


FAQ: Maybank Shopee Visa Platinum Credit Card

Q1 : When will the new Maybank Shopee Visa Platinum Credit Card be launched?
A1 : The new Maybank Shopee Visa Platinum Credit Card will be launched on 30th June 2020.

Q2 : How does the visual of the Card looks like?
A2 :

Card Visual	Product Description	Card Number
	Maybank Shopee Visa Platinum Credit Card	4567 8901 1234 5678

Q3 : What are the Maybank Shopee Visa Platinum Credit Card's Benefits?
A3 : The New Card Benefit is being rewarded with Maybank Shopee Coins when you spend.

Every 28th of each month and 9.9 / 11.11 / 12.12 and CNY Campaign (1 Day) and Raya Campaign (1 Day) (Special)	
Every RM1 Spend:	
Shopee Spend	5x Maybank Shopee Coins
Dining/Paywave/Entertainment Spend	4x Maybank Shopee Coins
Other Spend	1x Maybank Shopee Coins
Remainder of the Calendar year (Normal)	
Every RM1 Spend:	
Shopee Spend	2x Maybank Shopee Coins
Dining/Paywave/Entertainment Spend	2x Maybank Shopee Coins
Other Spend	1x Maybank Shopee Coins

- Capped at 5,000 Maybank Shopee Coins per statement cycle
- Welcome gift of 5,000 Maybank Shopee Coins will be awarded upon activation and first retail transaction with a minimum accumulative spend of RM300 within 60 days from the date card is approved (excluded from 5,000 Maybank Shopee Coins capped)
- Excess spend will be converted to TreatsPoints

- No Maybank Shopee Coins and TreatsPoints will be rewarded for all transactions go through “Deals, Top-ups & Bills” and “Food & Services Vouchers” under Shopee app

Note:

- Transactions for utilities, education, EzyPay and insurance will earn 1X Maybank Shopee Coin/ TreatsPoints
- The following transactions are not taken into account in the accumulation of Maybank Shopee Coin/ TreatsPoints:
 - Spend on government bodies, any reloads on e-wallets, payment via JomPAY and FPX;
 - Spend that go through “Deals, Top-ups & Bills” under Shopee app;
 - Spend that go through “Food & Services Vouchers” under Shopee app;
 - Refunded, disputed, unauthorized or fraudulent retail transactions;
 - Payment of card annual membership fees, interest charges, late payment charge, cash advance fee;
 - Any Cash Back earning transaction;
 - Any other form of service or miscellaneous fees.

Q4 : What is the Annual Fee for the card (including supplementary cards)?

A4 : This card is FREE for life.

Q5 : Who can apply for this card and what is the minimum annual income?

A5 : Principal Cardmembers: Aged between 21 to 65 years old

Supplementary Cardmembers: Aged between 18 years old to 65 years old

Minimum Income: RM24,000

Q6 : If I have an existing Shopee account, will I be able to link it with the card?

A6 : Yes, the newly applied Maybank Shopee Visa Platinum Credit Card can be added into the existing Shopee account in Shopee’s application. Kindly note that the existing Shopee account has to share the same mobile number that was used to apply for the Maybank Shopee Visa Platinum Credit Card.

Q7 : As an existing Shopee account user, will I be eligible for the 5,000 Welcome Shopee coin?

A7 : Yes the 5,000 welcome Maybank Shopee coin will be issued and credited into your existing Shopee’s account as long as your mobile number in the Shopee account is the same as the mobile number of your Maybank Shopee Visa Platinum Credit Card. Note that the 5,000 Shopee coins will only be rewarded to the principal card holder with a minimum spend of RM300 within 60 days of activation only.

Q8 : How do I apply for the card?

A8 : There are various ways for customers to apply for the new Maybank Shopee Visa Platinum Credit Card.

- You may apply for the card online through our website at www.maybank2u.com.my;
- Applying through a link in the Shopee’s application;
- Submit a credit card application form to the nearest branch.

Q9 : Are there any rewards for new customer?

