

Maybank PayBand

Maybank Payband is a contactless payment service that uses a VISA pre-paid card account. It works just like a contactless card – just tap your payband device on the contactless reader to pay for anything RM250 and under without PIN.

1. What is the cost of Maybank Payband?

Retail price of the Maybank Payband device is RM84.80 (inclusive of 6% GST). There is zero value on the Maybank Payband.

Other cost and fees are as follows:

Top up fee	Nil
Annual fee	RM6 (RM0.50 per month debited from the available balance)
Sales draft retrieval fee	RM15 per original sales draft and RM5 per copy of the sales draft

The Malaysian Goods & Services Tax (GST) will be imposed on all fees/charges charged by the Bank to our card members where applicable effective 1 April 2015 at the current prevailing rate

2. I'm interested. How do I sign up for Maybank Paybank?

Register Maybank Payband (Generic Visa Prepaid Card)

- Step 1: Cardholder fill in the Maybank Visa Generic Prepaid Card Registration Form and submit to the bank together with NRIC and/or passport to register the prepaid card.
- Step 2: Once the prepaid card is activated, the cardholder will receive SMS alert to his registered mobile phone number
- Step 3: Cardholder reload the Maybank Payband and it can be used where VISA contactless payments are accepted.

3. How to reload via Cash Deposit Machine?

- Step 1 : Select language – English / Malay
- Step 2 : Select Maybank Cash Payment
- Step 3 : Select Credit Cards
- Step 4 : Enter Prepaid Card Number (Cardholder use the accompany card)
- Step 5 : Insert Cash and confirm
- Step 6 : Take confirmation receipt
- Step 7 : Transaction Complete

4. What is the minimum and maximum amount I can reload to my Maybank Paybank?

Minimum: RM10.00

Maximum: RM10,000.00

5. Is there any daily or maximum usage your Maybank Payband?

Your Maybank Payband comes with default Cumulative Contactless Amount (CTA) Limit of RM250 per day for contactless transaction without PIN. To increase the CTA limit, please call 1-300-6688 or visit any nearest Maybank Card Centre.

For contactless transaction above RM250, you may be required to insert PIN. To set PIN for your Maybank Payband, please check the set PIN channels below;

- **Maybank2u**
Log on to Maybank2u. Select “Card Management” tab. Select the card to set PIN by click “Set PIN Now”
- **Maybank Customer Service**
Kindly contact the toll free number 1-300-88-6688 to set your PIN

6. How do I check my balance?

Check your Prepaid Card balance via SMS alert. Type PCBAL <space>first 6 digits of card number <#> last 4 digits card number<#> customer NRIC or passport. Send to 66628

Note: Use the prepaid card number on the white card that come together with your Maybank payband

7. How to pay using the Maybank Payband device?

Step 1: Tap Maybank Payband on the Merchant terminal

Step 2: Payment complete and get receipt from the merchant

8. What should I do if I lost my Maybank Payband?

If your Maybank Payband device has been lost or stolen please contact Maybank Customer Service to block your Maybank Payband. Subsequently, you may request to transfer the credit balance in the Maybank Payband to your savings or current account at Maybank or any local bank.

Note: Any credit balance transfer to savings or current account other than Maybank may incur the interbank transfer cost to be borne by the card member.

Kindly be informed that cancellation and transfer of credit balance in the Maybank Payband to the saving or current account is within fourteen (14) working days.

9. Does Maybank Payband has an expiry date? Will I get a replacement after its expiry date?

The Maybank Payband registered to you can be used for maximum period of three (3) years before its expiry date. You can check the Maybank Payband device expiry date on the accompany card that comes along with your Maybank Payband device.

No. You will not get a replacement for Maybank Payband after its expiry. You will need to purchase another Maybank Payband.

10. How do I cancel the Maybank Payband and get the credit balance in the device?

You can request to cancel your Maybank Payband any time before the Payband expiry date by calling 1-300-6688. Subsequently, you can request the credit balance in the Maybank Payband to be transferred Payband to your savings or current account at Maybank or any local bank.

Note: Any credit balance transfer to savings or current account other than Maybank may incur the interbank transfer cost to be borne by the card member.

Kindly be informed that cancellation and transfer of credit balance in the Maybank Payband to the saving or current account is within fourteen (14) working days.

11. Where can I purchase the Maybank Payband device?

Maybank Payband is available for purchase at selected Maybank events:

- 2017 Maybank Championship Golf tournament from 9 to 12 February at Saujana Golf and Country Club

12. How can I get more information about Maybank Payband?

Kindly contact the toll-free number 1-300-88-6688 for more information.