

## **MAYBANK Visa Debit Picture Card**

### **Frequently Asked Questions**

#### **1. What is Maybank Visa Debit Picture Card?**

Maybank Picture card is a Debit card that you can personalize with your favourite picture.

#### **2. What do I need to do to get Picture Card?**

You must be an existing Visa or MasterCard Debit Cardholder and have a Maybank2u account.

#### **3. How can I get the Personalized Debit card?**

Login to Maybank2u, select Picture Card and apply now. Continue with the request, download your favourite picture, confirm acceptance to continue and pay RM26.50 (include 6% CST) for the replacement card fee.

#### **4. Where or when can I collect my Picture card?**

Upon successful application of Picture Card, you will receive confirmation via e-mail within 30 working days that your card is ready for collection at the branch you have selected. Please bring a copy of the e-mail with the detail to the branch you selected.

#### **5. Is there any fee for the Debit Picture Card replacement?**

RM26.50 (include 6% GST) is the Picture card replacement fee, a one-time fee per card and will be debited from your Current Saving Account (CASA).

#### **6. What do you need to bring to the Branch when I replace my Debit Card to Picture Card and how long will my Debit Card be at the Branch?**

- a) Your NRIC
- b) Your current Debit card for replacement
- c) Confirmation e-mail with the details from Maybank.

Please collect your picture card within 30 days of the e-mail confirmation.

#### **7. What if I am overseas and I want the Picture Card to be sent to my address overseas?**

Your Picture card can only be issued at the selected branches as indicated during your Picture card request via Maybank2u.

#### **8. What if I have insufficient money in my CASA during the Picture card request via Maybank2u?**

Your transaction will be unsuccessful and you need to ensure there is money in your CASA when you want to replace your debit card to Picture Card.

#### **9. What if, my picture is not accepted or rejected by Maybank and my CASA already debited?**

We will refund the amount automatically within 30 working days into your CASA.

**10. What if I don't like the Picture Card, can I reapply for FREE?**

You may re-apply for the Picture Card subject to the replacement fee of RM26.50 (include 6% GST) which will be debited from your CASA account. No refund is given for the previous RM25 which had been debited.

**11. What if my Picture Card gets stolen lost or damage, can I get my Picture Card replaced with the same picture?**

No, your picture will no longer be available at Maybank2u and if you want a Picture Card again you need to start all over again to request for the Picture Card and pay RM26.50 (include 6% GST). However, you can replace with any of the current Debit card at any branch if you no longer want the Picture Card at RM12 replacement fee only.

**12. What if the customer did not collect their card at the branch after its ready?**

Kindly sent e-mail to the customer using the available email on the envelope and advise the customer the card is ready and to pick up from your branch.

**13. Can I re-direct my card from Branch A that I requested to another Branch B, because I don't have time to collect it.**

No, the Picture card is link to the Branch and only that Branch can do the replacement and customer need to bring their old debit card with NRIC for the normal replacement.

**14. Who should I contact for any inquiry?**

Kindly contact our call centre at 1300 88 6688 or any Branch nearest to you.