

PRODUCT DISCLOSURE SHEET



Read this Product Disclosure Sheet before you decide to take the *Maybank Visa Infinite Credit Card*. Be sure to also read the general terms and conditions. Seek clarification from your institution if you do not understand any part of this document or the general terms

Card:
Maybank Visa Infinite Credit Card

Date: 1 June 2019

1. What is this product about?

Maybank Visa Infinite is a super premium card targeted to affluent customers. The card members can choose and decide the infinite privileges that they can enjoy with the card.

2. What do I get from this product?

- Every RM1 spend locally earn up to 2 TreatsPoints
- Every RM1 spend overseas earn up to 5 TreatsPoints
- 10,000 TreatsPoints upon activation of card
- TreatsPoints can be converted to Enrich Miles (MAS), KrisFlyer Miles (Singapore Airlines) at a low conversion rate. 5,000 TP = 1,000 Air Miles
- Kindly be informed that effective 15 April 2016, all transactions for utilities, petrol, education, EzyPay and insurance transactions will earn 1x Treats Points and No Treats Points will be awarded for Government bodies transactions.
- Redeem your TreatsPoints for Flexi Travel - airline tickets, cruises or car rentals via Mayflower. Visit www.traveltreats.com.my, Call 1300 30 6688 for bookings or any enquiries.
- Redeem your TreatsPoints via www.maybank2u.com.my
- Starwood Dining privilege at all Starwood participating hotels (*customer to present their Maybank Visa Infinite Cards, no membership card will be issued*)
- Validity of TreatsPoints : 3 years

Plaza Premium Lounge

- You can enjoy 5 times complimentary access per calendar at participating local and international Plaza Premium Lounge. (for updated participating lounge list, kindly visit www.maybank.com.my)

Golf Privileges

- Complimentary Green Fees for Cardmembers.
- For more details, refer to terms and conditions via www.maybank2u.com.my

Visa Airport Speed Pass

- Enjoy the convenience and efficiency of fast track immigration with Visa Airport Speed Pass.
- Visit www.airportspeedpass.com for more information on participating airports

Travel Insurance Coverage*

- Up to RM 2,000,000 by charging the full airfare to your credit card. With Maybank World MasterCard, your travel to any destination abroad is a pleasure of the present.

Type of Coverage	Up to
Travel Personal Accident Insurance	RM 2,000,000
Flight Misconnection	RM 1,000
Luggage Delay	RM 1,000
Lost Luggage	RM 3,000

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- In case of luggage delay and loss claims, your purchases of essential clothing and requisites must be charged to your Maybank World MasterCard. Cash or usage of other cards will result in non-payment of claims.

*Subject to the terms and conditions of the policy

3. What are my obligations?

- Minimum monthly payment: 5% of the outstanding balance or a minimum payment of RM 25.
- The cardholder should notify Maybank within 20 days from the closing date of billing period as stated on the statement of the account should there be disputes or discrepancies
- Cardholder is to take all reasonable precaution to prevent loss or theft of the Credit Card. The Cardholder shall notify Maybank by telephone, fax or email immediately upon discovery of lost or theft and confirm the same in writing to Maybank.
- The principal Cardholder will be responsible and liable for all charges incurred by the supplementary Cardholders.

4. What are the fees and charges I have to pay?

Annual fee	
Principal	1 st year waived, 2 nd year : RM 800 (FREE for the first year Subsequent years FREE if spend a min of RM80,000 per annum)
Supplementary	Up to 4 complimentary supplementary.
Cash Advance fee	Flat rate of 5% of the total amount of cash advance or minimum RM18/, whoever is higher.
Card replacement fee	RM50/- for every card replacement
Sales draft retrieval fee	Photocopy of sales draft at RM15/- per copy.
Additional Statement Request Fee	RM5/- per month statement (statement period within 2 years) Note: In exception of damage, non-received and missing, the fixed fee of RM5 per statement copy applies for request above 3 months from the current statement date RM10/ - per month statement (statement period beyond 2 years)
Over limit fee	-
Others	If any

Finance charges; please refer to the table below

	Interest Rate	
	Per Month	Per Annum
For prompt repayment of 12/12 months	1.25%	15%
For prompt repayment of 10/12 months	1.42%	17%
For Prompt repayment of less than 10/12 months	1.50%	18%
Cash Advance (calculated on a daily basis)	1.50%	18%

To enjoy lower finance charges for retail transactions, you should make at least 10 prompt payments in the last 12 months.

