

PETRONAS IKHWAN VISA CARD-i FAQ

- 1. I am currently holding the PETRONAS Ikhwan Visa Credit Card-i. Do I need to change to a new card?**

You do not have to change your card to enjoy the 8% Cash Back on weekend spending and 1% weekdays spending at PETRONAS. The feature is automatically available to your existing PETRONAS Ikhwan Visa credit card-i.

- 2. Is the 8% Cash Back & 1% Cash Back applicable to PETRONAS Maybank Visa (conventional) as well?**

The 8% Cash Back & 1% Cash Back is only available for PETRONAS Ikhwan Visa. PETRONAS Maybank Visa shall carry the existing 8X TreatsPoints and 5X TreatsPoints for PETRONAS spending. Existing PETRONAS Maybank Visa cardmember can apply and convert to PETRONAS Ikhwan Visa to enjoy the 8% Cash Back.

- 3. What are the other exciting benefits and features of the PETRONAS Ikhwan Visa?**

Customer will enjoy exciting benefits and features as follows:

- *No Annual Fee with no conditions attached.*
- *Earn 1x TreatsPoint for retail transactions except Government Bodies, PETRONAS stations and other petrol stations.*
- *Free Maybank Touch n' Go Zing Card - Get this automatic reload card that is linked to your PETRONAS Ikhwan Visa.*
- *Enjoy Mesra points at all Petronas stations with any purchase of fuel and/ or Kedai Mesra items with your MESRA cards.*

- 4. Is there any capping for the Cash Back?**

Yes. Both the 8% Cash Back and 1% Cash Back is capped at RM 50 per month and RM 600 per annum for every cardmember.

- 5. Do I get Cash Back when I spend at other petrol stations i.e PETRON, CALTEX, BHP, SHELL and others?**

You won't be entitled to both Cash Back and TreatsPoints when you spend at petrol stations other than PETRONAS.

- 6. Do I still get TreatsPoints when I spend at PETRONAS?**

You will only be rewarded with 8% Cash Back and 1% Cash Back when you spend at PETRONAS. You will also be rewarded with 1X TreatsPoint when you spend at other retail transactions except Government bodies.

- 7. Is the Cash Back applicable to Supplementary Cardmembers as well?**

Yes. Any spending by the Supplementary Cardmember will be accumulated with the Principal's Card spending and the Cash Back will only be credited to the Principal Card's account.

8. What happens to my existing TreatsPoints?

You are still be rewarded with TreatsPoints when you spend on other retail transactions. Hence, your TreatsPoints will still be accumulated and subject to the expiry date. With this card, you can enjoy the best of both worlds.

9. Do I get Cash Back when I make purchases in the Mesra Store?

Yes. You will earn the Cash Back when you make purchases at Mesra Store.

Conversion Checklist Related

1. I want to convert my existing Maybank Card to Maybank Islamic PETRONAS Ikhwan Visa Card-i. Do I have to fill up a form? Do I have to submit new documents?

*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.*

2. How about my outstanding balance in the existing Maybank Card? Can I transfer the outstanding balance to Maybank Islamic PETRONAS Ikhwan Visa Card-i?

Yes. You can either opt for a Balance Transfer Plan to settle the full remaining outstanding balance via monthly instalment or transfer the remaining outstanding balance to Maybank Islamic PETRONAS Ikhwan Visa Card-i

3. I have EzyPay and EzyCash plans in my existing Maybank Card. Can I continue paying the remaining terms in my Maybank Islamic PETRONAS Ikhwan Visa Card-i?

The EzyPay and EzyCash facility in the existing card will be terminated. The full outstanding balance will be transferred to your new Maybank Islamic PETRONAS Ikhwan Visa Card-i. You have a choice to transfer this balance under the attractive Maybank Islamic PETRONAS Ikhwan Visa Card-i Balance Transfer Plan or settle in full.

4. Will I be getting a credit limit increase for my new Maybank Islamic PETRONAS Ikhwan Visa Card-i?

*The limit from your existing Maybank card will be transferred to your new Maybank Islamic **PETRONAS Ikhwan Visa Card-i**. Therefore, you will be getting the same limit as per your existing Maybank Card. Should you require **credit limit increase**, kindly submit latest documentations for further evaluation.*

5. Do I have to surrender my existing card, when applying for conversion?

No, you are advised to surrender the existing card only upon collecting your new Maybank Islamic PETRONAS Ikhwan Visa Card-i. In the meantime, you may continue using your existing card until you receive your new PETRONAS Ikhwan Visa Card-i. Your existing card will be terminated within 14 business days from the approval date of your newly Maybank Islamic PETRONAS Ikhwan Visa Card-i.

6. How about my Autopay Bills in my existing Maybank Card?

Your Autopay Bills facility in your last six (6) months statements of your existing card will be transferred to the new Maybank Islamic PETRONAS Ikhwan Visa 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 PETRONAS Ikhwan Visa Card-i

7. How about my existing Zing Card? Can I continue using my Zing Card?

Yes, your existing Zing Card will be linked to your new Maybank Islamic PETRONAS Ikhwan Visa Card-i.

8. I am currently holding a Maybank Classic Card. Can I convert to Maybank Islamic PETRONAS Ikhwan Visa Card-i?

Yes, you can. You will be given a Gold Card for Maybank Islamic PETRONAS Ikhwan Visa Card-i. The approval is subject to the Bank's credit assessment.

9. Will the annual fee for Maybank Islamic Ikhwan Card-i be the same as my existing Maybank Card?

*No, Maybank Islamic PETRONAS Ikhwan Visa Cardmember will enjoy **FREE** lifetime Annual Fee.*