

Frequently Asked Questions

Q1. What are the changes on the minimum payment for Maybank and Maybank Islamic Credit Cards?

Current	Effective 01/10/2019
<p>5% of [statement balance + monthly instalment (if any)] + 100% past due amount (if any) + amount exceeded credit limit (if any); OR RM25; whichever is higher on payment due date</p> <p>a. Cardmember opts to pay the minimum amount of five percent (5%) of the balance remaining unpaid under the Instalment Plan ('the Outstanding Balance') or Ringgit Malaysia Twenty Five (RM25), whichever is higher.</p>	<p>5% of statement balance*+ 100% monthly instalment** (if any) + 100% past due amount (if any) + amount exceeded credit limit (if any); OR RM25; whichever is higher on payment due date</p> <p>a. Cardmembers are required to pay the monthly instalment amount in full.</p> <p>b. Failure to comply with the above item will result in the Cardmember being subject to interest on the Outstanding Balance and the Credit Card late payment charges in accordance with its terms.</p> <p><i>*Exclude new credit card instalment approved from 1 October 2019 onwards</i> <i>**Only applicable to new credit card instalment plan i.e :Balance Transfer, Cash Treats, EzyCash, EzyPay & EzyPay Plus approved from 1 October 2019 onwards</i></p>

Q2. What are the changes on the posting date for first instalment amount?

First month instalment will be posted 1 (one) day after the date of the approved instalment.

e.g:

- a) The instalment approved on 1 October 2019, the **first monthly instalment posting** would be on 2 October 2019.
- b) **Subsequent monthly instalment** to be posted 1(one) day after the statement date.

a) Table below depicting a sample of the changes.

Sample Scenario	Current		1/10/2019 onwards	
	Posting Date	Reflected in Credit Card Statement	Posting Date	Reflected in Credit Card Statement
Statement Date	18		18	
EzyCash Approved Date	01/10/2019		01/10/2019	
EzyCash Plan approved	0% 6 months		0% 6 months	
1 st Instalment Posting Date	18/10/2019	18/10/2019	02/10/2019	18/10/2019
2 nd Instalment	18/11/2019	18/11/2019	19/10/2019	18/11/2019
3 rd Instalment	18/12/2019	18/12/2019	19/11/2019	18/12/2019
4 th Instalment	18/01/2020	18/01/2020	19/12/2019	18/01/2020
5 th Instalment	18/02/2020	18/02/2020	19/01/2020	18/02/2020
Last Instalment	18/03/2020	18/03/2020	19/02/2020	18/03/2020

Q3. How would this revision impact to my existing credit card instalment plan?

- a) The revision of minimum payment due to Maybank/Maybank Islamic Credit Card is only applies for new instalment plan approved on 1 October 2019 onwards.
- b) The payment for existing credit card instalment plan approved prior the effective date of the abovesaid revision will use the current minimum payment method calculation.

Q4. Is this revision applies to all Maybank Credit Cards?

Yes. The revision is applies for all Maybank/Maybank Islamic Credit Card.