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- Transactions conducted outside Malaysia will be converted to Ringgit Malaysia on the date the transaction is received and/or processed. The converted amount is shown in the cardmember's statement. The exchange rate may differ from the rate charged on the date of transaction due to market fluctuation. The exchange rate used to convert the transaction made in foreign currency represents a bundling of currency conversion components of 1.25% imposed by Visa International or MasterCard International and 1% or at such other rate imposed by Maybank.

5. What if I fail to fulfill my obligations?

- **Late payment charges:** If the minimum payment is not made by payment due date, a late payment charge will be levied at 1% of the unpaid retail and cash advances/withdrawal transaction outstanding balance, subject to a minimum of RM10, whichever is higher up to maximum of RM 100.
- **Finance Charge** is imposed on the outstanding retail and cash advances/withdrawal transaction that is not paid after the payment due date. For retail transaction, finance charge is calculated from posting date till full payment is made. For cash advance/withdrawal transaction, finance charge is calculated from the transaction date till full payment is made.
- **Right to set off:** Maybank may set off or transfer any monies standing to the credit of the Cardmember's account with Maybank of whatever description and wherever located towards the reduction and/or discharge of any sum due to Maybank under this Agreement without assigning reason, by giving seven (7) days prior notice on its intention to set off a credit balance.
- **Liability for unauthorized transactions:** The cardholder shall be liable for all charges and advances whatsoever arising from all transactions, whether authorized or unauthorized, affected with the credit card.
- If you fail to abide by the terms and conditions of the credit card, we have the right to terminate your card.
- **Cardmember will be liable for PIN based unauthorised transaction if Cardmember has:**
 - a. acted fraudulently ,or
 - b. delayed in notifying us as soon as reasonably practicable after having discovered the loss or unauthorised use of your card, or
 - c. voluntarily disclosed your PIN to another person, or
 - d. recorded your PIN on the card, or anything kept in close proximity with your card
- **Cardmember will be liable for unauthorised transactions which require Signature card or with a contactless card, if you have:**
 - a. acted fraudulently, or
 - b. delayed in notifying us as soon as reasonable practicable after having discovered the loss or unauthorised use of your card, or
 - c. left your card or item containing your card unattended in places visible and accessible to others, or
 - d. voluntarily allowed another person to use your card
- Maybank shall be entitled at any time at its absolute discretion and without the need to provide any reasons, to revise, vary and/or reduce the Cardholder's Credit Limit and such change of Credit Limit takes effect immediately upon notification to the Cardholder. The Cardholder shall be deemed notified when such change of Credit Limit is reflected in the monthly statement of account

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6. What if I fully settle the balance before its maturity? (For balance transfer or flexi payment plans)

- Lock-in period : Up to 36 months
- Early settlement penalty: NA

7. What are the major risks?

- By paying only minimum monthly repayment, the interest amount and time taken to settle the full amount will increase. Think about your repayment capacity when charging the credit card.
- The finance charges imposed on the outstanding balance for this credit card is based on a tiered pricing structure in accordance to your repayment history.
- If you have problems paying for your credit card balances, contact us early to discuss repayment alternatives.
- You should notify us immediately after having found that your credit card is lost or stolen.

8. What do I need to do if there are changes to my contact details?

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner. To update your contact details, you may reach us via one of the following channels:-

Tel	1 800 22 1111 (calling from Malaysia) or +603-78443696 (calling from outside Malaysia)
Email	mbbcardservice@maybank.com.my
Write-in attention to	Head, Cardmember Interaction, Customer Engagement 7 th Floor, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur
Fax	+603-7953 860
Any nearby Maybank Branch	

9. Where can I get further information?

- Should you require additional information or enquiry on credit card, please refer to www.maybank2u.com.my website or write to:-
Maybankcard Centre
7th Floor Menara Maybank
100 Jalan Tun Perak
50050 Kuala Lumpur
Tel: 1 800 22 1111
E-mail : infinite.card@maybank.com.my

