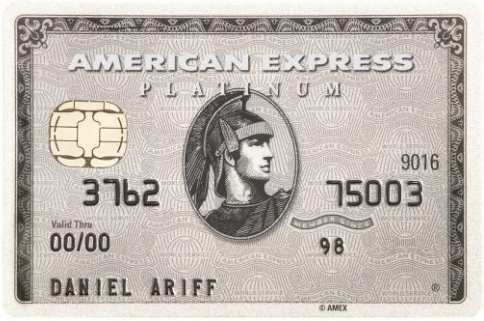
Cards FAQs
American Express Platinum Card

Q1 : What is my Charge Card limit?
A : Credit limit will be determined by the bank's credit assessment.

Q2 : What is the card bin range for Charge Card and card type?
A :

Card Visual	Product Description	Card Bin	Card Type
	The Platinum Card®	0376249	301 & 302

Q3 : What is the annual income requirement for the Card?
A : Minimum annual income requirement RM 190,000 per annum.

Q4 : What is the Annual Fee for this Card?
A : Annual fee: RM3,250 with up to 4 free supplementary cards

Q5 : What is the age requirement for this Card?
A : Principal Cardmember : 21 to 65 years old
: Supplementary Cardmember : Minimum 18 years old

Q6 : Is my credit limit shared among my supplementary accounts?
A : Yes, your credit limit is shared, regardless of the number of Supplementary accounts.

Q7 : What are the main benefits and privileges of this Card?
A : For every RM1 spent, you will earn 5x Membership Rewards Points*

- Frequent Flyer Programme
- International Airline programme
- Unlimited access to airport lounges around the world with
- Priority Pass
- Complimentary Golf Privileges
- Fine Hotels & Resort programme
- Travel Personal Accident Up to RM2 million

Q8 : **How do I find more offers?**

A : More Offers in list below:-

Benefits	**Brief Description**
Priority Pass Lounge Access	• Unlimited Priority Pass Lounge Access
Dining Privilege Dining Privilege- *Shangri-La*	• Up to 40% on dining at all Starwood participating hotels (customer to present their American Express Platinum Card, no membership card will be issued). • *Enjoy up to 50% savings on F&B at Shangri-La Hotel, Kuala Lumpur.*
Plaza Premium Lounge	• Enjoy 5 times complimentary access per calendar year at participating local and international Plaza Premium Lounge
Golf Privilege	• Complimentary Green Fees for Cardmembers to play at Participating Club and accessibility • 19 Golf clubs in Malaysia • 101 Golf clubs Overseas • 10% savings on green fees for guest.
Insurance Coverage	**Insurance includes :** Travel Insurance Coverage*Enjoy up to RM2,000,000 Travel Insurance –when Cardmember charge the ticket to their card. Exclusive to cardmembers.

Q9 : Does my supplementary cardholder holder entitled to enjoy the benefits as well?

A : Yes, your Supplementary cardholder gets to enjoy the very same benefits at Shangri-La KL.

Q10 : What is the complimentary golf programme?

A : Complimentary Green Fees for Cardmembers to play at Participating Club and accessibility

- Malaysia 19 Golf Clubs
- 101 Golf clubs Overseas
- 10% savings on green fees for guest.

Q11 : How many guests can a Cardmember bring along for a flight?

A : No minimum paying guest (unless stated otherwise based on club) requirement if cardmember holds Maybank World MasterCard, Visa Infinite, Ikhwan Visa Infinite and Manchester United Visa Infinite. Exceptions apply : Please contact our customer service for enquiry.

Q12 : Can I bring as many guests as I want?

A : There is no limit to the number of guests a Cardmember is allowed to bring, but bookings are subject to the golf club's availability.

Q13 : Can I go directly to the participating golf clubs to make a booking?

A : No. This programme is only applicable with bookings made via American Express Customer Service.

Q14 : How do I make a booking?

A : Cardmembers should call Customer Service at 1 800 889 559.

Q15 : Once a booking is made, is it automatically confirmed?

A : No. Bookings are subject to golf club availability. Bookings may also be refused, in the event of card expiration or deactivation.

Q16 : When do I have to pay for my bookings?

A : All payments must be made upon booking and charged to the Cardmember's American Express Platinum Card issued by Maybank.

Q17 : Can I make payments using cash or other credit cards?

A : No. This programme is only applicable when paid via the American Express Platinum Credit Card issued by Maybank.

Q18 : Can I make changes to my booking?

A : Yes. Changes may be made, but is subject to availability.

Cancelation Process:

a. The cancellation charge of RM30.00 applies for cancellations made 3 days before tee-off date

b. 100% of total golf charges applies for cancellations made 2 days or less before tee-off date as well as in the event of no show or late arrival on tee-off date.

c. For Ria Bintan Golf Club, the following cancellation charges apply to Cardmember(s) and their guests:

1) The cancellation charge of RM30.00 applies for cancellations made 4 days before tee-off date

2) 100% of total golf charges apply for cancellations made 3 days or Less before tee-off date as well as in the event of no show or late arrival on tee-off date.

d. For Sentosa Golf Club, the following cancellation fees will apply to Cardmembers and guests:

Weekday tee-times (Except Public Holidays)		
Tanjong course	Less than 72hrs S$140.00	Less than 24hrs/No show S$280.00

19. What do I do if I lose my Charge card?

Just call us or +603-2056 8799 while overseas to report it and Cardmember will receive a replacement card.

20. Can the PIN be sent to me? No

A: Your PIN will only be generated for you with the charge card at a Maybank branch. Temporary PIN can be sent upon request cardmembes still needs to go to the nearest Branch to activate PIN.

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

A : Up to RM2.0 million Travel Insurance Coverage when Cardmembers charge their travel ticket in FULL to their The Platinum Card®

The coverage is as follows:-

Coverage Type	**Coverage Amount (up to RM)**
Personal Travel Accident Insurance	RM 2,000,000.00
Missed Flight Connection	RM 1,000.00
Luggage Delay	RM 1,000.00
Luggage Loss	RM 3,000.00
Funeral Expenses	RM 2,500.00

Note: Terms and conditions apply.

In the event of claims for luggage delay or loss of essential purchased clothing all requisites must be charged to Cardmembers Platinum Card® Cash or usage of other cards will result in non-payment of claims.