

FREQUENTLY ASKED QUESTIONS – MAYBANKARD MANCHESTER UNITED VISA INFINITE



Q1: What is the Maybankard Manchester United Visa Infinite?

A: The Maybankard Manchester United Visa Infinite is a premium Credit Card, targeting the affluent and super affluent customer segment with substantial earning power.

Q2: What is the annual income requirement for the Card?

A: The annual income requirement is minimum RM180,000 per annum or RM15,000.00 per month.

Q3: What is the Annual Fee for this Card?

A: Principal : First Year Free
2nd year RM800
(Waived for the subsequent year with spend of RM50k and above per annum)
Supplementary: Complimentary/Waived - first 4 Supplementary Cards

Q4: Is the Service Tax applicable for this Card?

A: Yes. Service Tax is applicable as follows:-

RM50.00 per Principal Card &
RM25.00 per Supplementary Card.

Q5: What are the main benefits and privileges of this Card?

A: The main benefits and privileges are:-

- i. Earn 5X TreatsPoints for all overseas spends
- ii. Earn 2X TreatsPoints for all local spend
- iii. Earn 5X TreatsPoints when Manchester United wins a Premier League Match
- iv. Earn 5X TreatsPoints on Petrol and Groceries
- v. Earn 10X TreatsPoints on United Direct Online Megastore
- vi. Low conversion rate of 4500 TreatsPoints to 1000 Air Miles
- vii. TreatsPoints earned can have the flexibility to be converted to Enrich Miles, KrisFlyer Miles and Q Miles (Qatar Airways) and Flexibility to also use the TreatsPoints for conversion to airmiles or products
- viii. Complimentary Hilton Privileges Membership
- ix. Complimentary Green fees at 10 premium golf clubs in Malaysia and 10 overseas clubs namely in Singapore, Indonesia, Thailand, China, Australia and UAE.
- x. One for One Dining Privileges at the outlets listed.
- xi. 10,000 TreatsPoints upon activation

B: Complimentary Hilton Premium Club Privilege Membership Card

- i. 1 for 1 dining in Asia Pacific at participating Hilton Hotels
- ii. 10% discount on standard and promotional room rates

C: Golf Privileges

- i. Unlimited golf at 10 premium golf clubs locally and 20 rounds at 10 premium golf clubs international
- i. No minimum paying guest requirement if all hold Maybankard World Mastercard
- ii. Minimum of 2 players a flight for weekdays and 3 for week ends

D: Other benefits

- **Manchester United Golf Day**

Experience a once in a lifetime opportunity to play a round of golf in Kuala Lumpur with a Manchester United legend and be served by post match dining.

- **Private Stadium Tour with MU Legend**

Get the unique private experience of being toured around the legendary Old Trafford Stadium led by a Manchester United legend accompanied by a 3 course meal.

- **Bespoke VIP Trip to Old Trafford**

Kick-off with the best of experience when you travel to Old Trafford which includes business class tickets, VIP pick-ups from airport, stay at the finest hotels, enjoy the best of hospitality, and the opportunity to dine with the Manchester United legends.

- **10% Discount at Red Cafe, Old Trafford**

Take a break or fuel up at the Red Cafe while you are at Old Trafford with a special discount on food and drinks.

- **20% Discount of Manchester United Stadium and Museum tour**

Take the Stadium Tour and Museum Tour to explore the legacy of Manchester United at Old Trafford. *Only applicable if ticket is purchased at the Old Trafford Football Ground

- **10X TreatsPoints on United Direct Online Megastore**

Visit www.manutd.com and shop for your favourite Manchester United player's jersey or other items from United Direct Online Megastore.

- **5X TreatsPoints when Manchester United wins a Premier League Match**

Another reason for you to cheer for your Manchester United team during the Premier League Match. *Applicable for Premier League matches played from 11 Nov 2011 onwards

Q6: What is the TreatsPoints Value Proposition for this card?

A:

- i. Earn 5X TreatsPoints for all overseas spends.
- ii. Earn 2X TreatsPoints for all local spend.
- iii. Earn 5X TreatsPoints when Manchester United wins a Premier League Match.
- iv. Earn 5X TreatsPoints on Petrol and Groceries.
- v. Earn 10X TreatsPoints on United Direct Online Megastore.
- vi. Low conversion rate of 4500 TreatsPoints to 1000 Air Miles.
- vii. 10,000 TreatsPoints upon activation.

Q7: What can the TreatsPoints be used for?

A: The TreatsPoints can be used for:

- i) Redemption of Air Miles – can be converted to Enrich, KrisFlyer or Q miles and redeemed for airline tickets on these carriers
- ii) Various redemption benefits at CMs choice, via Maybankard.net, redemption catalogues, OTS, annual Treats Fair
- iii) Redemption for Flexi Travel via Mayflower for airline tickets, cruises and car rentals
- iv) Redeem for golfing, call 1300 88 8008.

Q8: What is Flexi Travel?

A: Flexi Travel is actually redemption for airline tickets, cruises, car rentals etc and these can be redeemed from Mayflower Travel. The conversion rate is RM1 = 200 Treats Points.

Q9: Can the TreatsPoints be converted to Membership Rewards?

A: No.

Q10. Can the TreatsPoints earned be combined with the other TreatsPoints if the cardmember has other cards?

Yes. The TreatsPoints can be combined with other TreatsPoints from other Maybankards.

Q11: What is Visa Airport Speed Pass?

A: The Visa airport speed pass is a convenient and efficient fast track immigration service at over 280 international airports. The cardmember has to arrange for this himself as he needs to fill in personal details and also passport details. He will have to do this online – www.airportspeedpass.com. Cardmember will have to do this at least a week prior to travel to make the arrangements. There is a fee attached to it and it varies according to the countries.

Q12: What is the Travel Insurance Coverage on this Card?

A: The coverage is as follows:-

Coverage Type	Coverage Amount (up to RM)
Personal Travel Accident Insurance	RM2,000,000.00
Missed Flight Connection	RM1,000.00
Luggage Delay	RM1,000.00
Luggage Loss	RM3,000.00

Note: Terms and conditions apply.

Q13: Any other Banking related privileges?

A: Yes. Cardmember have the exclusive access to the Maybank Private Banking Centre's located nationwide for all your banking needs and services.

Q14: How do I make a booking for Flexi Travel? Who do I call?

A: You just need to call Mayflower Travel at 1300 30 6688 and the travel consultants will take care of all your requests.

Q15: I am an existing Visa Platinum cardmember. I would like to upgrade my card?

A: Sir, we will be doing an exercise to upgrade our Visa Platinum cardmembers bases on tenure and good credit history and spend. If you don't mind, I will take your details down and forward your request to the relevant department and they will revert to you.