



# JomPAY Electricity Campaign with Tenaga Nasional Berhad (“TNB”) FAQs

## 1. What is JomPAY Electricity Campaign with Tenaga Nasional Berhad (TNB) Campaign?

JomPAY Electricity Campaign with Tenaga Nasional Berhad (“TNB”) is a campaign to reward existing TNB customers who pays their bills or invoices via JomPAY

## 2. When is the Campaign Period?

The campaign shall run from 00:00 hours (GMT+8) on 1 February 2022 until 23:59 (GMT+8) hours on 31 March 2022 (both dates inclusive)

## 3. How do I participate in the campaign?

Pay your TNB bill (minimum RM10) via JomPAY in order to be eligible to win

## 4. What is JomPAY?

JomPAY is a national initiative supported by Participating Banks to enable online bill and invoice payments across Malaysia

## 5. What are the prizes?

RM1,000 TNB bill rebate for 25 monthly winners

## 6. Is the campaign open to both individual and corporate customers?

The Campaign is open to both Individual and Corporate Customers

## 7. What are the Participating Banks?

Affin Bank Berhad	Affin Islamic Bank Berhad	Bank Pertanian Malaysia Berhad (Agrobank)
Alliance Bank Malaysia Berhad	Alliance Islamic Bank Malaysia	Al-Rajhi Banking & Investment Corporation (Malaysia) Berhad
AmBank (M) Berhad	AmBank Islamic Berhad	Bank Islam Malaysia Berhad
Bank Muamalat Malaysia Berhad	Bank Kerjasama Rakyat Malaysia Berhad	Bank Simpanan Nasional
Bank of China (Malaysia) Berhad	CIMB Bank Berhad	CIMB Islamic Bank Berhad
Citibank Berhad	Hong Leong Bank Berhad	Hong Leong Islamic Bank Berhad
HSBC Bank Malaysia Berhad	HSBC Amanah Malaysia Berhad	Industrial and Commercial Bank of China (ICBC) Malaysia Berhad
Kuwait Finance House (Malaysia) Berhad	Malayan Banking Berhad	Maybank Islamic Berhad



## JomPAY Electricity Campaign with Tenaga Nasional Berhad ("TNB") FAQs

MBSB Bank	OCBC Bank (Malaysia) Berhad	OCBC Al-Amin (Malaysia) Berhad
Public Bank Berhad	Public Islamic Bank Berhad	RHB Bank Berhad
RHB Islamic Bank Berhad	Standard Chartered Bank Malaysia Berhad	Standard Chartered Saadiq Berhad
United Overseas Bank (Malaysia) Berhad		

**8. How and when will the winners be notified?**

Selected winners will be contacted by their respective bank within 14 days after the winner selection at the end of campaign period and winners' details will be published at [www.paynet.my](http://www.paynet.my).

**9. Who should I refer to if I have further queries on the campaign?**

Please contact your preferred bank for any queries related to "JomPAY Electricity Campaign with Tenaga Nasional Berhad (TNB)" Campaign



## JomPAY Electricity Campaign with Tenaga Nasional Berhad (TNB)

("Campaign / Campaign Terms and Conditions")

### 1. Definition

- a. **"Additional Terms and Conditions"** means the terms and conditions that govern the campaign as determined by the Participating Banks (if any).
- b. **"JomPAY"** means a national initiative supported by Participating Banks to enable online bill and invoice payments across Malaysia.
- c. **"JomPAY Billers"** means Billers that have registered to participate in JomPAY.
- d. **"JomPAY Transaction"** means the successful bill or invoice payment(s) of a minimum of RM10 to a JomPAY Biller via JomPAY. The JomPAY Transaction is to be carried out during the Campaign Period through any preferred Internet or Mobile Banking channels of the Participating Banks.
- e. **"Organiser"** means Payments Network Malaysia Sdn. Bhd. (Company No.200801035403 (836743-D)).
- f. **"Participating Banks"** means the list of Banks as set out in **Table 2** below.
- g. **"Prize"** means the prize set out in Clause 4 below.
- h. **"Campaign Period"** means the JomPAY Transaction which takes place from 1 February 2022 – 31 March 2022
- i. **"Eligible Customer"** means existing JomPAY Customers who perform a JomPAY Transaction

### 2. Campaign Period

- a. The Campaign shall run from 00:00 hours (GMT+8) from 1 February 2022 until 23:59 (GMT+8) hours to 31 March 2022 (both dates inclusive) (**"Campaign Period"**).

### 3. Eligibility and Qualifying Criteria

- a. This Campaign is open to all retail and corporate bank customers;
- b. Each JomPAY Transaction made during the Campaign Period will be considered as 1 participating entry\*.



