

FREQUENTLY ASKED QUESTIONS TREATSPOINTS 3 YEARS EXPIRATION

1. When is the effective date for the 3 years TreatsPoints expiration?
It is effective from 1st August 2013 onwards.
2. Which credit card is applicable with 3 years TreatsPoints expiration?
All Principal and Supplementary Visa/MasterCard/American Express Credit Cards issued by Maybank and Maybank Islamic which earns TreatsPoints.
3. Is the 3 years expiration applicable to Debit and Prepaid Card?
Yes.
4. When will Cardmembers current TreatsPoints expire?
TreatsPoints earned in a particular month are valid until the end of third (3rd) year of the calendar month.

| TreatsPoints Earned | TreatsPoints Expiry |
|-----------------------|---------------------|
| 1/1/2017 to 31/1/2017 | 31/1/2020 |
| 1/3/2017 to 31/3/2017 | 31/3/2020 |

5. How will the expiring points be reflected in the monthly Credit Card statement?
Effective 6th February 2018, card member can view the 6 months TreatsPoints Expiry in their credit card statement. Kindly refer to the sample below.

i. Card member with statement cycle dated Feb 2018.

| TreatsPoints Expiring at the end of specific month | | | | | | | |
|---------------------------------------------------------------|------------------------|----------|----------|----------|----------|----------|----------|
| <i>Mata Ganjaran yang akan luput pada akhir bulan berikut</i> | | | | | | | |
| Card No / Nombor Kad | Points Expired / Luput | FEB 2018 | MAR 2018 | APR 2018 | MAY 2018 | JUN 2018 | JUL 2018 |
| 5421 7138 | 647 | 728 | 570 | 1,255 | 541 | 621 | 454 |
| 1020 | 5 | 10 | 0 | 5 | 5 | 5 | 15 |
| Total TreatsPoints | | | | | | | |
| <i>Jumlah Mata Ganjaran</i> | | 652 | 738 | 570 | 1,260 | 546 | 626 |
| | | 469 | | | | | |

Note : All TreatsPoints should be redeemed prior to the expiry date. There will be no extension period given to any expired TreatsPoints.