

## FAQs - Frequently Asked Questions

1. What will happen to my Prepaid Card after 20 January 2019?

*Maybank Prepaid Cardmembers will not be able to withdraw their money in their Prepaid Cards via ATM. However, the Maybank Prepaid Cards can still be used for retail transactions including online and in-store purchases, local and overseas.*

2. What should I do if I want to close the Prepaid Card account and request for a refund of the remaining card balance after 20 January 2019?

*Customers may follow the steps as follows:*

- a. *Download and complete the Maybank Credit Card Report Form.*
- b. *Email the completed form and attach a copy of NRIC/ Passport to [prepaidcard@maybank.com](mailto:prepaidcard@maybank.com)*
- c. *Refund process will be done within 14 working days.*

**Note:** *Should you require any further assistance, please visit the nearest Maybank branch or call Maybank Group Customer Care at 1-300-88-6688.*

3. Is there is any minimum or maximum amount for refund?

*No, there is no minimum / maximum balance for refund. Customers may submit their requests for refund of the remaining card balance in the Prepaid Card after 20 January 2019 if they wish to close their Prepaid Card account.*

4. Can I request for refund to be made via cash or cheque?

*No cash/ cheque will be issued to customer for refund purpose. The modes of refund after 20 January 2019 are as follows:*

- a. **Maybank customers with Maybank Current/ Savings Account** - Prepaid Cardmembers may request to transfer the remaining card balance to their Maybank Savings or Current Account.
- b. **Maybank customers without Maybank Current/ Savings Account** - Prepaid Cardmembers may request to transfer the remaining card balance to their other LOCAL bank account.
- c. **Foreign customers without Maybank Current/ Savings Account** - Prepaid Cardmembers are advised to utilise the card balance for retail transactions including online and in-store purchases, local and overseas.

5. I lost my Prepaid Card and there is a remaining balance in the card. How do I request for a refund?

Customer may call Maybank Group Customer Care at 1-300-88-6688 to report card lost.