

Terms & Conditions
AmBank x Tealive – 50% OFF with AmBank Cards
Campaign Period: 1 November 2025 to 30 April 2026

REMINDER: Eligible Participant(s) (as defined below) is hereby reminded to read and understand the Terms and Conditions below and any updated Terms and Conditions which is available at www.ambank.com.my/eng/terms-and-conditions. If the Eligible Participant(s) does not understand any of the Terms and Conditions below and/or the updated Terms and Conditions, the Eligible Participant(s) is advised to consult with the Bank’s authorized representatives.

1. Definition

- i. For the purpose of the Terms and Conditions, the following words and expressions shall have the meanings assigned to them except where the context state otherwise:

AmBank Group	: Refers to all the Related Corporations and Associate Corporations of the Bank whether incorporated inside or outside Malaysia, existing now or in the future and any reference to ‘AmBank Group’ in the Terms and Conditions herein, shall include all or any entity within AmBank Group.
Bank	: Refers to AmBank (M) Berhad [Registration No.: 19690100016 (8515-D)] or AmBank Islamic Berhad (Registration No.: 199401009897 (295576-U)), both incorporated in Malaysia and having its registered address at Level 22, Bangunan AmBank Group, No. 55, Jalan Raja Chulan, 50200 Kuala Lumpur.
Campaign	: Refers to “ AmBank x Tealive – 50% OFF with AmBank Cards ” organized by the Bank in accordance with the Terms and Conditions stipulated herein.
Campaign Period	: The Campaign shall take effect from 1 November 2025 (00:00 GMT+8) to 30 April 2026 (23:59 GMT+8) , both dates inclusive. The Bank reserves the right to vary or amend the duration of the Campaign Period with Prior Notice.
Prior Notice	: Refers to notices issued by the Bank to customers of at least seven (7) calendar days and published on the Bank’s website at www.ambank.com.my .
Debit Card	: Refers to all existing, valid and active debit card issued by the Bank.
Credit Card	: Refers to all existing, valid and active AmBank Credit Card and AmBank Islamic Credit Card-i issued by the Bank.

2. Eligibility

2.1 The Campaign is opened to existing cardholder(s) of the Bank with following conditions;-

- a) aged eighteen (18) years old and above;
- b) have applied and issued with any Debit Card before/within the Campaign Period; and
- c) AmBank Credit Card and AmBank Islamic Credit Card-i

Hereinafter referred to as “Eligible Customer”.

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

2.3 For the avoidance of doubt, employees of AmBank Group, whether permanent or contractual and their immediate family members (spouses, children, siblings and parents) are eligible to participate in the Campaign.

3. Promotion

3.1 Subject to the terms of the Campaign herein, Eligible Customer can enjoy the following promotion during the Campaign Period as follows:

Campaign cycles	Promotion	Monthly Cap
1 Nov 2025 – 30 Nov 2025	The discount is 50% of the amount spent or capped at RM8, whichever is lower.	RM10,000
1 Dec 2025 – 31 Dec 2025		
1 Jan 2026 – 31 Jan 2026		
1 Feb 2026 – 28 Feb 2026		
1 Mar 2026 – 31 Mar 2026		
1 Apr 2026 – 30 Apr 2026		

4. Mechanism

4.1 Campaign Duration

The Campaign is valid from 1 November 2025 to 30 April 2026, and is structured into monthly campaign cycles.

4.2 Participating Outlets

Applicable at Tealive stores in Malaysia, excluding the following outlets: Tealive KLIA2, KidZania, Johor Premium Outlet, Max Valu, and Aeon Delica.

4.3 Eligibility Criteria

To participate in this campaign, customers must make payment using an AmBank Debit Card, AmBank Credit Card, or AmBank Islamic Credit Card-i. Only transactions that meet this payment requirement will be considered eligible.

4.4 Redemption Platform

This Campaign is applicable exclusively for purchases made via the Tealive mobile application. Customers may choose either pickup from a Tealive outlet or delivery as their preferred fulfillment method.

4.5 Redemption Method

To enjoy the promotional discount, customers add order and checkout with AmBank card in the Tealive App. The discount will only be applied if payment is made using an eligible AmBank card.

