

Singapore Airlines Krisflyer American Express Gold Credit Card FAQs

1. Is my credit limit shared among my supplementary accounts / my other Maybank Credit Cards?

Yes, your credit limit is a Maybank Combined Credit Limited. It is shared with your supplementary accounts, as well as any other credit cards that you may have with Maybank.

2. Do I get points for transactions made with this Card?

With this card, you will only earn KrisFlyer miles for your spend. It is 1 KrisFlyer mile for every RM2 spend.

3. How are my KrisFlyer miles transferred?

All your KrisFlyer miles earned on your credit card will be transferred into your KrisFlyer account (which resides with Singapore Airlines) on a monthly basis after statement date.

4. Do my Supplementary Card transactions earn KrisFlyer miles too?

Yes, your supplementary cards will earn KrisFlyer miles too. All KrisFlyer miles earned by the Supplementary Card will be pooled under the Principal Card account.

5. When will the 3,000 KrisFlyer miles be awarded to me?

It will be awarded into your KrisFlyer account directly upon your 1st transaction. However, it not be reflected in your Credit Card statement.

6. Do I get another 3,000 KrisFlyer miles when my Supplementary Card is swiped for the first transaction or upon receipt of my replacement / renewal Card?

No, this Activation Offer is only applicable to Principal Cardmember upon their first spend on Card account.

7. What does “lounge access” mean?

Lounge Access refers to entry into the Plaza Premium Lounge located in KLIA, KLIA 2, Senai International Airport, Langkawi International Airport, Penang International Airport, Kuching International Airport and Kota Kinabalu Airport. At the lounge, you will have access to common facilities such as:

- Freshly prepared hot food
- Coffee, tea, cappuccino and juices
- Free flow of beer
- Shower facilities with amenities (towel and shower gel)
- High-speed Internet access
- Computers and workstations
- Movies/TV
- Massage chair
- Golf putting area

8. How many times will I get to enjoy the lounge access?

It is an unlimited access. Cardmember only need to present the Krisflyer American Express Credit Card to access the Plaza Premium Lounge.

9. What if I am already an existing KrisFlyer member?

If you are an existing KrisFlyer member, please indicate your KrisFlyer member number on the application form and the miles you earn on your Singapore Airlines KrisFlyer American Express Gold Credit Card will credited to your KrisFlyer account.

10. Do I have to be a KrisFlyer member to sign up for this Card?

If you are not an existing member, you will be enrolled and given a KrisFlyer membership number when you apply for a Singapore Airlines KrisFlyer American Express Gold Credit Card.

11. Will I get to see the KrisFlyer miles earned on my credit card statement?

Yes, the miles earned will be reflected on your monthly billing statement (under “Miles earned for the Month”). All earned miles will then be transferred to your Singapore Airlines KrisFlyer Account (you can view the transferred miles under “Miles Transferred for the Month”). You can obtain the most up-to-date balance from your KrisFlyer online account with Singapore Airlines.

12. When will my miles earned on the KrisFlyer Credit Card be reflected on my KrisFlyer online account?

Miles earned from your Credit Card spend will be shown on your KrisFlyer online account 14 working days after your Credit Card statement date.

13. If there is a discrepancy in my KrisFlyer miles, who do I contact?

For enquiries on KrisFlyer miles, please call KrisFlyer Membership Services at +65 6789 8111.

14. How do I check the status of my KrisFlyer account?

You can check your status online at www.krisflyer.com