General FAQ		
No	**Question**	**Answer**
1	**When is the Campaign Period for the Guna JustGO & Menang Bersama Maybank Campaign?**	The Campaign period is from 12 October 2026 until 28 February 2027.
2	**Who is eligible to participate in this Campaign?**	• Malaysian citizens aged eighteen (18) years and above. • Have an active JustGO account. • Have at least one registered vehicle in the JustGO app. • Link a valid Maybank Credit Card, Debit Card, Charge Card, or MAE Card (Virtual or physical) as the default payment method in the JustGO app. **Important Note: Transactions made using MAE Wallet and Maybank Current/Savings Account/-i will also count as eligible transactions for this Campaign once these payment methods become available.** **Not eligible to participate: Employees of Maybank, PLUS Malaysia Berhad, and JustGO.**
3	**How do I participate in the Campaign as a new JustGO user?**	To participate in the Campaign as a new JustGO user: Step 1: Download and sign up for a JustGO account. Step 2: Link your eligible Maybank Credit, Debit or Charge card as the default payment method in the JustGO app. Step 3: Register your vehicle plate number. Step 4: Use JustGO to pay for toll transaction on the participating PLUS highways throughout the Campaign Period.

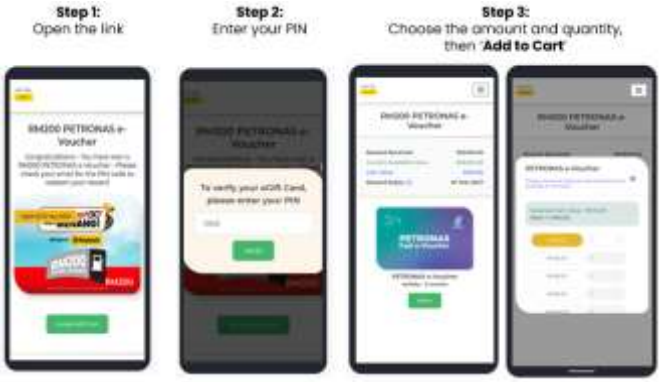
4	**How do I participate in the Campaign as an existing JustGO user?**	If you are already an existing JustGO user, just link your preferred Maybank participating payment method to your JustGO app and start transacting. If you have already linked Maybank Credit, Debit, MAE Card, MAE Wallet, Maybank Current/Savings Account/-i, you just need to continue transacting with these payment methods in the JustGO app.
5	**Which toll transactions qualify for this Campaign?**	Toll payments made via JustGO using a linked Maybank Debit/Credit, Charge Card (MAE Wallet and Maybank Current/Savings Account/-i will also be included once these payment methods become available) at any of the 93 participating PLUS highway toll plazas during the Campaign Period. Refer to **Appendix** , or the Campaign Terms & Conditions.
6	**Can I participate with more than one vehicle?**	Yes. The same Maybank Card/payment method can be linked to multiple JustGO accounts. You can register up to ten (10) vehicles under one (1) JustGO account. However, each vehicle can only be registered under one (1) JustGO account at a time.
7	**If I use my family's car but the JustGO account and linked Maybank Card are mine, who will receive the prize?**	The prize will be awarded to the owner of the linked Maybank Credit/Debit/Charge Card, MAE Card, MAE Wallet, Maybank Current/Savings Account/-i used for the eligible toll transactions, subject to verification and the Campaign Terms & Conditions.

8	**Are prizes awarded based on the JustGO account holder or the Maybank payment method holder?**	Prizes will be awarded to the Maybank payment holder who has linked their Maybank payment method to the JustGO account used for the eligible toll spend, subject to verification and compliance with the Campaign Terms & Conditions.
9	**What if I have more than one Maybank payment method linked to JustGO? How are my entries and total spend calculated during the Campaign Period?**	Entries and total spend are calculated based on the owner of the Maybank payment method, not the individual card or account. So even if you switch between your Maybank payment methods in JustGO, all eligible toll spend will be accumulated and tallied under ONE (1) user for entry and total spend computation, subject to verification and the Campaign Terms & Conditions.
10	**Where can I see the full Campaign Terms and Conditions?**	The full Campaign Terms & Conditions can be found at maybank.my/justgo.
Prize & Winners FAQ		
11	**What are the prizes offered for this Campaign?**	**Grand Prize:** 3 winners x Proton X50 1.5 Flagship **Weekly Prize:** 2,000 winners x RM200 PETRONAS e-Voucher
12	**How are the Weekly Prize winners selected?**	The top 100 participants with the highest eligible toll spend each week (minimum RM10) will each win a RM200 PETRONAS e-voucher. A total of 2,000 winners will be selected over 20 weeks.

