

Maybank Debit Card Renewal

Frequently Asked Question's

1. **What is Debit Card Renewal?**

It is an exercise to replace ALL the Debit cards that will be expiring from 2014 onwards.

2. **Why do you have to renew the Debit card that is expiring?**

You will not be able to withdraw cash from ATMs/SSTs and use the card for retail purchases at merchants.

3. **When must I renew my Debit card?**

You may renew your Debit card, 6 months in advance from the expiry date of your card or a day before it expiry. For example, your card expiry date is December 2014 (12/14), you may change any time starting in June 2014 or before 31 December 2014. Your card can be used for withdrawal of cash and retail purchases, till 31 December 2014 only

4. **How to renew my expired Debit card and how soon can I get it?**

Please visit any Maybank branch nearest to you and your debit card will be renewed on the spot.

5. **Is there any fee to renew the Debit card?**

Renewal of all debit cards (12 months in advance) is free. However if you request to renew more that 12 months before the expiry, a fee of RM12 will be charge as replacement fee.

6. **What do you need to bring when renewing the expired Debit card?**

You need to bring the expired Debit card and your NRIC for Malaysian and International Passport for foreigners at any Maybank branch nearest to you.

7. **What if I am overseas and my card already expired and I need to get cash?**

You may contact your home branch to arrange for "Money Gram" under your name. For now renewal or replacement of Debit cards is at Maybank in Malaysia only. You can renew your expired Debit card when you return back to Malaysia from overseas.

Moving forward we are working on replacement card to be available at our Maybank branches overseas for customers traveling or residing overseas.

8. **Will I need to change my Maybank2U when I renew my expired Debit card?**

No. You can still access your Maybank2U as per normal. However, if you have used your old expired Debit card number for auto pay or as payment option using the card number, you will need to update with the new card number at the merchants or the organization concerns.

9. **If I registered to an autopay facility in my debit card, do I have to re-subscribe?**

Yes. The renewed card number is different than the expired card number, therefore if you have subscribed to any autopay facilities attached to the expired card, you have to presubscribed

10. Who should I contact for any inquiry?

Kindly contact our call centre at 1300 886688 or any Branch nearest to you.