

## **Frequently Asked Questions (FAQs) – AmBank Retail Banking 50<sup>th</sup> Anniversary Campaign**

### **Q1: Which type of CASA/CASA-i and Credit Card/Credit Card-i customer needs to open to be Eligible Customers?**

A1: All individual customers can open any of the account and credit card type below to be Eligible:

**CASA/CASA-i** refers to the Current Account and/or Current Account-i or Savings Account and/or Savings Account-i. For purposes of this Campaign, the CASA/CASA-i refers to the following eligible accounts: -

- (a) Basic Savings Account (with fee)
- (b) Basic Savings Account-i (with fee)
- (c) Basic Savings Account (non-fee)
- (d) Basic Savings Account-i (non-fee)
- (e) TRUE Savers Account
- (f) TRUE Savers Account-i
- (g) Everyday Savings Account
- (h) Family First
- (i) Everyday Account-i (Family First Solutions-i)
- (j) eFlex Savings Account
- (k) eFlex Savings Account-i
- (l) AmWafeeq Savings Account-i
- (m) AmVault Savings Account
- (n) AmVault Savings Account-i
- (o) Basic Current Account (with fee)
- (p) Basic Current Account-i (with fee)
- (q) Basic Current Account (non-fee)
- (r) Basic Current Account-i (non-fee)
- (s) AmStar Current Account
- (t) AmStar Current Account-i
- (u) AmPartner Current Account
- (v) TRUE Transact
- (w) TRUE Transact-i
- (x) Everyday Account (Family First Solutions)
- (y) Everyday Account-i (Family First Solutions-i)

**Credit Card/Credit Card-i** refers to AmBank Credit Card/AmBank Credit Card-i. For purposes of this Campaign, the **Credit Card/Credit Card-i** refers to the following Eligible Cards:

- (a) AmBank SIGNATURE Priority Banking Visa Infinite Card
- (b) AmBank SIGNATURE Priority Banking Visa Infinite Card-i
- (c) AmBank Visa Infinite Card
- (d) AmBank Islamic Visa Infinite Card-i
- (e) AmBank Enrich Visa Infinite Credit Card
- (f) AmBank Visa Signature Card
- (g) AmBank Islamic Visa Signature Card-i
- (h) AmBank BonusLink Visa Signature Credit Card
- (i) AmBank UnionPay Platinum Card
- (j) AmBank Enrich Visa Platinum Credit Card
- (k) AmBank Visa Platinum Card
- (l) AmBank Islamic Visa Platinum Card
- (m) AmBank BonusLink Visa Platinum Credit Card
- (n) AmBank Cash Rebate Visa Platinum Card
- (o) AmBank Islamic Al-Taslim Visa Platinum Card-i
- (p) AmBank Islamic Visa Platinum CARz Card-i.

**Q2: How does a customer be eligible for this Retail Banking 50th Anniversary Campaign?**

A2: Customer must be the Primary Account Holder aged 18 years old and above and opens any of the CASA/CASA-i above with a minimum Month End Balance of RM100 during account opening month. The following categories of persons shall **NOT** be eligible to participate in this Campaign:

- Non-individual customers including, but not limited to:
- Sole-Proprietorships/Partnerships; and/or
- Small and Medium Enterprises (SMEs); and/or
- Non-Profit Organizations/Charitable Bodies/ Societies

Note: Individual Customer whose account is enjoying preferential rate/special rate will be excluded from the Campaign. For the full ineligibility criteria, please refer to the Terms and Conditions Clause 3.5.

**Q3: Is AmBank Group staff eligible to participate in this Campaign?**

A3: AmBank Group staff is NOT eligible to participate in this Campaign, however their immediate family members (spouses, children, and parents) are allowed to participate in this Campaign.

**Q4: Can a customer have multiple CASA/CASA-i in the same or different Branch?**

A4: Yes, but Branches are to discourage customers from opening multiple accounts in the same or different Branches.

**Q5: What is the minimum amount that a customer must maintain in CASA/CASA-i to be eligible for all types of prizes?**

A5: To be eligible as shortlisted potential winners for Special Prizes and Consolation Prizes must maintain a minimum Month End Balance of RM100 as at month end of the Campaign Period. However, to be eligible for Grand Prizes/Second Prizes/Third Prizes, customer must have maintained a minimum Month End Balance of RM5,000 in their CASA/CASA-i in the final month.

**Q6: Are we able to transfer the prizes to our friends/family or exchange it for credit?**

A6: All The prizes are non-transferable to any third party and non-exchangeable with credit or any such other kind.

**Q7: If a customer has both single and joint CASA/CASA-i, how are his/her Entries being computed?**

A7: If he/she is the Primary Accountholder of both/more Eligible accounts, the MAB of both/more Eligible accounts will be aggregated at customer level (CIF) and computed accordingly.

**Q8: If the customer is a Joint Accountholder of CASA/CASA-i, is he/she entitled for Entries?**

A8: No, Entries earned are for the Principal Accountholder only.

**Q9: Can a customer win more than one prize during the whole Campaign?**

A9: Winners for the Campaign shall be eligible to only one (1) prize throughout the Campaign period if they fulfil the criteria.

**Q10: How does a customer know if he/she wins a prize?**

A10: The Bank shall notify the prize winners via SMS/telephone/electronic mailer etc. based on their contact details maintained in the Bank's system.