<table>
<tr><td>13</td><td>How are the Grand Prize winners selected?</td><td>THREE (3) Grand Prize winners will be selected through a random draw conducted using an approved and auditable randomisation system from all eligible entries accumulated during the Campaign Period. Every RM10 spent on eligible toll transactions during the Campaign Period earns ONE (1) entry into the Grand Prize draw. Illustration below:
<table><tr><th colspan="2">Example</th></tr><tr><th>Total Eligible Toll Spend Throughout Campaign Period</th><th>Entries Earn</th></tr><tr><td>RM15</td><td>1</td></tr><tr><td>RM148</td><td>14</td></tr><tr><td>RM1,234</td><td>123</td></tr></table></td></tr>
<tr><td>14</td><td>Can I win both Weekly Prize and Grand Prize?</td><td>Yes. Participants may win one (1) Weekly Prize and/or one (1) Grand Prize. Weekly Prize winners remain eligible for the Grand Prize draw.

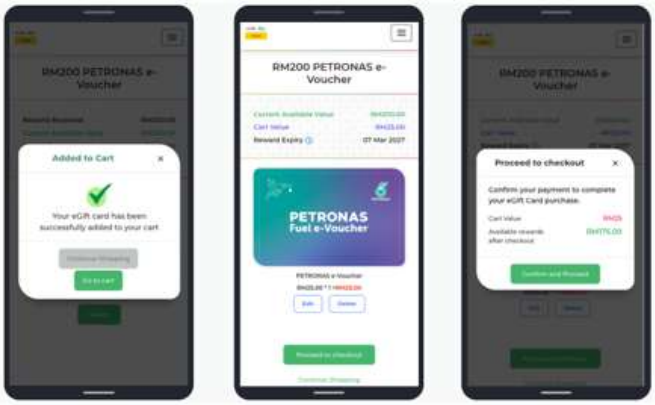
So, if you have won a Weekly Prize, continue transacting via JustGO during the Campaign Period for a chance to win a brand-new Proton X50 1.5 Flagship.</td></tr>
<tr><td>15</td><td>How will I know if I have won?</td><td>Weekly Prizes: Winners will be announced monthly from December 2026 onwards on the official JustGO and Maybank Facebook pages. A shortened link to the winner list on the Maybank2u website will be included in the social media posts.

Grand Prize: Winners will be contacted by Maybank Customer Service via the contact details registered with Maybank within 120 working days after the Campaign ends.</td></tr>
</table>

16	**How and when will I receive my prize?**	**Weekly Prizes:** An e-voucher URL will be sent by JustGO (noreply@justgo.my) to the email address registered with Maybank, from November 2026 onwards, on a weekly basis. If you appear on the winner list but have not received the email, please check your Junk/Spam folder. **Grand Prize:** Winners will receive their prize at the prize presentation ceremony in Q1 2027 after the Campaign ends.
17	**What is the expiry date of the PETRONAS e-voucher?**	The expiry date is stated in the voucher URL sent via email by JustGO (noreply@justgo.my). Expired vouchers will not be accepted, so please redeem your voucher before the stated expiry date.
18	**How does the PETRONAS e-Voucher redemption work?**	Winners will receive a voucher redemption URL via email from JustGO (noreply@justgo.my). They may redeem PETRONAS e-Vouchers in their preferred denominations and quantities, up to a total value of RM200. Multiple vouchers may be redeemed in a single transaction. Please refer to the redemption process illustration below: 

Step 4: Before you confirm

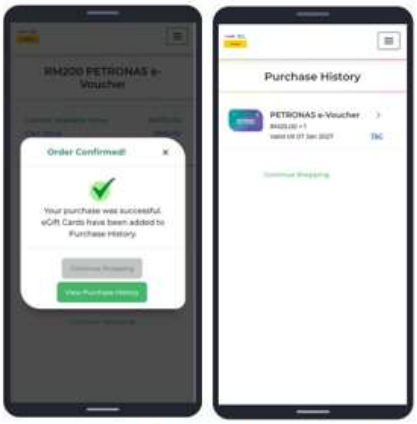
✓ Check your total amount ✓ Check your quantity ✓ Check your remaining balance ✓ Tap "**Confirm and Proceed**"



Step 5: Your PETRONAS Fuel e-Voucher is ready!

