

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.

Sample

TreatsPoints Earned	TreatsPoints Expiry
1/3/2017 to 31/3/2017	31/3/2020
1/4/2017 to 30/4/2017	30/4/2020

5. How will the expiring points be reflected in the monthly Credit Card statement?
There will be two additional columns reflecting the expiring date and expiring points under the TreatsPoints table for both hardcopy & softcopy statements. Please refer to the sample below.

i. Cardmember with points expiring on 31/05/2017.

TreatsPoints Account Details / Butiran Akaun Mata Ganjaran								
Card No/ Nombor Kad		Previous Points/ Mata Ganjaran Terkumpul	Points Earned/ Mata Ganjaran Diperolehi	Points Used/ Mata Ganjaran Digunakan	Points Adjusted/ Mata Ganjaran Dikemaskini	Current Points/ Mata Ganjaran Terkini	Expiring Date/ Tarikh Tamat Tempoh	Expiring Points/ Mata Ganjaran Tamat Tempoh
4506	8842	4,742	0	0	344-	4,397	31/05/2017	447
5421	0569	9,158	0	0	16-	9,142	31/05/2017	16
1560		855	15	0	60-	810	31/05/2017	20
Total TreatsPoints								
<i>Jumlah Mata Ganjaran</i>		14,755	15	0	420-	14,349		483

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