

**Terms and Conditions**  
**AmBank Debit Card Offers on foodpanda**  
**Promotion Period: 17 July 2023 – 21 January 2024**

**This Amended Terms and Conditions for AmBank (M) Berhad: AmBank Debit Card Offers on foodpanda will supersede the existing Terms and Conditions with effect from 26 October 2023.**

1. **Promotion I** under **Clause 3.1** has been revised in **blue font** to reflect the changes in **Prize Fulfillment**.

**REMINDER: Eligible Customer(s) (as defined below) is hereby reminded to read and understand the terms and conditions below and any updated terms and conditions (if any) which are available at [www.ambank.com.my](http://www.ambank.com.my). If the Eligible Customers do not understand any of the terms and conditions stated herein and/or updated terms and conditions, the Eligible Customer(s) are advised to discuss with any of the Bank's authorised representative.**

## **1 Definition**

- 1.1 For the purpose of these terms and conditions, the following words and expressions shall have the meanings assigned to them except where the context otherwise requires:

“**AmBank Group**” refers to all the Related Corporations and Associate Corporations of the Bank whether incorporated within or outside of Malaysia, existing now or in the future and reference to ‘AmBank Group’ in these terms and conditions herein, shall include all or any entity within AmBank Group.

“**Bank**” refers to AmBank (M) Berhad (‘AmBank’) [Company No.: 196901000166 (8515-D)], company incorporated in Malaysia under the Companies Act 1965 (repealed by Companies Act 2016) and having its registered address at Level 22, Bangunan AmBank Group, No. 55, Jalan Raja Chulan, 50200 Kuala Lumpur.

“**Promotion**” refers to this “**AmBank Debit Card Offers on Foodpanda**” which collectively includes Promotion I and Promotion II organised by the Bank and foodpanda in accordance with the terms and conditions stipulated herein.

“**Promotion Period**” for Promotion I (as hereinafter defined) shall commence on 17 July 2023 (00:00 GMT+8) and ends on 21 January 2024 (23:59 GMT+8). Promotion II (as hereinafter defined) shall commence on 17 July 2023 (00:00 GMT+8) and ends on 27 November 2023 (23:59 GMT+8). The Bank reserves the right to vary or amend the duration of the Promotion Period with Prior Notice.

“**Debit Card**” refers to the AmBank Debit Mastercard and/or TRUE by AmBank Debit Mastercard issued by the Bank.

“**Prior Notice**” refers to the notice by the Bank of certain facts or of a particular state of affairs of at least three (3) calendar days.

“**Foodpanda Platform**” refers to an application or web platform that connects customers with merchants that offer food delivery, food pick up, groceries shops and delivery within the customer vicinity.

“**Foodpanda User**” refers to user with a foodpanda account.

- 1.2 Words denoting persons shall include living persons and, if and where applicable, body or persons incorporated or unincorporated. Words importing the singular shall also include the

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plural and vice-versa. Words importing the masculine gender shall include the feminine and neuter gender.

1.3 **“Associate Corporations”** shall have the same meaning assigned to it under Section 2(1) of the Financial Services Act 2013, where applicable. **“Related Corporations”** shall have the same meaning assigned to it under Section 7 of the Companies Act 2016.

**2 Eligibility**

2.1 The Promotion is opened to all new and existing Debit Card cardholder(s) of the Bank (including AmBank Group employees) who is also a Foodpanda User (hereinafter referred to as **“Eligible Customer(s)”**).

