Referral Promotion**

### **Terms and Conditions**

1. The “Alliance Bank Relax & Win Campaign - Referral Offer (**“Promotion”**) is organised by Alliance Bank Malaysia Berhad and Alliance Islamic Bank Berhad (**“Bank”**) and shall run from **12 April 2025 to 30 June 2025**; inclusive of both dates, unless as stated otherwise (**“Promotion Period”**).
2. By participating in this Promotion, the Eligible Referrer(s) (as defined hereunder) shall have thoroughly read and fully understood all the Promotion Terms and Conditions herein and fully agree to be bound by and accept all Terms and Conditions.
3. The Bank reserves the right at any time to change the duration and/or the commencement and/or expiry dates of the Promotion Period with prior notice via the Bank’s official website.
4. New customers and existing customers who meet the conditions as set out hereinafter be collectively referred to as **“Eligible Referrer(s)”** and/or **“Eligible Referee(s)”**. Notwithstanding the abovementioned, the following individuals are NOT eligible to participate in this Promotion:
  - a. Customers whose account(s) with the Bank are dormant or inactive or who have breached any agreements with the Bank; or
  - b. Customers whose account(s) with the Bank are, as per the Bank’s internal policies, unsatisfactorily conducted; or
  - c. Any other persons as determined by the Bank to be excluded according to the Bank’s internal policy(ies); or
  - d. Individuals who are financially insolvent or who have been adjudicated a bankrupt; or
  - e. Non-individual entities including but not limit to sole-proprietorships, partnerships, charitable/non-profit organisations/societies, corporate and commercial customers, public listed and private limited companies, clubs, associations and co-operatives.
  - f. Permanent and/or contract employees of Alliance Bank (including its subsidiaries and related companies) are not eligible to participate.
5. To be entitled for this Promotion, the Eligible Referrer(s) must ensure that the following conditions are fulfilled by the potential customer (**“Eligible Referee(s)”**):
  - (i) Eligible Referrer(s) must introduce or refer an Eligible Referee(s) to open an Alliance SavePlus Account/-i (**“Eligible Account”**) by completing the online referral form or send the referral link/code to the Eligible Referee(s) within the Promotion Period. Before the Eligible Referee(s) begins the account opening process, referral form(s) needs to be submitted or the Eligible Referee(s) needs to open the Eligible Account by using the referral code shared by the Eligible Referrer(s). The referral form is available at <https://www.alliancebank.com.my/promotions/banking/saveplus-relax-win-promotion>.
  - (ii) It is the Eligible Referrer(s)’ responsibility to ensure that the information (such as the name as per NRIC, NRIC Number, and Mobile Number) submitted in the online referral form(s) are correct. Failure to do so, will result in an invalid referral and no Promotion cashback will be rewarded.
  - (iii) The **Eligible Referral** (defined as a new customer lead is referred by the Eligible Referrer(s) under the Promotion) will be tagged to the Eligible Referrer(s) and be rewarded only if the Eligible Referee(s) initiates an Eligible Account opening through the allianceonline mobile app (**“AOM”**) - electronic Know Your Customer process (**“e-KYC”**) and has successfully opened an Eligible Account during the Promotion Period under the same mobile number submitted by the Eligible Referrer(s) in the referral form(s) or use the referral code shared by the Eligible Referrer(s). The Eligible Account needs to be activated with a minimum deposit of RM500 and kept until the end of the account opening month.
  - (iv) The Eligible Referee(s) must be a new to Bank customer or an existing customer aged 18 years old and above and does not hold any Current/Savings Account/-i (**“CASA-i”**) including SaveLink/FlexLink Account, Share Trading and Share Margin Financing Account with the Bank **for the past twelve (12) months prior to the start date of the Promotion Period.**
  - (v) The Eligible Referee(s) is required to open an Eligible Account under his/her own name as primary

account holder.

- (vi) Eligible Referrer(s) must be a primary account holder who holds a valid and active CASA/-i with the Bank before referring the Eligible Referee to open an Eligible Account.
- (vii) If the Eligible Referee(s) has keyed in an invitation code to participate in another promotion within the Bank or is a Payroll customer under the Alliance@Work, the Eligible Referral will be declared invalid.

6. Eligible Referee(s) who has fulfilled the above conditions is considered as one (1) successful referral ("**Successful Referral**") by the Eligible Referrer(s). There is no limitation on the number of Promotion cashback an Eligible Referrer(s) can earn.