## JomPAY Electricity Campaign with Tenaga Nasional Berhad (TNB)

("Campaign / Campaign Terms and Conditions")

- *JomPAY - Splitting payment for any invoices/bills for this Campaign is strictly not allowed. For eg, if you are paying a biller's bills/invoice amounting to RM90, you are not allowed to split the payment into three separate transactions of RM30. Otherwise, the split transactions will not be counted or eligible for winning any prizes.*
- c. JomPAY Transactions which are incomplete or performed before or after the Campaign Period shall not be accepted and will be forfeited.
- d. The eligibility requirements to participate in this Campaign are as follows:
  - i. Only retail or corporate customers who are above eighteen (18) years of age are eligible to participate;
  - ii. The Organiser's affiliates and related companies, directors, officers and employees as well as their parents, spouse and children are not eligible to participate in this Campaign nor to win any prizes;
  - iii. Customers that hold any accounts with the Participating Banks that are terminated, suspended, cancelled or dormant during the Campaign Period and until the redemption of Prizes will NOT be eligible;
  - iv. Customers that hold any accounts with the Participating Banks that are delinquent or is not in good standing as determined by the Participating Banks at its sole and absolute discretion shall NOT be eligible;
  - v. Customers who are declared bankrupt, have legal proceedings of any nature instituted against them or are of unsound mind shall NOT be eligible to participate.
- e. Customers are also required to refer to each Participating Bank's Additional Terms and Conditions as specified in the respective Participating Bank's website (if any).

#### 4. Prizes

**Table 1**

Prize Pool	Winners	Prize
February	x 25 winners	RM1,000 worth of TNB Bill Rebates
March	x 25 winners	RM1,000 worth of TNB Bill Rebates



## JomPAY Electricity Campaign with Tenaga Nasional Berhad (TNB)

("Campaign / Campaign Terms and Conditions")

### 5. Participating Banks

**Table 2**

Affin Bank Berhad	Affin Islamic Bank Berhad	Bank Pertanian Malaysia Berhad (Agrobank)
Alliance Bank Malaysia Berhad	Alliance Islamic Bank Malaysia	Al-Rajhi Banking & Investment Corporation (Malaysia) Berhad
AmBank (M) Berhad	AmBank Islamic Berhad	Bank Islam Malaysia Berhad
Bank Muamalat Malaysia Berhad	Bank Kerjasama Rakyat Malaysia Berhad	Bank Simpanan Nasional
Bank of China (Malaysia) Berhad	CIMB Bank Berhad	CIMB Islamic Bank Berhad
Citibank Berhad	Hong Leong Bank Berhad	Hong Leong Islamic Bank Berhad
HSBC Bank Malaysia Berhad	HSBC Amanah Malaysia Berhad	Industrial and Commercial Bank of China (ICBC) Malaysia Berhad
Kuwait Finance House (Malaysia) Berhad	Malayan Banking Berhad	Maybank Islamic Berhad
MBSB Bank	OCBC Bank (Malaysia) Berhad	OCBC Al-Amin (Malaysia) Berhad
Public Bank Berhad	Public Islamic Bank Berhad	RHB Bank Berhad
RHB Islamic Bank Berhad	Standard Chartered Bank Malaysia Berhad	Standard Chartered Saadiq Berhad
United Overseas Bank (Malaysia) Berhad		

### 6. Shortlisting of Winners

- A total of fifty (50) winners will be selected by the Organiser on a monthly basis, via a random draw from the pool of eligible JomPAY Transactions throughout the Campaign Period ("Selected Winners").
- Selected Winners will be contacted by the respective Participating Bank to answer two (2) questions within fourteen (14) business days after the winner selection.
- Only three (3) attempts of phone calls will be made during office hours, Monday to Friday (9am - 5pm).



## **JomPAY Electricity Campaign with Tenaga Nasional Berhad (TNB)**

("Campaign / Campaign Terms and Conditions")

- d. In the event the Selected Winners cannot be contacted i.e. voicemail, line busy or unable to answer questions within one hour from the successful attempt, fails to answer all questions correctly, the Organiser and/or the respective Participating Banks shall allocate the Prize to the next Selected Winner.
- e. Selected Winners will receive a follow-up email from their Participating Bank to confirm the acceptance of the Prize and to provide any required details for the Prize disbursement ie. TNB account number
- f. In the event the Selected Winners do not respond to the email within 3 working days, the Selected Winner forfeits its entitlement to the Prize.
- g. The names of the Selected Winners will be announced on PayNet's website at <https://paynet.my>

### **7. Prize Redemption**

- a. Visual(s) of the Prize shown in any advertisement, promotional publicity materials and other materials relating to this Promotion are solely for illustration purposes only and may not depict the actual image of the Prize.
- b. Unless otherwise specified in the Campaign Terms and Conditions herein, no substitution or replacement of, or modification to the Prize requested by the Selected Winners will be permitted.
- c. The Selected Winners shall liaise directly with their respective Participating Banks on all matters relating to the Prize.

