



FAQs for Exchange of Maybank Prepaid Card

1. What is EMV?

EMV stands for Europay, MasterCard, and Visa. It is the global standard for chip-based Prepaid, Debit and Credit Card transactions. It is a joint effort between Europay, MasterCard and Visa to ensure security and global acceptance so that MasterCard and Visa Cards can continue to be used everywhere.

For your information, the EMV chip technology provides you enhanced security and reduces the possibility of fraudulent transactions when you charge your purchases both locally and overseas.

2. When can I request for an exchange?

You may visit any Maybank Branch in Singapore to exchange your Maybank Prepaid Card between 7 January and 31 March **2011**.

3. Can all Maybank Prepaid Cards be exchanged to the new Prepaid Cards for free?

Only Maybank Prepaid Cards (Maybank Zodiac Tiger Year Prepaid Card and Maybank Precious Moments Prepaid Card) purchased between 2 January 2010 and 31 December 2010 qualify for the free exchange to the new Prepaid Card. Maybank Money Transfer Cards are also eligible for the exchange exercise, but the validity period for the new Prepaid Cards will be different from those of Money Transfer Cards, and will be 1 year from date of issue.

4. I purchased a Maybank Prepaid Card but I am not the one using it. Can I exchange the Prepaid Card or does the user have to exchange it personally at the Branch?

You have to be a registered Maybank Prepaid Card user in order to request for an exchange personally at our Branches. The new Prepaid Card will then be registered under the same user as the exchanged Card, and will be issued on the spot.

If the Card has been registered and you are not the registered user, you will not be allowed to exchange for a new Prepaid Card.

If the Card is not registered, and you would like to request for an exchange and register the new Card under your name, you will be required to fill up the Prepaid Card Exchange form. The new Prepaid Card will be issued to you as the new registered Cardmember of the Prepaid Card.

5. Can I use my new Prepaid Card immediately after the exchange?

Yes, provided you have made the required top-up as your Card does not come with any value. Please allow 7 business days for the transfer of balance, if any, from your old Prepaid Card to the new one after deduction of transactions not yet posted and/or other relevant service fees/charges.

6. Will the Bank issue me a new PIN for my new Prepaid Card?

A new PIN will be issued and mailed to you should you require it and indicated as such in the Prepaid Card Exchange form.

7. Will the remaining balance in my current Prepaid Card be transferred to the new one?

Yes. The remaining balance in your current Prepaid Card will be transferred to your new Prepaid Card.

8. Will the new Maybank Prepaid Card bear the same design as my current Prepaid Card?

No. As there are only limited quantities of Cards available per Prepaid Card design, we will issue the prevailing Prepaid Card design at the time of exchange to Cardmembers.

9. Are the features and benefits still the same with the new Prepaid Card?

Yes. You will continue to enjoy the same features and benefits with your new Prepaid Card such as attractive discounts at over 900 retail and dining outlets in Singapore and Malaysia. You will also be able shop online at participating 3-D secure merchants with input of One-Time Authorisation Code sent to your mobile phone or generated by the 2 Factor Authentication (2FA) Security token.

10. Can I exchange my Youngstarz Prepaid Card?

No. The exchange of Maybank Prepaid Cards is only available to Cardmembers holding either a Maybank Zodiac Tiger Year Prepaid Card or Maybank Precious Moments Prepaid Card purchased between January 2010 and December 2010, and Maybank Money Transfer Cards. All other Prepaid Cards issued by Maybank are considered to have expired or discontinued, and will not be eligible for an exchange.

11. What do I need to bring along for the exchange of Maybank Prepaid Card at the Branches?

Please bring along your expired Prepaid Card and your NRIC/Passport, and Employment Pass/Work Permit where relevant. You will be required to fill up the Prepaid Card Exchange form. Your expired Prepaid Card will be retained and destroyed by the Branch.