



Frequently Asked Questions

Q1: What is the refreshed product benefit of the Maybank Platinum Visa Card?

From 1 July 2014, Maybank Platinum Visa Card will be a full-fledged cash rebate Credit Card and TREATS Points will no longer be awarded.

Q2: Is there a cash rebate cap on the Maybank Platinum Visa Card?

From 1 July 2014 onwards, the maximum quarterly cash rebate that Maybank Platinum Visa Card Cardmembers receive will be capped at S\$100 per quarter, calculated based on posted Card transactions in a quarter calendar year, e.g. 1 January - 31 March.

Q3: How will the cash rebate be awarded to me?

Cash rebate is awarded on the 1st day of the following quarter, based on transactions posted in the previous quarter. The quarterly cash rebate earned will be used to offset Card spending on the Principal Cardmember's Card.

Q4: Will I still be able to earn TREATS Points with my Maybank Platinum Visa Card?

No. TREATS Points will no longer be awarded for your Card transactions.

You may wish to use your accumulated TREATS Points to exchange for items such as TREATS Vouchers, gifts or cash credit from our rewards programme before the expiry date.

Q5: When will my existing TREATS Points expire?

Please refer to the TREATS Points expiry date on Maybank2u.com.sg (Online Banking).

Q6: If I am enrolled in the Rewards Infinite Programme, when will my existing TREATS Points expire?

Scenario 1

If you only hold Maybank Platinum Visa Card, your TREATS Points expiry date will be 31 December 2014 or 30 June 2015, depending on the account opening date. However, please note that TREATS Points earned before 1 January 2014 will expire on 30 June 2014.

Scenario 2

If you hold another Maybank Card that is eligible for Rewards Infinite Programme, the TREATS Points will follow the Rewards Infinite membership expiry date shown on Maybank2u.com.sg (Online Banking).



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Q7: Will I still be able to enrol in the Rewards Infinite Programme?

Yes. You may enrol in the Rewards Infinite Programme if you hold another eligible Card under the programme. Please refer to www.maybank2u.com.sg for full details of Rewards Infinite Programme.

Q8: What will happen to my existing Rewards Infinite Membership?

With effect from 1 July 2014, Maybank Platinum Visa Card will no longer be eligible for Rewards Infinite Programme. However, you may continue to enjoy your existing Rewards Infinite Programme if you hold another eligible Card under the programme. Please refer to www.maybank2u.com.sg for full details of the Rewards Infinite Programme.

Q9: If I hold another Maybank Credit Card that entitles me to Rewards Infinite membership with S\$24,000 spend, will my spend on the Maybank Platinum Visa Card before 1 July 2014 be considered in the minimum spend criteria to qualify for Rewards Infinite membership?

No. After 1 July 2014, the spend amount accumulated before 1 July 2014 under Maybank Platinum Visa Card will not be considered in the minimum spend criteria.

Q10: What will happen if I am enrolled into the Auto Cash Credit Programme?

The Maybank Platinum Visa Card will be a full-fledged cash rebate Credit Card with effect from 1 July 2014 and TREATS Points will no longer be awarded. You will no longer be enrolled in the Auto Cash Credit Programme.

However, if you hold another Maybank Card that is eligible for the Auto Cash Credit Programme, you will continue to be enrolled in the Programme.