



## FREQUENTLY ASKED QUESTIONS

### DO TRANSACTIONS ABROAD OR ONLINE WITH AGRO BUSINESS / CORPORATE DEBIT CARD-*i* CAMPAIGN

NO.	QUESTION	ANSWER
1	Who is the organizer of this Campaign?	This Campaign is organized by Agrobank.
2	What is the purpose of launching this Campaign?	This Campaign aims to encourage all AGRO Business Debit Card- <i>i</i> and AGRO Corporate Debit Card- <i>i</i> holders to use the card as main method of spending overseas or e-commerce in foreign currency in addition to having the chance to win cash prize.
3	How long this Campaign run?	This Campaign will run from <b>1 April 2024 until 31 May 2024.</b>
4	What is the concept of this Campaign and is it Shariah compliant?	The Shariah concept of this Campaign is <b>Hibah Mu'allaqah (Conditional Gift)</b> . Based on the Hibah Mu'allaqah principle, <b>Agrobank will provide reward in term of gifts to customer who successfully fulfil all the Terms and Conditions set by Agrobank and are identified as winners.</b>
5	Who is eligible to participate in this Campaign?	<p>i. This campaign is open to all AGRO Business Debit Card-<i>i</i> and AGRO Corporate Debit Card-<i>i</i> holders aged 18 years and above, <b>excluding Agrobank staff.</b></p> <p>ii. Make overseas transactions or e-commerce in foreign currency for various halal food, beverages, goods and services permissible from an Islamic perspective, and comply with the Terms and Conditions of this Campaign</p>
6	How can Customers participate in this Campaign?	<p>Entry Criteria:</p> <p>a) <u>Active Customers</u>: Spend a minimum of RM100 in one transaction with AGRO Business Debit Card-<i>i</i> or AGRO Corporate Debit Card-<i>i</i>. = 1 Entry Point</p> <p>b) <u>*Inactive Customers</u>: Spend a minimum of RM100 in one transaction with AGRO Business Debit Card-<i>i</i> or AGRO Corporate Debit Card-<i>i</i> = 2 Entry Points**</p>



## FREQUENTLY ASKED QUESTIONS

### DO TRANSACTIONS ABROAD OR ONLINE WITH AGRO BUSINESS / CORPORATE DEBIT-i CARD CAMPAIGN

		<p>c) <b>New Customers:</b> Spend a minimum of RM100 in one transaction with AGRO Business Debit Card-i or AGRO Corporate Debit Card-i = 3 Entry Points.**</p> <p><i>* Inactive Customers means customers who have not made any transactions within 3 months prior to the Campaign Period.</i></p> <p><i>** Only for the first transaction. Subsequent transactions with a minimum spend of RM100 in one transaction will be counted as 1 Entry Point.</i></p>												
7	What prizes are offered for this Campaign?	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4a7ebb; color: white;"> <th style="padding: 5px;">Entry Point</th> <th style="padding: 5px;">Prize*</th> <th style="padding: 5px;">No. of Winner*</th> <th style="padding: 5px;">Total</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">10 and above</td> <td style="text-align: center; padding: 5px;">RM1,500</td> <td style="text-align: center; padding: 5px;">20</td> <td style="text-align: center; padding: 5px;">RM30,000</td> </tr> <tr> <td colspan="2" style="text-align: right; padding: 5px;"><b>Total</b></td> <td style="text-align: center; padding: 5px;"><b>20</b></td> <td style="text-align: center; padding: 5px;"><b>RM30,000</b></td> </tr> </tbody> </table> <p><i>Each customer can have as many entries as possible but can only win one (1) prize during the entire Campaign Period.</i></p> <p><i>* Terms and Conditions apply</i></p>	Entry Point	Prize*	No. of Winner*	Total	10 and above	RM1,500	20	RM30,000	<b>Total</b>		<b>20</b>	<b>RM30,000</b>
Entry Point	Prize*	No. of Winner*	Total											
10 and above	RM1,500	20	RM30,000											
<b>Total</b>		<b>20</b>	<b>RM30,000</b>											
8	Can customers win more than ONE (1) prize in this Campaign?	Winners are only eligible to win <b>ONE (1)</b> prize for this Campaign.												
9	How will customers be informed if they are selected as winners in this Campaign?	Names of winners will be published on Agrobank's official website at <a href="http://www.agrobank.com.my">www.agrobank.com.my</a> . Winners will be contacted using the latest information provided to the Agrobank through telephone calls, with a minimum of three (3) call attempts. If the winner is unable to be reached after the calls have been made, the Bank reserves the right to offer the won prize to a reserve winner.												
10	Will Agrobank inform the Customer if there is a change to the Terms and Conditions of the Campaign?	Agrobank reserves the right to cancel, suspend, or modify any Terms and Conditions for this Campaign with notice of at least twenty one (21) days before any cancellation, suspension, and intended changes take effect. Notice will be communicated to customer through methods and channels identified by Agrobank, including but not limited to mails, notices at Agrobank branches, through electronic transactions, or on Agrobank's official website at <a href="http://www.agrobank.com.my">www.agrobank.com.my</a> .												



## FREQUENTLY ASKED QUESTIONS

### DO TRANSACTIONS ABROAD OR ONLINE WITH AGRO BUSINESS / CORPORATE DEBIT-i CARD CAMPAIGN

11	Are winners allowed to exchange the prize obtained with other forms of goods?	Winners are not allowed to exchange the prize obtained for other forms of goods and the prize won cannot be transferred to third party.
12	Who should customers contact if they need further clarification or additional questions regarding this Campaign?	<p>Customers may contact Agrobank through the following mediums:</p> <ul style="list-style-type: none"> <li>i. Agrobank Call Center at <b>1-300-88-2476</b> or</li> <li>ii. Visit Agrobank's official website at <a href="http://www.agrobank.com.my">www.agrobank.com.my</a>; or</li> <li>iii. Visit the nearest Agrobank branch.</li> </ul>