

FREQUENTLY ASKED QUESTIONS

MAYBANK ISLAMIC WORLD MASTERCARD IKHWAN CARD-I

Q1 : What is the Maybank Islamic World Mastercard Ikhwan Card-i?

A : Maybank Islamic World Mastercard Ikhwan Card-i is an Islamic premium card that has prestige, credibility, status and is targeted for high end segment which has an Islamic card value proposition.

Q2 : What is the card bin range and card type?

A :

Card Visual	Product Description	Card Bin	Card Type
	Maybank Islamic World Mastercard Ikhwan Card-i	518483	024

Q3 : What is the annual income requirement for the Card?

A : The annual income requirement is minimum RM 100,000 per annum.

Q4 : What is the Annual Fee for this Card?

A : Principal : Waive for first year. RM 800 for second year
(Will be waived if min spend RM 50,000 per annum)
Supplementary : Waive up to 4 supplementary. 5th supplementary will be charged RM 400

Q5 : What is the age requirement for this Card?

A : a) Principal Cardmember : 21 to 65 years old
b) Supplementary Cardmember : Minimum 18 years old

Q6 : How much is the credit limit that cardmember will get?

A : The credit limit will depend on the credit assessment and combined with existing credit cards.

Q7 : What are the main benefits and privileges of this Card?

A : The main benefits and privileges are:-

Benefits	Brief Description
Treats Points	<ul style="list-style-type: none"> 10K TP upon first spend 5TP - RM 2 spend locally 5TP - RM 1 spend overseas 1TP - utilities, petrol, education, EzyPay and insurance No TP for Government bodies transactions
	<ul style="list-style-type: none"> Every 6,360 Treats Points is equivalent to 1,000 Enrich Miles (Enrich Miles (MAS)/KrisFlyer Miles (Singapore Airlines)/ Asia Miles)

Charity Donation	<ul style="list-style-type: none"> • 0.2% from cross border spend will be donated to Waqaf and Zakat which will be managed by the MIB team for the Asnaf i.e. fakir miskin and the recipient of Zakat approved by the MIB Management and Shariah Committee. • Maximum capping for the cross border cash back rebate per customer per month is RM 100.
Dining Privilege	<ul style="list-style-type: none"> • Up to 50% on dining at all Starwood participating hotels (customer to present their Maybank Islamic World Mastercard Ikhwan Card-i, no membership card will be issued). • Muslim-Friendly Packages: <ul style="list-style-type: none"> i. Korea ii. Japan
Plaza Premium Lounge	<ul style="list-style-type: none"> • Enjoy 5 times complimentary access per calendar year at participating local and international Plaza Premium Lounge
Golf Privilege	<ul style="list-style-type: none"> • Complimentary Green Fees for Cardmembers to play at 86 Golf Clubs in 18 countries (17 Clubs in Malaysia and 69 International Clubs). • 10% savings on green fees for guest.
Insurance Coverage	<p>Mastercard Insurance includes :</p> <ul style="list-style-type: none"> • E-Commerce Insurance • Wallet Guard • Purchase Protection • Extended Warranty • Travel Insurance • Collision Damage Waiver • For more info, visit Mastercard website: https://my.mycardbenefits.com/
Mastercard Airport Experience (MCAE)	<ul style="list-style-type: none"> • Spa Offers Physical Indulgence - relaxing spa treatments prior to boarding. • Shopping Offers Retail Therapy—select exclusive savings at top participating retailers. • Dining Offers Food To Savour—hundreds of offers and specially curated dining experiences. • Lounge Access Space to Rest – more than 800 lounges in 400+ airports worldwide, regardless of airlines, frequent flyer membership status or class of status. • For more info, visit https://airport.mastercard.com/

Q8 : What is the Travel Insurance Coverage on this Card?

A : Up to RM2.0 million Travel Insurance Coverage when Cardmembers charge their travel ticket in FULL to their Maybank Islamic World Mastercard Ikhwan Card-i. The coverage is as follows:-

Coverage Type	Coverage Amount (up to RM)
Personal Travel Accident Insurance	RM 2,000,000.00
Missed Flight Connection	RM 1,000.00
Luggage Delay	RM 1,000.00
Luggage Loss	RM 3,000.00
Funeral Expenses	RM 2,500.00

Note: Terms and conditions apply.

In the event of claims for luggage delay or loss, your purchase of essential clothing and requisites must be charged to your Maybank Islamic World Mastercard Ikhwan Card-i. Cash or usage of other cards will result in non-payment of claims.

Q9 : E- statement - Auto enrolment
Customer is an existing Platinum MasterCard cardholder with hardcopy statement option. If customer was issued an additional Barcelona Visa Signature Card, will all his/ her card statements auto converted to E-Statement?

A : Yes.

Q10 : What is the Customer Service number for assistance?

A : The dedicated 24-hours Customer Service number is 03-7949 0707 or Toll free number at 1-800-22-1111