



Maybank 2 Cards Reserve American Express® Card  
Privilege Booklet

Humanising Financial Services Across Asia.



**Maybank**

## The pair that takes you on a luxurious journey of travel

We thank you in choosing Maybank 2 Cards Premier as the best travel pair to accompany your every journey. Rest assured that this convenient pairing will maximise your rewards and benefits be it through global offers, points and VIP treatments, because you simply belong at the top of the world.



Maybank 2 Cards Reserve American Express Card

Ultimate **Travel**



## Fastest Way to Earn Air Miles

Earn TreatsPoints\* whenever you use your Maybank 2 Cards Reserve American Express Card. You can convert your TreatsPoints to Air Miles to redeem free flights, holiday packages or simply exchange them for a host of fabulous gifts from the TreatsPoints rewards programme.

Local Spend RM1 = 5 TreatsPoints

Overseas Spend RM1 = 5 TreatsPoints

Upon Card Activation = 10,000 TreatsPoints

	<b>Spend</b>	<b>TreatsPoints Earned</b>
<b>Local</b>	RM10,000	50,000
<b>Overseas</b>	RM10,000	50,000
<b>Upon Activation</b>	NA	10,000
<b>Total</b>	<b>RM20,000</b>	<b>110,000</b>
<b>Air Miles Conversion</b>		<b>24,444 Air Miles</b>

4,500 TreatsPoints = 1,000 Air Miles

\*Maybank Credit Card TreatsPoints will have a 3 years expiration period.

## Entré

Make your travel experiences truly exceptional with savings and upgrades on hotel rooms and car rental benefits via entré. Start taking advantage of these exclusive privileges from your Maybank 2 Cards Reserve American Express Card today.

Begin your journey now by visiting [www.entre.com/maybank](http://www.entre.com/maybank)

### Hotel

Book at the Best Available Rate and receive a complimentary daily breakfast for two, room upgrade and special guest amenities\* at Mandarin Oriental Hotels, Raffles Hotels & Resorts, Swissôtel Hotels & Resorts and more.

### Car Rental

Book at the Best Available Rate and enjoy a complimentary rental day or special savings on your next rental.

\*Subject to availability at time of arrival.



## Exceptional Rewards

### American Express Selects®

American Express Selects® brings you a world of privileges with an exciting selection of offers and savings. Wherever you find yourself globally, you'll enjoy exceptional value and privileges in travel, leisure, dining and shopping. For a list of participating merchants, visit [americanexpress.com.my/selects](http://americanexpress.com.my/selects)

### globaleshop

globaleshop is an exclusive online service for American Express Cardmembers. Enjoy secured and hassle-free shopping at any US online shopping sites and have your purchases delivered to your doorstep in Malaysia. You also have up to 30 days to consolidate your purchases from various online merchants and have them shipped to you in a single shipment, thus you save on multiple shipment costs. Our "buy-for-me" concierge service will make purchases on your behalf at US online sites that do not accept international credit cards. Registration is free. Visit [www.globaleshop.com](http://www.globaleshop.com) for more details.



Peace<sup>of</sup> Mind

## Travel Emergency Assistance

One phone call connects you to medical and legal support in the event of a natural disaster or crisis such as evacuation or repatriation. You will also receive fast and accurate referrals to an English speaking doctor or lawyer, hospital admission or a bail bond.

## Global Service

Settle your account, cash your cheque or obtain local information at American Express Travel Services Office Locations and Representative Offices\* worldwide. If you encounter medical or legal problems overseas, assistance is only a phone call away and in the event that your Maybank 2 Cards Reserve American Express Card is lost, damaged or stolen, you will receive a replacement anywhere in the world.

*\*Comprising travel locations of American Express Travel Related Service Company Inc., its Representatives and Affiliates worldwide. Not all services are available at all locations and are subject to local laws and cash availability.*

## Domestic Assistance

### Domestic Home Assistance

The professionals from Maybank 2 Cards Reserve American Express Card Service are on hand to organise emergency call-outs for general home assistance concerning any matter from electrical and plumbing faults to pest control.

### Domestic Roadside Assistance

The Maybank 2 Cards Reserve American Express Card Service will come to your rescue in the event of an emergency on the road. Call us for services including on-the-spot repairs, towing services, transportation of driver and passengers to residence, delivery of vehicle after repair, and even provision of an alternate vehicle or hotel allowance.

### Retail Protection\*

You are also protected in your daily use of the Maybank 2 Cards Reserve American Express Card.