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- ii. If your query or complaint is not satisfactory resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at
Blok D, Bank Negara Malaysia
Jalan Dato' Onn
50480 Kuala Lumpur
Tel: 1 300 88 5465
email: bnmtelelink@bnm.gov.my
- iii. Alternatively, you may seek the services of Agency Kaunselling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia to provide free services on money management, credit counseling and debt restructuring for individuals. You can contact AKPK at:-
Tingkat 8, Maju Junction Mall
1001, Jalan Sultan Ismail
50250 Kuala Lumpur
Tel: 1 800 88 2575
email: enquiry@akpk.org.my

10. Other credit card product available

- Maybank World Mastercard
- Maybank Manchester United Visa Infinite card
- Maybank 2 Cards Premier
- Maybank Visa Infinite card

IMPORTANT NOTE: LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR CREDIT CARD BALANCES

The information provided in this disclosure sheet is issued on 1 June 2019 and will be valid until the next periodical review.

RISALAH MAKLUMAT PRODUK

Sila baca dan fahami Lembaran Maklumat Produk bersama-sama dengan terma & syarat bagi produk Maybankard Visa Infinite Cards sebelum anda memohon kad ini. Sila dapatkan penjelasan daripada institusi sekiranya anda tidak memahami bahagian di dalam dokumen ini atau terma-terma am



Kad:
Maybankard Visa Infinite Cards

Tarikh: 1 Jun 2019

1. Produk ini mengenai apa?

Kad Maybank Visa Infinite ialah kad premium hebat yang ditujukan kepada pelanggan mewah. Ahli kad boleh memilih dan menentukan pelbagai keistimewaan yang boleh mereka nikmati dengan kad ini.

2. Apakah yang saya dapat daripada produk ini?

- Setiap RM1 yang dibelanjakan di dalam negeri memperoleh sehingga 2 Mata Ganjaran
- Setiap RM1 yang dibelanjakan di luar negeri memperoleh sehingga 5 Mata Ganjaran
- 10,000 Mata Ganjaran selepas pengaktifan kad
- Mata Ganjaran boleh ditukar kepada Enrich Miles (MAS), KrisFlyer Miles (Singapore Airlines) pada kadar penukaran yang rendah. 5,000 TP = 1,000 Air Miles
- Sila dimaklumkan bahawa berkuatkuasa 15 April 2016, Semua urusan niaga bagi utiliti, petrol, pendidikan dan transaksi insurans akan mendapat 1 x Mata Treats Points dan tiada Treats Points akan diberi kepada badan-badan kerajaan
- Nikmati keistimewaan menjamu selera Starwood di semua hotel yang mengambil bahagian (customer hanya perlu menggunakan Kad Maybank Visa Infinite, kad keahlian tidak di perlukan)
- Jangka hayat TreatsPoint : 3 tahun

Keistimewaan Golf

- Fi Green secara percuma untuk ahli kad.
- Untuk butiran lanjut, rujuk terma dan syarat di www.maybank2u.com.my

Plaza Premium Lounge

Anda boleh menikmati 5 kali percuma akses satu kalendar penyertaan tempatan dan antarabangsa Plaza Premium Lounge. (untuk senarai lounge terbabit, sila lawati www.maybank.com.my)

Visa Airport Speed Pass

- Nikmati kemudahan dan kecekapan imigresen yang pantas di lapangan terbang Antarabangsa dengan *Visa Airport Speed Pass*
- Layari www.airportspeedpass.com untuk maklumat lanjut tentang lapangan terbang yang mengambil bahagian.

Perlindungan Insurans Perjalanan Sehingga RM 2 Juta*

Jenis perlindungan	Sehingga
Insurans Kemalangan Diri Semasa Perjalanan	RM 2,000,000
Terlepas Penerbangan Sambungan	RM 1,000
Kelewatan bagasi	RM 1,000
Kehilangan bagasi	RM 3,000

- *Tertakluk kepada terma & syarat polisi insurans

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3. Apakah kewajipan yang saya perlu laksanakan sekiranya saya memohon produk ini?

- Bayaran minimum bulanan: 5% daripada baki belum dibayar atau minimum sebanyak RM25.
- Sekiranya terdapat sebarang pertikaian atau percanggahan, Ahli Kad perlu memberitahu Maybank dalam masa 20 hari dari tarikh tutup bil seperti yang dinyatakan dalam penyata akaun.
- Ahli Kad hendaklah mengambil segala langkah berjaga-jaga yang munasabah untuk mencegah kehilangan atau kecurian Kad. Ahli Kad hendaklah memaklumkan kepada pihak Bank menerusi telefon, faks atau e-mel dengan serta merta selepas kehilangan atau kecurian Kad dan mengesahkan kehilangan atau kecurian tersebut secara bertulis kepada pihak Bank.
- Ahli Kad Utama hendaklah bertanggungjawab sepenuhnya ke atas segala urusan niaga yang dijalankan oleh Ahli Kad Tambahan.