2.2 Enrollment is not required for the purpose of participation in this Promotion.

**3 Promotion Mechanics**

3.1 The Promotion Mechanic is as specified in the table below:

<b>Promotion Period</b>	<b>Promotion</b>
17 July 2023 – 21 January 2024	<p data-bbox="504 904 1388 938"><b>Promotion I</b></p> <p data-bbox="504 972 1388 1072"><b>Save your AmBank Debit Card details for the first time on foodpanda and place one (1) order to stand to win a complimentary 12-month pandapro subscription.</b></p> <ul data-bbox="504 1106 1388 1912" style="list-style-type: none"> <li data-bbox="504 1106 1388 1263">• Promotion is valid for selected AmBank Debit Cardholders who save their card details in “Credit or debit card” under “Payment Method” for the first time on foodpanda Platform (“Eligible Participant”).</li> <li data-bbox="504 1263 1388 1375">• For the avoidance of doubt, AmBank Debit Card users who have already saved their card prior to the Promotion Period are <b>not eligible</b>.</li> <li data-bbox="504 1375 1388 1576">• Eligible Participant with minimum one (1) order placed using the saved AmBank Debit Card details on foodpanda Platform within the same week when the card is saved (“Eligible Transaction”) will stand a chance to win one (1) complimentary “pandapro” subscription programme worth Ringgit Malaysia Fifty-Eight Eighty Cent (RM58.80) each.</li> <li data-bbox="504 1576 1388 1644">• A total of two hundred and seventy (270) winners will be selected throughout the campaign period.</li> <li data-bbox="504 1644 1388 1711">• foodpanda will select ten (10) winners each week among the Eligible Participants.</li> <li data-bbox="504 1711 1388 1912">• All entries for that Campaign Week will be listed and sorted in ascending order. The total number of entries for that Campaign Week will then be divided by 10 (for shortlisting of 10 winners) and the result will be rounded down to the nearest whole number.</li> </ul> <div data-bbox="560 1957 1388 2038" style="border: 1px solid black; padding: 5px;"> <p data-bbox="616 1957 1382 2038">For example, 1,111 entries will be divided by 10, the first shortlisted winner will be an entry at the position no. 111,</p> </div>

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then the following winners will be entries number 222, 333, 444 and so forth until the 10 winners are selected.

- The winner selection will be conducted once every four (4) weeks, as illustrated in table 1 below.

Table 1: Illustration

<b>Participating Period: Number of Winners</b>	<b>Draw period</b>	<b>Fulfilment period</b>
17 July 2023 – 23 July 2023 (Week 1): 10 Winners	By 1 September 2023	By 1 October 2023
24 July 2023 – 30 July 2023 (Week 2): 10 Winners		
31 July 2023 – 6 August 2023 (Week 3): 10 Winners		
7 August 2023 – 13 August 2023 (Week 4): 10 Winners		

- The prize will be credited directly into winners' foodpanda account based on the special identification (ID) assigned by foodpanda to each of its customers. Winners are required to redeem the prize by binding or linking a valid AmBank Debit Card as the "Payment Method".
- foodpanda will send an email to the winners' registered email address in foodpanda app, to inform on the winning.
- The prize is non-transferrable to other foodpanda accounts..
- The prize must be claimed by the winner within the stipulated duration in the SMS / Email. The organizer reserves the right to forfeit the prizes if the winners failed to claim the prize within stipulated duration. The Bank and foodpanda shall not reimburse or compensate the winner for such forfeiture.
- No cash alternatives or refund will be offered in lieu of the Prize.

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17 July 2023 – 27 November 2023 (every Monday)	<b>Promotion II</b> <b>Thirty Percent (30%) discount on Monday with minimum spending of Ringgit Malaysia Thirty (RM30) in a single transaction on Foodpanda Platform where payment is made using AmBank Debit Card.</b> <ul style="list-style-type: none"><li>• Eligible Customers must enter the promo code “<b>AMBDC30</b>” upon checkout to enjoy Thirty Percent (30%) OFF, capped at Ringgit Malaysia Ten (RM10) each transaction.</li><li>• Promotion is valid with a minimum spend of Ringgit Malaysia Thirty (RM30) on the total net purchase price of your item in a single transaction (excluding of delivery fee/tax/other platform handling charges) made using AmBank Debit Card on Foodpanda.</li><li>• Promotion is valid for orders made on Foodpanda Platform which includes food delivery, pick up, shops and pandamart.</li><li>• Promotion is valid for the first two hundred and fifty (250) redemptions per week and capped at first five thousand redemptions (5,000) redemptions throughout the Promotion Period, on first-come, first-served basis.</li><li>• Each Eligible Customer may enjoy up to maximum fifteen (15) times redemption throughout the Promotion Period.</li><li>• The discount will be instantly applied and deducted from the total spend amount upon successful redemption and payment, where applicable.</li><li>• Orders with no promo code entered will not be eligible for the promotion. Manual crediting of the offer is not allowed.</li><li>• AmBank and Foodpanda has no obligation to inform users when the weekly redemptions are fully redeemed.</li></ul>
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#### **4 General**

