

## ANNUAL SERVICE TAX

### FREQUENTLY ASKED QUESTIONS (FAQ)

1	<b>What is Service Tax?</b>																									
	Service Tax is a consumption tax governed by the Service Tax Act 2018 and its subsidiary legislation.																									
2	<b>When will be the effective date for Service Tax?</b>																									
	The effective date of the Service Tax Act 2018 is 1 <sup>st</sup> September 2018.																									
3	<b>What is the imposition and scope of tax for Cards Business?</b>																									
	Service Tax Regulations 2018 covers the provision of Credit Card and Charge Card services. For Credit Cards, the Service Tax is also applicable for Co-branded Credit Card and Corporate Card. e.g: Co-branded Cards - Maybank Petronas Visa.																									
4	<b>What is not included in the scope of the tax?</b>																									
	The scope of tax does not include : <ul style="list-style-type: none"><li>• Debit Card</li><li>• Electronic money (e.g. Zing Card and Prepaid Card)</li></ul>																									
5	<b>How much should I pay for the tax?</b>																									
	The rate of Service Tax to be imposed is RM25 per card per year or part thereof.																									
6	<b>When will the Service Tax be imposed?</b>																									
	<p>i) <u>New Card</u> For new card, Service Tax will be imposed upon activation of the card. If the card is not activated within 3 months, the Service Tax will be imposed on the 3rd month.</p> <p>The table below shows how the Service Tax will be charged :</p> <table><tr><th>New Card Approved Date</th><th>Expiry Month</th><th>Activation Date</th><th>Service Tax Charge Date FY2019</th><th>Service Tax Charge Date FY2020</th></tr><tr><td>3<sup>rd</sup> Jan 2019</td><td>January 2023</td><td>10<sup>th</sup> January 2019</td><td>1<sup>st</sup> February 2019</td><td>1<sup>st</sup> February 2020</td></tr><tr><td>3<sup>rd</sup> Jan 2019</td><td>January 2023</td><td>10<sup>th</sup> February 2019</td><td>1<sup>st</sup> March 2019</td><td>1<sup>st</sup> February 2020</td></tr><tr><td>3<sup>rd</sup> Jan 2019</td><td>January 2023</td><td>Not activated at all</td><td>1<sup>st</sup> April 2019</td><td>1<sup>st</sup> February 2020</td></tr><tr><td>3<sup>rd</sup> Jan 2019</td><td>April 2023</td><td>10<sup>th</sup> February 2019</td><td>1<sup>st</sup> March 2019</td><td>1<sup>st</sup> May 2020</td></tr></table>	New Card Approved Date	Expiry Month	Activation Date	Service Tax Charge Date FY2019	Service Tax Charge Date FY2020	3 <sup>rd</sup> Jan 2019	January 2023	10 <sup>th</sup> January 2019	1 <sup>st</sup> February 2019	1 <sup>st</sup> February 2020	3 <sup>rd</sup> Jan 2019	January 2023	10 <sup>th</sup> February 2019	1 <sup>st</sup> March 2019	1 <sup>st</sup> February 2020	3 <sup>rd</sup> Jan 2019	January 2023	Not activated at all	1 <sup>st</sup> April 2019	1 <sup>st</sup> February 2020	3 <sup>rd</sup> Jan 2019	April 2023	10 <sup>th</sup> February 2019	1 <sup>st</sup> March 2019	1 <sup>st</sup> May 2020
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	<p>ii) <u>Anniversary/renewal</u> Service Tax will be imposed on the 1<sup>st</sup> of the month following the expiry month of the card.</p> <p><u>Example:</u> Card's expiry month is March, the Service Tax will be charged on 1<sup>st</sup> April every year.</p>																									
7	<b>Will service tax be imposed to free card (no annual membership fee)?</b>																									
	The Service Tax will be imposed even though no annual membership fee is charged.																									

8	For new additional card which was approved from 1 <sup>st</sup> September 2018 onwards, will the Service Tax be imposed upon card activation or expiry month?
	For new additional card, Service Tax will be imposed upon activation of the card. If the card is not activated within 3 months, the Service Tax will be imposed on the 3rd month. For subsequent year, the Service Tax will be charged upon card expiry month.
9	Will the Service Tax be imposed for re-activation/ reinstatement of card?
	Yes.  <b><u>Example:</u></b> <ul style="list-style-type: none"> <li>- Existing card with an expiry month of October 2020</li> <li>- First Service Tax due on 1<sup>st</sup> November 2019</li> <li>- Card was closed on 10<sup>th</sup> October 2019 before Service Tax impose</li> <li>- Card re-activated on 3<sup>rd</sup> November 2019</li> <li>- Service Tax will be charged on 1<sup>st</sup> December 2019</li> </ul>
10	Can I request for a waiver?
	Service Tax waiver is not allowed as this is a regulation governed by Service Tax Act 2018. However, you may opt to pay the annual Service Tax using your Maybank TreatsPoints or Membership Rewards <sup>SM</sup> Points once the Service Tax is charged into your card account.
11	What is the point value for Service Tax redemption?
	Every 10,000 points for RM25 per card regardless Principal or Supplementary Cards. The redemption is applicable to cards that are awarded with TreatsPoints or Membership Rewards <sup>SM</sup> Points.
12	Will Service Tax be imposed on Zing Card?
	Service Tax will not be imposed on Zing Card.
13	Will the Service Tax be imposed for replacement card due to lost/ stolen/ fraud?
	If Service Tax has been charged in the old card, no Service Tax will be charged in the new replacement card ( <i>subject to both the old and new card carrying the same expiry month</i> ).