4.6 Discount Structure

Eligible customers will receive a 50% discount on the total bill , subject to a maximum discount of RM8 per transaction. The discount is not applicable beyond this cap, regardless of the total bill amount. The 50% discount will be applied to the subtotal amount before tax is calculated.

4.7 Usage Limitations

Each Tealive user and AmBank cardholder is entitled to a maximum of two (2) discounted transactions per calendar month throughout the campaign period.

4.8 Monthly Cap on Total Discount

The total discount amount available under this campaign is capped at RM10,000 per month. The Campaign will cease for the month once this cap is reached, or continue until the campaign’s expiration date, whichever occurs first.

4.9 Exclusivity and Non-Exchangeability

This Campaign is not stackable with other ongoing Campaigns, offers, or discounts. It is also non-exchangeable for cash or any other form of compensation.

4.10 Tax Implications

All prices displayed in the Tealive App are subject to a 6% Service Tax, which will be reflected in the final payable amount.

4.11 Visual Representation

Any visuals used in promotional materials are for illustration purposes only and may not accurately represent the actual products.

5. Disqualification

- 5.1 Eligible Customer shall not be eligible to participate and/or shall be immediately disqualified from participating in the Campaign due if the Eligible Customer has;-
- a) breach any of the terms stipulated herein;
 - b) provided untrue information or acted fraudulently in any manner during the Campaign Period;
 - c) committed or are suspected of committing any fraudulent, unlawful, or wrongful acts in relation to any of the facilities granted by the Bank;
 - d) declared bankrupt or are subject to any bankruptcy proceedings at any time prior to or during the Campaign Period; and
 - e) committed or are determined by the Bank to be potentially committing any of the wrongful acts stipulated herein shall be immediately disqualified from participating in the Campaign.

6. General Terms and Conditions

- 6.1 By participating in the Campaign, the Eligible Customer 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 , Bank Debit Card Terms and Conditions and Cardholder Agreement. The Eligible Customer is required to log on to the Bank's official website at <http://www.ambank.com.my/eng/terms-and-conditions> for any updates or the latest terms and conditions, if any.
- 6.2 The Bank shall have, at any time, the right to cancel, terminate or suspend the Campaign with Prior Notice.
- 6.3 The Bank shall have the right to vary, amend, delete or add to any of the Terms and Conditions herein as well as, in whole or in any part from time to time including to vary the Campaign Period with Prior Notice.
- 6.4 Unless expressly stated otherwise, the Terms and Conditions herein, including any amendments thereto, will prevail over any other provisions and/or representations contained in any other notices/promotion/advertising materials for the Campaign.
- 6.5 No compensation in cash or any kind shall be given to the Eligible Participants for any losses or damages suffered or incurred by the Eligible Participants as a direct or indirect result of such amendment, variation, deletion, addition or alteration of the Terms and Conditions herein unless the same is solely due to the gross negligence and/or willful default of the Bank.
- 6.6 To the extent permitted by law, the Bank shall not be liable to the Eligible Customer for any losses or costs (including loss of business opportunities or profits) caused by abnormal and unforeseeable circumstances outside the Bank's reasonable control which is unavoidable, including but not limited to any accident, act of terrorist, breakdown of machinery, civil commotion, fire, industrial dispute, labor unrest, lock-out, natural disaster, riot, strike, war (whether declared or undeclared), or data processing system, electrical, telecommunication system or transmission link failure.
- 6.7 The Bank shall not be responsible or liable for any failure by any Eligible Customer to participate in the Campaign at any time due to any network, communication or system error, interruption and/or failure.
- 6.8 The Bahasa Malaysia version of the Terms and Condition is also available at www.ambank.com.my/terms-and-conditions.
- 6.9 The Eligible Cardholder(s) are required to log in to the Bank's corporate website at www.ambank.com.my/terms-and-conditions for the latest terms and conditions and updates on the Campaign, if any.
- 6.10 For any assistance and/or feedback relating to the Campaign, Eligible Participants may contact the Bank's Contact Centre at 03-2178 8888 (Monday - Sunday, 7.00 a.m. to 11.00 p.m.) or e-mail to customercare@ambankgroup.com

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