- 4.1 By participating in this Promotion, the Eligible Customer(s) and/or any party related herein consent and agree to be bound by the terms and conditions herein, and the terms and conditions herein shall be read together with the General Terms and Conditions for Accounts and Services and AmBank Debit MasterCard Terms and Conditions. The Eligible Customer(s) is required to log on to the Bank’s official website at <http://www.ambank.com.my/eng/terms-and-conditions> for any Promotion updates or the latest terms and conditions, if any.
- 4.2 The Terms and Conditions herein shall be read together with foodpanda’s Term and Conditions at <https://www.foodpanda.my/contents/terms-and-conditions.htm> and pandapro Terms and Conditions at <https://www.foodpanda.my/contents/pandapro-consumer-terms-and-conditions>.
- 4.3 The Promotion offer is not valid with any other promotions of the Bank.
- 4.4 The Bank shall have, at any time, the right to cancel, terminate or suspend this Promotion with Prior Notice.

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- 4.5 The Bank shall have the right to vary, amend, delete or add to any of the terms and conditions set out herein, in whole or in any part from time to time including to vary the Promotion Period with Prior Notice.
- 4.6 Any notice issued by the Bank shall be posted on the Bank's official website at [www.ambank.com.my](http://www.ambank.com.my) or displayed in its branches, and any such notice shall be deemed given when so posted at its official website or its branches, whichever is earlier.
- 4.7 The Bank shall have the right to cancel the participation of or disqualify any Eligible Customer(s) from participating in this Promotion if in the Bank's opinion:
- a) The said Eligible Customer(s) has provided untrue information or acted fraudulently or wrongfully in any manner during the entry process or throughout the Promotion Period; or
  - b) The Eligible Customer(s) has breached or will potentially breach the terms and conditions herein.
- 4.8 Unless expressly stated otherwise, the terms and conditions herein set forth, including any amendments thereto, will prevail over any other provisions and/or representations contained in any other notices/promotion/advertising materials for this Promotion.
- 4.9 The Bank's decision on all matters relating to the eligibility of the customers for the participation in the Promotion shall be final and binding on all participating Eligible Customer(s).
- 4.10 The Bank is not liable for any loss or damages suffered, such as loss of income or profit, or any indirect, incidental, consequential, exemplary, punitive or special damages of any party including third parties, arising out of or in connection with the Promotion, save and except where such loss or damages were directly caused by the Bank's gross negligence, willful default or fraud.
- 4.11 To the extent permitted by law, the Bank shall not be liable to the Eligible Customer(s) when any Force Majeure event occurs. "Force Majeure" refers to any unforeseen events and/or circumstances not within the reasonable control of the Bank, which the Bank is unable to prevent, avoid or remove including natural disasters such as flood, typhoon, hurricane, storm, tempest, volcanic eruption, earthquake, landslide, landslip, subsidence or sinking of the soil or earth or acts of public unrest such as strikes, lock out, industrial disturbances, riots, wars, each of which is beyond the control of neither Party or such other event, condition or circumstances of similar nature as may be classified as Force Majeure by the Bank from time to time.
- 4.12 The Bank shall not be responsible or liable for any failure by any Eligible Customer(s) to participate in the Promotion at any time due to any network, communication or system error, interruption and/or failure.
- 4.13 All questions concerning the construction, validity, enforcement and interpretation of the terms and conditions stipulated herein shall be governed by, construed and enforced in accordance with the laws of Malaysia. The parties hereby submit to the jurisdiction of the Courts of Malaysia for the purpose of any suit, action or other proceeding arising out of or based on the terms and conditions herein.
- 4.14 The Bahasa Malaysia version of this terms and conditions is also available at [www.ambank.com.my/eng/terms-and-conditions](http://www.ambank.com.my/eng/terms-and-conditions). In the event of any discrepancies or conflict in the interpretation of these terms and conditions, the English and Bahasa Malaysia versions of each of these terms and conditions shall be construed as equivalent of each

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other and each of the terms and conditions stipulated in both languages shall carry the same meaning.

- 4.15 For any assistance and/or feedback in relation to this Promotion, the Eligible Customer(s) may contact the Bank's Contact Centre operating daily from 7.00 a.m. to 11.00 p.m., Monday to Sunday by calling 03-2178 8888 or e-mail to [customer care@ambankgroup.com](mailto:customer care@ambankgroup.com).