- Purchase Protection of up to RM15,000 per item and up to RM100,000 per Maybank 2 Cards Reserve American Express Card Account per calendar year
- Return Guarantee of up to RM1,500 per item and up to RM6,000 per Maybank 2 Cards Reserve American Express Card Account per calendar year
- Extended Warranty protection of up to RM15,000 per appliance and up to RM48,000 per Maybank 2 Cards Reserve American Express Card Account per calendar year

*\*Log on to [www.maybank.com.my](http://www.maybank.com.my) for more details, terms and conditions.*

### Complimentary Insurance Coverage\*

Charge your air tickets to Maybank 2 Cards Reserve American Express Card to enjoy complimentary Travel Personal Accident coverage of up to RM1,000,000 for Maybank 2 Cards Reserve American Express Cardmembers, as well as Travel Inconvenience coverage for missed connections, luggage delay, luggage loss and flight delay.

The coverage includes:

- Travel Personal Accident Insurance up to RM1,000,000
- Luggage loss claims up to RM2,500 for Cardmember; and up to RM5,000 for the family
- Luggage delay claims up to RM800 for Cardmember; and up to RM1,600 for the family
- Flight delay claims up to RM800 for Cardmember; and up to RM1,600 for the family
- Missed connecting flights claims up to RM800 for Cardmember; and up to RM1,600 for family

In the event of claims for luggage delay or loss, your purchases of essential clothing and requisites must be charged to your Maybank 2 Cards Reserve American Express Card. Purchases made by cash or other cards will not be eligible for claims.

*\*Log on to [www.maybank.com.my](http://www.maybank.com.my) for more details, terms and conditions of the policy.*

American Express is a trademark of American Express. The Maybank 2 Cards Reserve American Express Card is issued by Malayan Banking Berhad pursuant to a license from American Express.



## Financial Services

### Multiple Bill Payment Options

For your convenience, we provide many ways to settle your monthly bills:

- Pay online at **[www.maybank.com.my](http://www.maybank.com.my)** from anywhere, anytime
- Sign up for a standing instruction
- Phone Banking
- Pay through the Cash Deposit Machines or Cheque Deposit Machines at selected branches
- Pay by cash or cheque at any Maybank branch

### Maybank Auto PayBills

We consolidate everything into just one bill in your Maybank 2 Cards Premier Card statement. Simply register with your selected service providers and we'll automatically settle your various bills each month. Visit **[www.maybank.com.my](http://www.maybank.com.my)** for a listing of service providers.

### Maybank EzyPay

Take home your favourite items – ranging from electrical to furniture or jewellery immediately with our flexible interest-free instalments up to 36 months, at participating merchant outlets nationwide.

## Maybank Group Customer Care

All Maybank 2 Cards Reserve American Express Card services are accessible to you through the Maybank Group Customer Care Centre. The centre is staffed 24 hours a day, 7 days a week and easily accessible via a network of toll-free numbers from any part of the world. Kindly contact our dedicated service line at **1800 22 1111** or visit **www.maybank.com.my** for more information, terms and conditions.

## Maybank Cash Treats

Access to cash for any emergencies or unexpected plans for yourself at low interest rates. Just call **03-5891 4756** for your Maybank Cash Treats today.

## Maybank Balance Transfer Plan

Enjoy great savings when you transfer your outstanding balance from other credit cards into your Maybank 2 Cards Reserve American Express Card.

## Maybank Touch 'n Go Zing Card

Apply for the Maybank Touch 'n Go Zing Card that reloads automatically and is linked to your Maybank 2 Cards Reserve American Express Card.

## Maybank Network Strength

With more than 458 Maybank branches throughout the country and over 2,800 ATMs, we offer you a host of banking facilities and conveniences:

- Balance inquiry on your Maybank 2 Cards Reserve American Express Card account
- Payment to your Maybank 2 Cards Reserve American Express Card account via your Maybank savings and/or current account
- Share issue subscriptions from your Maybank 2 Cards Reserve American Express Card account
- Transfer of funds from your Maybank 2 Cards Reserve American Express Card to your Maybank savings and/or current account\*
- Credit card statement request
- Payment of utility bills
- Balance inquiry for savings and/or current account

And when you need cash in a hurry, a cash advance\* of up to 70% of your credit limit is available at any Maybank branch or at any ATM with a maximum of RM1,000 per day.

*\*This will be treated as a cash advance transaction and is subject to the relevant fees and finance charges as stipulated in the cardmember agreement.*