A9 : Yes, new customer will be awarded:

- 5,000 Welcome Shopee Coins upon a minimum spend of RM300 within 60 days of activation
- For the latest rewards, customer may refer to www.maybank2u.com.my

Q10 : Are the above rewards extended to Maybank Shopee Visa Platinum Credit Card supplementary card member? (In this scenario, the supplementary is tagged under SP account)

A10 : Only principal card member will receive the 5,000 Welcome Shopee Coins.

Q11 : When will I receive my Maybank Shopee Coins after using the card?

A11 : The Maybank Shopee Coins will be updated in the Shopee's application on a T+1 basis, once the transaction is posted into the Maybank Shopee Visa Platinum Credit Card. T + (3 to 5) working days after posting date.

Q12 : Where can I track my collected Maybank Shopee Coins?

A12 : You may track the points in Shopee's application and also in your Maybank Shopee Visa Platinum Credit Card monthly statement.

Q13 : What will happen to Cardmember's existing Maybank Shopee Coins once the card is lost or fraud or transfer under miscellaneous?

A13 : The points will remain in their Shopee Account.

Note: If there is any issue with Shopee Coins, customer may have to contact Shopee Customer Service hotline 03-27779222 or in-app chat from Mon-Fri, 9am-6pm.

Q14 : Are supplementary card holders entitled to Maybank Shopee Coins?

A14 : Yes, supplementary card holders are entitled to Maybank Shopee Coins and the number of coins awarded will be transferred to the principal card holder's Shopee's account.

Q15 : How will you know if the card has been approved?

A15 : Customers will receive either a SMS on the phone, or through the email.

Q16 : I have yet to receive my Maybank Shopee Visa Platinum Credit Card, what should I do?

A16 : You may contact our customer service at 1-300-88-6688 for assistance.

Q17 : I have not received any welcome offers after activating my Maybank Shopee Visa Platinum Credit Card, do I contact Shopee's or Maybank's customer service?

A17 : Customers should receive their points after T+1-2 days after the transaction has been posted to Maybank, otherwise, kindly contact Shopee Customer Service hotline 03-27779222 or in-app chat to check on the coins.

Q18 : If my card was used in a fraudulent transaction or lost, what will happen to the Maybank Shopee Coins?

A18 : Once the fraudulent transaction is cancelled, the allocated Maybank Shopee Coins will be deducted accordingly.

Q19 : When will the SST be charged to my new Maybank Shopee Visa Platinum Credit Card? Is it upon the activation of Shopee Card or first spend?

A19 : For new card, SST will be imposed upon activation of the card. If the card is not activated within 3 months, the SST will be imposed on the 3rd month.

Q20 : Can I use my Maybank Shopee Coins to off-set Service Tax or redemption of vouchers/items/Airmiles?

A20 : No.

Q21 : If a VAT refund is transferred into Maybank Shopee Visa Platinum Credit Card, what will happen to the points?

A21 : In this case, the transfer will cause a Shopee Coin deduction. It is advisable to refund the tax back to its original credit card to avoid such issue.

Q22 : As an existing Maybank Cardholder, will I be eligible for the 5,000 Welcome Shopee Coins if I apply Maybank Shopee Visa Platinum Card via add card?

A22 : Yes. Note that the 5,000 Shopee coins will only be rewarded to the principal card holder.

Q23 : If I cancel existing Maybank credit card upon applying Maybank Shopee Visa Credit Card, can I transfer the TreatsPoints from the cancelled card to Maybank Shopee Visa Credit Card?

A23 : Customer is not allowed to transfer TreatsPoints from a cancelled card to Maybank Shopee Visa Credit Card.

Q24 : If my transaction is cancelled/ reversed/ refunded, what will happen to my Shopee Coins or TreatsPoints?

A24 : The awarded Shopee Coins will remain in your Shopee account. However, we will reverse the TreatsPoints earned to offset any of cancelled/ reversed/ refunded transaction.

Q25 : Is there any expiry for Maybank Shopee Coins?

A25 : For Shopee Coins utilization and expiration, customers should refer to Shopee T&C at <https://help.shopee.com.my/my/s/global-search/shopee%20coins>

Q26 : Is there any expiry for Maybank TreatsPoints?

A26 : Maybank TreatsPoints will have a 3-year expiration.