You may find your voucher under:

Purchase History > Open the e-Voucher



What you'll see:
- e-Voucher amount
- Quantity
- Validity date
- Barcode
- Order ID

		Step 6: Use your PETRONAS Fuel e-Voucher at PETRONAS Stations Open the voucher under **Purchase History** > Show the barcode or code at the PETRONAS Station
Security & Support FAQ		
19	**Will Maybank ask for my banking details if I win?**	Maybank will never request any banking details, including credit card numbers, debit card numbers, TAC, passwords, PINs or OTPs, from Eligible Participants for the purpose of winner verification, prize notification or prize fulfilment under this Campaign. Eligible Participants are advised to exercise caution and disregard any suspicious communication requesting such information.
20	**Who can I contact if I have any questions or issues regarding the Campaign**	For information, enquiries, feedback and/or complaints related to this Campaign, please contact Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696. For JustGO-related assistance, you may contact JustGO Customer Support at contact@justgo.com.my.

Appendix (93 PLUS Toll Plazas with JustGO Capability)

No	State	Plaza Toll Name
1	Kuala Lumpur	Sungai Besi
2	Putrajaya	Putrajaya
3	Selangor	Bukit Tagar
4	Selangor	Bukit Beruntung
5	Selangor	Rawang
6	Selangor	Sungai Buloh
7	Selangor	Rawang Selatan
8	Selangor	Hospital Sungai Buloh
9	Selangor	Sungai Buaya
10	Selangor	Kota Damansara
11	Selangor	Jalan Duta
12	Selangor	Damansara
13	Selangor	Subang
14	Selangor	Setia Alam
15	Selangor	Bukit Raja
16	Selangor	UPM
17	Selangor	Kajang
18	Selangor	Bangi
19	Selangor	Persimpangan Putra Mahkota
20	Selangor	Persimpangan Southville
21	Selangor	Shah Alam
22	Selangor	Ebor (N)
23	Selangor	Ebor (S)
24	Selangor	Seafield
25	Selangor	USJ
26	Selangor	Putra Height
27	Selangor	Bandar Saujana Putra
28	Selangor	Bandar Gamuda Cove
29	Selangor	KLIA
30	Selangor	Bandar Serenia
31	Perak	Ipoh (S)
32	Perak	Simpang Pulai
33	Perak	Gopeng
34	Perak	Tapah
35	Perak	Bidor

36	Perak	Sungkai
37	Perak	Persimpangan Slim River
38	Perak	Behrang
39	Perak	Tanjung Malim
40	Perak	Lembah Beringin
41	Perak	Alor Pongsu
42	Perak	Bukit Merah
43	Perak	Taiping Utara
44	Perak	Changkat Jering
45	Perak	Kuala Kangsar
46	Perak	Ipoh (U)
47	Pulau Pinang	Bertam
48	Pulau Pinang	Sungai Dua
49	Pulau Pinang	Juru
50	Pulau Pinang	Bukit Tambun (U)
51	Pulau Pinang	Bukit Tambun (S)
52	Pulau Pinang	Jawi
53	Pulau Pinang	Jambatan Pulau Pinang
54	Pulau Pinang	Kubang Semang
55	Pulau Pinang	Bandar Cassia*
56	Kedah	Jitra
57	Kedah	Hutan Kampung
58	Kedah	Alor Setar (U)
59	Kedah	Alor Setar (S)
60	Kedah	Pendang
61	Kedah	Gurun
62	Kedah	Sungai Petani (U)
63	Kedah	Sungai Petani (S)
64	Kedah	Bandar Baharu
65	Kedah	Lunas
66	Negeri Sembilan	Nilai
67	Negeri Sembilan	Bandar Ainsdale
68	Negeri Sembilan	Seremban
69	Negeri Sembilan	Port Dickson (U)
70	Negeri Sembilan	Port Dickson (S)
71	Negeri Sembilan	Senawang
72	Negeri Sembilan	Pedas Linggi

73	Negeri Sembilan	Mambau
74	Negeri Sembilan	Lukut
75	Melaka	Simpang Ampat
76	Melaka	Ayer Keroh
77	Melaka	Jasin
78	Johor	Tangkak
79	Johor	Pagoh
80	Johor	Bukit Gambir
81	Johor	Yong Peng (U)
82	Johor	Yong Peng (S)
83	Johor	Ayer Hitam
84	Johor	Machap
85	Johor	Simpang Rengam
86	Johor	Sedenak
87	Johor	Kulai
88	Johor	Skudai
89	Johor	Senai (U)
90	Johor	Kempas
91	Johor	Tanjung Kupang
92	Johor	Lima Kedai
93	Johor	Taman Perling