### **8. General Terms and Conditions**

- a. To the fullest extent permitted by the law, in no event will the Organiser and the Participating Banks or any of its officers, servants, employees, representatives and /or agents (including, any third party service providers that the Organiser may engage for purposes of this Campaign ) be liable for any loss or damages (including loss of income, profits or goodwill or indirect, incidental, consequential, exemplary, punitive or special damages of any party including third parties) howsoever arising whether in contract, tort, negligence or otherwise, in connection with this Campaign , even if the Organiser have been advised on the possibility of such damages in advance, and all such damages are expressly excluded.
- b. The Organiser shall be entitled to amend, vary, delete or add ("modifications") to any of these Campaign Terms and Conditions and/or to modify, cancel, terminate or suspend the Campaign at any time without prior notice. No compensation in cash or any kind shall be



## **JomPAY Electricity Campaign with Tenaga Nasional Berhad (TNB)**

("Campaign / Campaign Terms and Conditions")

given for any losses or damages suffered or incurred by the Eligible Customers as a result of the above. **Customers are advised to periodically check for updates of this Campaign's Terms and Conditions at the Organiser's or the Participating Banks' websites. If any future modifications of this Campaign's Terms and Conditions are unacceptable to the Eligible Customers, the Customers may discontinue any further participation in this Campaign.**

- c. Where applicable, to the fullest extent permitted by applicable laws, the Organiser offers no warranty or representation whatsoever, express, implied or statutory, in relation to the Campaign, the Prize including, without limitation, the merchantable quality and fitness for purposes in respect of the Prize and level of care and skill in respect of the relevant services provided in the Prize. The Organiser accepts no liability (including without limitation, loss of income, profits or goodwill, direct or indirect, incidental, consequential, exemplary, punitive or special damages of any party including third party) howsoever arising whether in contract, tort, negligence or otherwise in connection with the Prize, even if the Organiser has been advised of the possibility of such damages in advance, and all such damages are expressly excluded.
- d. All decisions made by the Organiser and/or the Participating Bank in relation to the Campaign including but not limited to the shortlisting, final selection of winners and forfeiture of the Prize shall be final, conclusive and binding. If any matters arise which are not covered in these Terms and Conditions, it will be determined solely by the Organiser.
- e. These Campaign Terms and Conditions shall be read together with the Additional Terms and Conditions of each Participating Bank which is available at the respective Participating Bank's websites (**collectively, "Terms and Conditions"**).
- f. By participating in the Campaign, Eligible Customers agree to be bound by the Terms and Conditions stated herein. These Campaign Terms and Conditions shall prevail over any inconsistent terms and conditions contained in the Additional Terms and Conditions and/or in any other promotional or advertising materials for the Campaign. In the event of any inconsistency between the English and Bahasa Melayu (if any) version, the English version shall prevail.
- g. The Campaign Terms and Conditions shall be governed and construed in accordance with laws of Malaysia.
- h. Detailed information on the Campaign is available by logging on to <https://paynet.my> at any time during Promotion Period.



## **JomPAY Electricity Campaign with Tenaga Nasional Berhad (TNB)**

("Campaign / Campaign Terms and Conditions")

### **9. Privacy Notice**

- a. By Participating in the Campaign , the Eligible Customer gives their consent to and authorise the Organiser and/or the Participating Banks to collect, store, use, process their names, masked Identification Numbers and other particulars ("Personal Data") for the purpose of running the Campaign , including but not limited to announcing and publishing Personal Data and/or photos of the Eligible Customer at the Organiser's and/or the Participating Banks website for advertising and publicity purposes.
- b. By Participating in the Campaign , the Eligible Customer gives their consent to and authorise the Organiser to collect their Personal Data on their behalf from the Participating Banks for the purpose of running the Campaign including but not limited to validating and shortlisting of the Eligible Customer.
- c. The Organiser may use a third-party service to process the Eligible Customer's Personal Data. All such third parties are contractually obliged, not to use the Eligible Customer's Personal Data in any other way than that stated herein.
- d. Under the laws of Malaysia, the rights of the Eligible Customer includes:
  - i) The rights to withdraw consent for the use of Personal Data at any time by contacting the Organiser at the email address mentioned below by providing the Organiser with the Eligible Customer's name and email address for removal of the said Personal Data;
  - ii) The rights to obtain a copy of the Personal Data which the Organiser hold; and
  - iii) The rights to correct inaccurate Personal Data
- e. If the Eligible Customer's wish to raise any Personal Data issue with the Organiser, or exercise any of their legal rights, please email to [corpcomm@paynet.my](mailto:corpcomm@paynet.my).
- f. The Organiser will take reasonable precautions to keep the Eligible Customer's Personal Data secure, and requires third party processors to do the same. However, the Organiser may disclose the Eligible Customer's Personal Data if required by law, search warrant, subpoena or court order.
- g. For the purpose of this Clause, all Personal Data relating to the Campaign shall be governed and dealt in accordance with the Personal Data Protection Act 2010 and all other applicable laws in Malaysia.

**[END]**