

## PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take the American Express Explorer Business Platinum Card. Be sure to also read the general terms and conditions. Seek clarification from your institution if you do not understand any part of this document or the general term.



Card : **American Express Explorer Business Platinum® Card**

### 1. What is this product about?

American Express Explorer Business Platinum Card is a business card which offers you the convenience and spending power you need to pay for your travel, entertainment and business related expenses locally and overseas.

It is a Credit Card with a line of credit granted by the Bank to your company. Any amount of the credit utilized which has not been settled in full on or before the due date, the outstanding balance will be subject to finance charges.

**Eligibility:** American Express Explorer Business Platinum Card

- Joint & Several Liability\*:
  1. All registered entities operating under local regulations
  2. Minimum 2 years in business operations
  3. Maintain minimum 6 month borrowing records with financial institutions

### 2. What do I get from this product?

#### CARD BENEFITS TO AMERICAN EXPRESS EXPLORER BUSINESS PLATINUM CARDMEMBER\*

- > MR Points earn rate:
  - Local spend RM5 = 5 MR Points
  - Overseas spend RM5 = 10 MR Points
- > 110% MR Points bonus on reaching local spend of RM60,000 p.a. from card issuance date.
- > Get 10,000 MR Points for the first transaction on the new Card.
- > Get 40,000 MR Points for the first airline ticket purchase on the new Card.
- > 6X complimentary Priority Pass access to airport
- > Complimentary Travel Insurance Protection of up to RM1 million.
- > Annual fee waiver for the first 3 years.

\* Term & conditions apply

### 3. What are my obligations?

- Minimum monthly payment: 5% of the outstanding balance or a minimum payment of RM25.00.
- The Cardmember should notify Maybank within 20 days from the closing date of billing period as stated on the statement of the account should there be disputes or discrepancies.
- Cardmember is to take all reasonable precaution to prevent loss or theft of the Credit Card. The Cardmembers shall notify Maybank by telephone, fax or email immediately upon discovery of lost or theft and confirm the same in writing to Maybank.
- Interest-free period: 20 days from your monthly billing statement, provided there is no outstanding balance in the Credit Card account.
- The Service Tax of RM25 governed by the Service Tax Act 2018 shall be imposed on each Principal and Supplementary Credit/Charge Cards upon card issuance and card anniversary effective 1 September 2018.

### 4. What are the fees and charges I have to pay?

Annual fee	RM500.00 p.a.
Cash advance	Flat rate of 5% of the total amount of cash advance or minimum RM18.00, whichever is higher.
Dishonored cheque	RM100.00.
Card replacement fee	RM50.00 for every card replacement.
Sales draft retrieval fee	Original Sales draft at RM15.00 per copy.
Additional statement request fee	Card Statement Request - RM5.00 per copy per month (statement period within 2 years) and RM10.00 per copy per month (statement period beyond 2 years).
Overseas transaction conversion rate	All foreign charges converted by American Express apply a conversion factor of 2.5% to the converted amount. A charge that is made in foreign currency other than U.S Dollars will, when the conversion is by American Express, be converted into U.S. Dollars before being converted in the Cardmember billing currency.
Service tax	The Service Tax of RM25.00 is governed by the Sales Tax Act 2018 and the Service Tax Act 2018 is imposed upon issuance of card and every subsequent year or part thereof.

Finance charges; please refer to the table below :

	Interest Rate	
	Per Month	Per Annum
For prompt repayment of 12/12 months	1.25%	15%
For prompt repayment of 10/12 months	1.42%	17%
For prompt repayment of less than 10/12 months	1.50%	18%
Cash Advance (calculated on a daily basis)	1.50%	18%

To enjoy lower finance charges for retail transactions, you should make at least 10 prompt payments in the last 12 months.  
Annual Fee charged to your card account on anniversary date or upon renewal.

## 5. What if I fail to fulfill my obligations?

- Late payment charges: 1% of the unpaid outstanding balance as at your statement date or a minimum of RM10.00, whichever is higher up to a maximum of RM100.00.
- Right to set off: We have the right to set-off any credit balance in your account maintained with us against any outstanding balance in this Credit Card account by giving 7 calendar day prior notices on our intention to set off.
- Joint & Several Liabilities: The company and Cardmember shall be liable for all charges and advances whatsoever arising from all transactions effected with the Credit Card.
- Individual Liability: The Cardmember shall be liable for all charges and advances whatsoever arising from all transactions effected with the Credit Card.
- If you fail to abide by the terms and conditions of the credit card, we have the right to terminate your Card.

## 6. What if I fully settle the balance before its maturity? (For balance transfer or flexi payment plans)

- Instalment tenure : up to 36 months.
- Early settlement penalty: NA.
- To avoid finance charge being imposed, all Cardmembers who have subscribed to a 'zero interest/interest free' monthly repayment plan(s), are required to make payment of the monthly instalment specified by the Bank at the time the Instalment Payment Plan is entered into 'Monthly Instalment' in full. In the event, a Cardmember opts to only pay the minimum amount of five percent (5%) of the balance remaining unpaid under the Instalment Payment Plan ('Outstanding Balance') or Ringgit Malaysia Fifty (RM50), whichever is higher, instead of the Monthly Instalment in full, the Cardmember will be liable for the interest charges on the Outstanding Balance.

## 7. What are the major risks?

- By paying only minimum monthly repayment, the interest amount and time taken to settle the full amount will increase. Think about your repayment capacity when charging on the Credit Card.
- The finance charges imposed on the outstanding balance for this Credit Card is based on a tiered pricing structure in accordance to your repayment history.
- If you have problems paying for your Credit Card balances, contact us early to discuss repayment alternatives.
- You should notify us immediately after having found that your Credit Card is lost or stolen.

## 8. What do I need to do if there are changes to my contact details?

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner. To update your contact details, you may reach us via one of the following channels:-

- Telephone **1800 88 9559** (calling from Malaysia) or **+603-7844 3595** (calling from outside Malaysia)
- Email **corpsvc@maybank.com.my**
- Write-in attention to **Head, Customer Engagement**  
7th Floor, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur
- Any nearby Maybank Branch

## 9. Where can I get further information?

- Should you require additional information or enquiry on charge card, please refer to **www.americanexpress.com.my** or **www.maybank2u.com.my** website or call **1800 88 9559**
- If your query or complaint is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at:-  
**Bank Negara Malaysia**, Blok D, Jalan Dato' Onn, 50480 Kuala Lumpur. Tel : **1300 88 5465** • Email : **bnmtelelink@bnm.gov.my**
- Alternatively, you may seek the services of Agency Kaunselling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia to provide free services on money management, credit counseling and debt restructuring for individuals at:-  
**Agency Kaunselling dan Pengurusan Kredit (AKPK)**  
Tingkat 1, Menara Aras Raya, Jalan Raja Laut, City Centre, 50350 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur. Tel: **03-2616 7766**

## 10. Other Credit Card product available?

- Visa Corporate Card
- Mastercard Corporate Card-i

**IMPORTANT NOTE: LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP PAYMENT PERIOD ON YOUR CHARGE CARD BALANCES**

The information provided in this disclosure sheet is issued on March 2025 and will be valid until the next periodical review