

FAQs on termination of Maybank Business Debit Card

1. Why is the Maybank Business Debit Card being terminated?

As part of our continuous review and improvement of our products and services, Maybank has decided to terminate the Business Debit Card product.

2. Is there an alternative Business Debit Card that my company can apply?

While there is no immediate alternative, we recommend that your company enquire about our Maybank Business Platinum MasterCard, which is a Business Credit Card that offers a low interest rate of 12% p.a., and lets you to personalise the card with your company logo. To find out more on our Business Credit Card, please visit our website at www.maybank2u.com.sg. Alternatively, you may also call us on **1800-MAYBANK** (1800 - 629 2265) or **(65) 6533 5229** (Overseas).

3. How do I redeem the balance tr'eats Points?

Simply log in to Maybank2u.com.sg (Online Banking) or by going to our website at www.maybank2u.com.sg to redeem online or to download a redemption form.

Online Redemption

- Website Redemption via www.maybank2u.com.sg
Simply key in your 16-digit Principal Credit Card Number and Date of Birth to view or redeem your tr'eats Points.
- Login to redeem via Maybank2u.com.sg (Online Banking)
Key in your Username and Password for your Maybank2u.com.sg (Online Banking), followed by the OTP to view or redeem your tr'eats Points by clicking on "Accounts" followed by "tr'eats Points"

Fax/Mail Redemption

- Download the redemption form (PDF) and fax it to us at 6483 4137 or mail it to Maybank Cards and Unsecured Credit, Robinson Road, P.O. Box 788, Singapore 901538

Only authorized personnel assigned to your company shall be eligible to make a redemption. Unauthorised redemptions will not be processed.

4. What shall I do with my Business Debit Card after it is terminated?

Please destroy your Business Debit Card after it is terminated by cutting into halves and dispose of it appropriately.

5. When will the credit balance be refunded to my company after termination?

Please allow 30 days for us to process your refund after your card(s) has been terminated. A cashier's order will be issued in your company name and sent to the same address as this letter.

6. Do I then need to make fresh arrangements for the existing payment arrangements which are paid through my current Maybank Business Debit Card?

Yes. All payment and/or fund transfer arrangements tied to your Card will be terminated as well when your Card terminates on 31 March 2011. Therefore, please make alternative arrangements should you require any.