



FREQUENTLY ASKED QUESTIONS

SPEND OVERSEAS OR ONLINE AND WIN CASH WITH AGROBANK DEBIT CARD CAMPAIGN (AGRO BUSINESS DEBIT CARD-*i* / AGRO CORPORATE DEBIT CARD-*i*)

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 the main method of spending overseas or e-commerce in foreign currency in addition to having the chance to win cash prizes.
3	How long does this Campaign run for?	This Campaign will run from 1 July 2024 until 30 September 2024.
4	What is the concept of this Campaign and is it Shariah compliant?	The Shariah concept of this Campaign is Hibah Mu'allaqah (Conditional Gift) . Based on the Hibah Mu'allaqah principle, 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.
5	Who is eligible to participate in this Campaign?	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, excluding Agrobank staff.
6	How can Customers participate in this Campaign?	Entry Criteria: <ul style="list-style-type: none"> 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 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** c) <u>New 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> = 3 Entry Points.**



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		<p>Note:</p> <ul style="list-style-type: none"> • Customers need to make a minimum transaction of RM100 (in foreign currency equivalent to RM100) in one (1) transaction to qualify for the prize draw. • *Inactive Customers means customers who have not made any transactions within three (3) months prior to the Campaign Period. • **Only for the first transaction. Subsequent transactions with a minimum spend of RM100 in one (1) transaction will be counted as 1 Entry Point. 												
7	What are the prizes are offered for this Campaign?	<table border="1"> <thead> <tr> <th>Entry Point</th> <th>Prize*</th> <th>No. of Winners*</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>20 and above</td> <td>RM2,000</td> <td>15</td> <td>RM30,000</td> </tr> <tr> <td colspan="2" style="text-align: center;">Total</td> <td>15</td> <td>RM30,000</td> </tr> </tbody> </table> <p>Each customer can have as many entries as possible but can only win one (1) prize during the entire Campaign Period.</p> <p>* Terms and Conditions apply</p>	Entry Point	Prize*	No. of Winners*	Total	20 and above	RM2,000	15	RM30,000	Total		15	RM30,000
Entry Point	Prize*	No. of Winners*	Total											
20 and above	RM2,000	15	RM30,000											
Total		15	RM30,000											
8	Can customers win more than ONE (1) prize in this Campaign?	Winners are only eligible to win ONE (1) prize for this Campaign.												
9	How will the customers be informed if they are selected as the winners in this Campaign?	Name of the winners will be published on Agrobank's official website at www.agrobank.com.my . The winners will be contacted using the latest information provided to 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, Agrobank reserves the right to offer the prize won to a reserve winner.												
10	Should the Terms and Conditions of the campaign change, will Agrobank notify the customer?	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 www.agrobank.com.my . *Please refer to the full Terms and Conditions of the Campaign.												



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11	Are winners allowed to exchange the prize obtained with other forms of goods?	Winners are not allowed to exchange the prize obtained with 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 have additional questions regarding this Campaign?	<p>Customers may contact Agrobank through the following mediums:</p> <ul style="list-style-type: none"> i. Agrobank Call Center at 1-300-88-2476 or ii. Visit Agrobank's official website at www.agrobank.com.my; or iii. Visit the nearest Agrobank branch.

Note: Subject to the Terms and Conditions of the Campaign.

