

Cards FAQs

American Express Platinum FAQs

1. What is my credit limit?

Your credit limit will be determined by the bank's credit assessment.

2. Is my credit limit shared among my supplementary accounts?

Yes, your credit limit is shared, regardless of the number of supplementary accounts.

3. What benefits can I enjoy at the Shangri-La Kuala Lumpur?

You can enjoy food and beverage discounts and accommodation discounts of up to 50% at Shangri-La KL.

4. How do I enjoy the benefits at Shangri-la Kuala Lumpur?

All you have to do is charge all your expenses to your American Express Platinum Credit Card to enjoy the benefits offered at Shangri-La Kuala Lumpur.

5. Does my supplementary cardholder get to enjoy the benefits as well?

Yes, your supplementary cardholder gets to enjoy the very same benefits at Shangri-La KL.

6. What is the complimentary golf programme?

Complimentary Green Fees for card members to play at 71 Golf Clubs in 13 countries (17 Clubs in Malaysia and 54 International Clubs)

7. How many guests must I bring along for a flight?

No minimum paying guest (unless stated otherwise based on club) requirement if cardmember holds Maybank World MasterCard, Visa Infinite, Ikhwan Visa Infinite and Manchester United Visa Infinite. Exceptions apply : Please contact our customer service to enquire

8. Can I bring as many guests as I want?

There is no limit to the number of guests a Cardmember is allowed to bring, but bookings are subject to the golf club's availability.

9. Can I go directly to the participating golf clubs to make a booking?

No. This programme is only applicable with bookings made via American Express Customer Service.

10. How do I make a booking?

Cardmembers should call Customer Service at 1 800 889 559. Cardmembers should be prepared to provide the following information to facilitate the booking process:

- Cardmember's name, NRIC/Passport no., credit card no., contact details
- Requested golf club, preferred tee-off time, alternative tee-off time
- Guest's name(s) and handicaps

13. Once a booking is made, is it automatically confirmed?

No. Bookings are subject to golf club availability. Bookings may also be refused, in the event of card expiration or deactivation.

14. When do I have to pay for my bookings?

All payments must be made upon booking and charged to the Cardmember's American Express Platinum Card issued by Maybank.

15. Can I make payments using cash or other credit cards?

No. This programme is only applicable when paid via the American Express Platinum Credit Card issued by Maybank.

16. Can I make changes to my booking?

Yes. Changes may be made, but is subject to availability.

Cancelation

- a. The cancellation charge of RM30.00 applies for cancellations made 3 days before tee-off date
- b. 100% of total golf charges applies for cancellations made 2 days or less before tee-off date as well as in the event of no show or late arrival on tee-off date.
- c. For Ria Bintan Golf Club, the following cancellation charges apply to Cardmember(s) and their guests:

1) The cancellation charge of RM30.00 applies for cancellations made 4 days before tee-off date

2) 100% of total golf charges apply for cancellations made 3 days or less before tee-off date as well as in the event of no show or late arrival on tee-off date.

- d. For Sentosa Golf Club, the following cancellation fees will apply to Cardmembers and guests:

Weekday tee-times (Except Public Holidays)		
Tanjong course	Less than 72hrs	Less than 24hrs/No show
	S\$140.00	S\$280.00

21. What do I do if I lose my credit card?

Just call us or +603-2056 8799 while overseas to report it and you will receive a replacement card.

22. Can the PIN be sent to me?

No. Your PIN will only be generated for you with the credit card at a Maybank branch.