

FAQs on Conversion to Maybank Islamic Ikhwan Card-i

- Q1.** I want to convert my existing Maybank Card to Maybank Islamic Ikhwan Card-i. Do I have to fill up a form? Do I have to submit new documents?
- A1.** *You just have to fill up the Conversion Form available at our branch and Maybank2u website. Upon completion, you may fax it to 03-2715 9423 or email the signed form to mbbcardservices@maybank.com.my. You can also visit any of our branches to submit the form. You do not have to submit any documents for conversion application.*
- Q2.** How about my outstanding balance in the existing Maybank Card? Can I transfer the outstanding balance to Maybank Islamic Ikhwan Card-i?.
- A2.** *Yes. You can either opt for a Balance Transfer Plan to settle the full remaining outstanding balance vide monthly instalment or transfer the remaining outstanding balance to Maybank Islamic Ikhwan Card-i.*
- Q3.** I have EzyPay and EzyCash plan in my existing Maybank Card. Can I continue paying the remaining terms in my Maybank Islamic Ikhwan Card?
- A3.** *The EzyPay and EzyCash facility in the existing card will be terminated. The full outstanding balance will be transferred to your new Maybank Islamic Ikhwan Card-i. You have a choice to transfer this balance under the attractive Maybank Islamic Ikhwan Card-i Balance Transfer Plan or settle in full.*
- Q4.** Will I be getting additional limit for my new Maybank Islamic Ikhwan Card-i?
- A4.** *The limit from your existing Maybank card will be transferred to your new Maybank Islamic Ikhwan Card-i. Therefore, you will be getting the same limit as per your existing Maybank Card. Should you require additional limit, kindly submit latest documentations for further evaluation.*
- Q5.** Do I have to surrender my existing card, when applying for conversion?
- A5.** *No, you are advised to surrender the existing card only upon collecting your new Maybank Islamic Ikhwan Card-i. In the meantime, you may continue using your existing card until you receive your new Maybank Islamic Ikhwan Card-i. Your existing card will be terminated within 14 business days from the approval date of your newly Maybank Islamic Ikhwan Card-i.*
- Q6.** How about my Autopay Bills in my existing Maybank Card?
- A6.** *Your Autopay Bills facility in your last six (6) months statements of your existing card will be transferred to the new Maybank Islamic Ikhwan Card-i.*

Note: Only the following list of participating payee corporations for Auto Pay bills which is available on "www.maybank.com.my > Cards > Credit Card Features > Maybank Auto PayBills > Auto PayBills Merchant List" - will be automatically transferred into the Maybank Islamic Ikhwan Card-i

- Q7.** How about my existing Zing Card? Can I continue using my Zing Card?
A7. *Yes, your existing Zing Card will be linked to your new Maybank Islamic Ikhwan Card-i.*
- Q8.** I am currently holding a Maybank Classic Card. Can I convert to Maybank Islamic Ikhwan Card-i?
A8. *Yes, you can. You will be given a Gold Card for Maybank Islamic Ikhwan Card-i. The approval is subject to the Bank's credit assessment.*
- Q9.** Will the annual fee for Maybank Islamic Ikhwan Card-i be the same as my existing Maybank Card?
A9. *No, Maybank Islamic Ikhwan Cardmember will enjoy lifetime FREE Annual Fee.*