7. The Successful Referral will be entitled for the following Promotion cashback as set out in the table below:

Criteria	"Promotion Cashback"
Each successful referral	RM30 Referral Cashback

8. Eligible Referee(s) will be entitled for this Promotion Cashback if the Eligible Referee fulfils the Terms and Conditions as set out at <https://www.alliancebank.com.my/promotions/banking/saveplus-relax-win-promotion/-TC.pdf>.
9. This Promotion does not allow the Eligible Referrer(s) to refer themselves. Furthermore, if the Bank receives a referral form from an Eligible Referrer(s) and an Eligible Referee(s), the Bank will reward the Eligible Referrer(s) who has a valid Current or Savings Account with the Bank prior to submitting for the Referral.
10. To be eligible to participate in this Promotion, the Eligible Referrer(s) must complete the referral form(s) at <https://www.alliancebank.com.my/promotions/banking/saveplus-relax-win-promotion#referform> for each referral or send the referral link/code to Eligible Referee(s). If the Eligible Referrer(s) does not comply to the Promotion Terms and Conditions, they will be disqualified from receiving the Promotion Cashback. Eligible Referrer(s) can submit up to three (3) referrals at one time.
11. If there are multiple submissions of the same Eligible Referee's details received, the Promotion Cashback will be awarded to the first Eligible Referrer(s) who submitted the Eligible Referral to the Bank.
12. It is the Eligible Referrer(s)' responsibility to obtain consent from the Eligible Referee(s) and the person(s) has agreed to receive direct marketing communications on the Bank's product and services pertaining to this Promotion.
13. The Eligible Referrer(s)' and Eligible Referee(s)' CASA/-i must be valid and active as determined by the Bank as per the Bank's internal policies and must NOT be in breach of any of the Bank policies at all times. In the event if the Eligible Referrer(s) does not hold a valid and active CASA/-i, it is the Eligible Referrer(s)' responsibility to open a CASA/-i before the Eligible Referee(s) completes the account opening. Failure to do so may result in an invalid referral and no Promotion Cashback will be rewarded.
14. The Bank's decision on the records of the form submission and application date will be final and conclusive.
15. The fulfillment of the Promotion Cashback will be fulfilled within eight (8) weeks after the account opening month.
16. For the Eligible Referrer(s) who holds accounts jointly with other parties, all such accounts shall be considered as one single account only based on the name of the primary account holder. In the event

of joint account holders, the Promotion Cashback shall be given to the primary account holder only.

17. The Bank shall not accept any responsibility for claims not credited within the fulfillment period due to no registration form submitted, incorrect or incomplete details provided. It is the Eligible Referrer(s)' responsibility to ensure that correct details are provided for claims to be processed. The Bank will not be liable for any traffic congestion or internet inaccessibility.
18. The Bank reserves the right to disqualify any Eligible Referrer(s) or forfeits the Promotion Cashback in circumstances where there is a fraudulent, unauthorised or reversal of transaction(s) or breach or potential breach of this Promotion Terms and Conditions as per the Bank's internal policies.
19. If the Eligible Referrer(s) or Eligible Referee(s) has participated in several campaigns or promotions at the same time, the Eligible Referrer(s) or Eligible Referee(s) is only entitled to receive the cashback(s) or reward(s) under one of the participating campaigns or promotions. The Bank reserves the right to decide which campaigns or promotions are applicable to the relevant Eligible Referrer(s) or Eligible Referee(s).
20. All decisions made by the Bank in respect of this Promotion shall be final and conclusive and no appeals, correspondences or protests shall be considered.
21. The Bank reserves the right at any time to add, delete, vary and/or amend the Promotion Terms and Conditions, wholly or in part, as per the Bank's internal policies with prior notice and the Eligible Referrer(s) and Eligible Referee(s) ("**Eligible Customer(s)**") shall by virtue of their participation in this Promotion to have fully agreed and accepted the said additions, deletions, variations and/or amendments. For the updated version of the Promotion Terms and Conditions, please visit [www.alliancebank.com.my](http://www.alliancebank.com.my) from time to time. In the event of any inconsistency between the Promotion Terms and Conditions hereunder and the updated version(s), the latter shall prevail but only to the extent of such inconsistency thereof.
22. By participating in this Promotion, the Eligible Customer(s) shall have accepted and agreed to be bound by the Promotion Terms and Conditions herein including any amendments or variations to it with prior notice and accept the same in their entirety. This Promotion Terms and Conditions and the Bank's decision on all matters relating to this Promotion shall be final and binding on the Eligible Customer(s) and no correspondences and/or appeal in respect thereof shall be considered
23. This Promotion Terms and Conditions shall be supplemental to the existing Terms and Conditions governing the Eligible Customers CASA/-i maintained with the Bank ("**the Existing Terms**").
24. The Bank reserves the right to terminate the Promotion in circumstances where there is a fraudulent, unauthorised or reversal of transactions, with prior notice.
25. In the event of any cancellation, termination, suspension or extension of the Promotion Period, the Eligible Customer(s) shall not be entitled to any claims or compensations against the Bank or for any and all losses or damages suffered or incurred by the Eligible Customer(s) as a direct or indirect result of the act of cancellation, termination, suspension or extension.
26. The Bank shall not be responsible nor shall accept any liabilities of nature arising or suffered by the Eligible Customer(s) resulting directly or indirectly from this Promotion.
27. The Eligible Customer(s) shall be personally responsible for all taxes, rates, government fees or any other charges that may be levied against them under applicable laws, if any, in relation to this Promotion.

28. All the Promotion Terms and Conditions including the additions, deletions, variations and/or amendments as may be made in respect thereof from time to time shall be governed by and construed in accordance with the laws of Malaysia and unless as agreed otherwise by the Bank, the Eligible Customer(s) hereby agrees to submit to the exclusive jurisdiction of the competent courts of Malaysia.
29. The Eligible Customers hereby give their unequivocal and irrevocable consent and authorise the Bank to use, publish and/ or display the names, any photographs taken, any videos recorded and/ or other information for advertising and/ or promotion limited to this campaign only, without any compensation to the Eligible Customer(s).
30. By participating in this Promotion, the Eligible Customers agree that they have read the Notice and Choice Principle Statement available at the Bank's website (<https://www.alliancebank.com.my/Alliance/media/Pdf/Personal%20Data%20Protection%20Act%202010/NCP-for-website-ENG.pdf>) and hereby give their consent and authorise the Bank to disclose their particulars to any third party service provider engaged by the Bank for the purpose of this Promotion.
31. The Bank has instituted and maintains policies and procedures designed to prevent bribery and corruption by the Bank and its directors, officers, or employees; and to the best of the Bank's knowledge, neither the Bank nor any director, officer, or employee of the Bank has engaged in any activity or conduct which would violate any anti-bribery or anti-corruption law or regulation applicable to the Bank. The Bank has not, and covenants that it will not, in connection with the conduct of its business activities, promise, authorise, ratify or cash back to make, or take any act in furtherance of any payment, contribution, Cashback, reimbursement or other transfer of anything of value, or any solicitation, directly or indirectly to any individual.
32. By virtue of participating in this Promotion, the Eligible Customer(s) hereby acknowledges that it has been made aware of the Bank's anti-bribery and corruption summary of the policy available at <https://www.alliancebank.com.my/Anti-Bribery-and-Corruption-Summary-of-Policy> and further covenants/undertakes that it shall not indulge in such corrupt practices in whatsoever manner whether directly or indirectly with any directors, officers or employees of the Bank.

### **Prevention and Mitigation of Banking Fraud and Scam**

33. The Bank may from time to time provide the latest update or content to educate the Eligible Customer(s) and create awareness that helps prevent or mitigate fraud and scam risk. These may include but not be limited to security tips, software/operating system/application/version update, and regulation requirements from any relevant governing bodies.
34. The Eligible Customer(s) shall keep in safe custody all banking instruments, for example cheque books/cheque leaves, security tokens, debit card, telephone banking PIN, internet and mobile banking login credentials, and transaction authorisation code ("TAC"). The Eligible Customer(s) shall notify the Bank immediately when the Eligible Customer(s) becomes aware that any of the above is lost or used without authority or proper authorisation. The Eligible Customer(s) shall not be liable for losses resulting from unauthorised transaction(s) occurring after the Eligible Customer(s) had notified the Bank in accordance with these Terms and Conditions that the Eligible Customer(s)'s banking instruments mentioned above have been lost, misused, stolen, compromised or breached.
35. Where any loss or damage suffered by the Eligible Customer(s) is solely attributed to the willful negligence of the Bank, the Bank's sole and entire liability (whether in respect of one or more claims) to the Eligible Customer(s) in contract or tort shall not exceed the amount of the transaction which gave rise to the claim or claims or the direct damages sustained, whichever is lower. In no event shall the Bank be liable for any loss of business, loss of profits, earnings or goodwill, loss of data, indirect, consequential, special or incidental damages, liabilities, claims, losses, expenses, disbursements, awards, penalties, proceedings and costs regardless of whether the possibilities of such losses or damages were disclosed to, or could have reasonably been foreseen by the Bank.

36. Upon being notified by the Eligible Customer(s) of such incident, the Bank shall conduct an investigation and the Eligible Customer(s) is required to provide sufficient information and collaboration to facilitate the investigation. The Bank is hereby given the authority to perform the following measures upon detection (with/without prior consent from Eligible Customer(s)) in order to prevent or mitigate further financial loss while the Bank is performing its investigation:
- i. Suspend or freeze the affected account;
  - ii. Revoke or reset the Eligible Customer(s)'s internet or mobile banking access; and/or
  - iii. Revoke the validity of banking instruments;
- and the Eligible Customer(s) will be notified once the above has been operated.

**Note:**

Alliance SavePlus Account-i is protected by PIDM up to RM250,000 for each depositor per financial institution.

Alliance SavePlus Account-i is based on the Shariah concept of Tawarruq.