4. Apakah caj dan yuran yang perlu dibayar?

Yuran Tahunan	
• Kad Utama	Tahun pertama diketepikan, tahun kedua: RM800 (bagi tahun ke dua yuran tahunan akan dikecualikan jika penggunaan kad melebihi RM 80,000 dalam setahun)
• Kad Tambahan	sehingga 4 kad tambahan secara percuma
Fi Pendahuluan Tunai	Kadar rata 5% daripada amaun yang di keluarkan atau minimum RM18/-, yang mana lebih tinggi
Fi Pengantian Kad	RM50/- bagi setiap kad gantian
Fi draf jualan semula	Salinan foto draf jualan RM15/- setiap salinan.
Fi permintaan penyata tambahan	RM5/- setiap penyata bulanan (tempoh penyata dalam 2 tahun) Nota: Untuk permintaan disebabkan 'Kerosakan', 'Tidak Terima' dan 'Hilang', caj RM5 akan dikenakan untuk tempoh penyata melebihi 3 bulan dari penyata bulanan semasa RM10/- setiap penyata bulanan (tempoh penyata melebihi 2 tahun)
Fi melebihi had	-
Lain-Lain	-

Caj kewangan, sila rujuk jadual di bawah:-

	Kadar Faedah	
	Bulanan	Tahunan
Bayaran balik segera 12/12 bulan	1.25%	15%
Bayaran balik segera 10/12 bulan	1.42%	17%
Bayaran balik segera kurang dari 10/12 bulan	1.50%	18%
Pendahuluan tunai(dikira atas dasar harian)	1.50%	18%

Untuk menikmati caj kewangan yang lebih rendah untuk transaksi runcit, anda perlu membuat sekurang-kurangnya 10 pembayaran segera dalam tempoh 12 bulan lepas.

- Transaksi-transaksi yang dijalankan di luar negara akan ditukar kepada Ringgit Malaysia pada tarikh transaksi diterima dan / atau diproses. Amaun yang ditukarkan tersebut akan ditunjukkan dalam penyataan Pemegang Kad. Kadar pertukaran mungkin berbeza daripada kadar yang dikenakan pada tarikh transaksi disebabkan oleh keadaan turun naik pasaran. Kadar pertukaran yang digunakan untuk menukar transaksi yang dibuat dalam mata wang asing merupakan satu gabungan komponen penukaran mata wang 1.25% yang dikenakan oleh Visa International atau MasterCard International dan 1% atau pada kadar lain yang dikenakan oleh Maybank

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5. Bagaimana jika saya gagal melaksanakan kewajipan-kewajipan saya?

- **Caj Bayaran Lewat** : Jika pembayaran balik minima tidak dijelaskan pada tarikh matang, caj 1% akan dikenakan daripada baki belum jelas transaksi pembelian runcit dan pengeluaran tunai yang tertunggak pada tarikh penyata akaun, tertakluk pada caj minima RM10, sehingga tahap maksima sebanyak RM 100.
- **Caj Kewangan** akan dikenakan ke atas baki belum jelas bagi transaksi pembelian runcit dan pengeluaran tunai selepas tarikh matang pembayaran. Untuk transaksi pembelian runcit, caj kewangan akan dikira dari tarikh transaksi dimasukkan ke dalam penyata akaun sehingga pembayaran penuh dibuat. Untuk transaksi pengeluaran tunai, caj kewangan akan dikira dari tarikh transaksi pengeluaran tunai sehingga pembayaran penuh dibuat.
- **Hak untuk memindah baki**: Bank berhak untuk memindahkan sebarang baki kredit dalam akaun Bank anda tanpa sebarang sebab untuk membayar sebarang tunggakan akaun Kad di mana pihak Bank akan memberitahu anda sekurang-kurangnya 7 hari lebih awal.
- **Liabiliti ke atas sebarang transaksi**: Ahli Kad hendaklah menanggung liabiliti untuk segala caj dan pendahuluan walau apa sekalipun yang timbul daripada segala transaksi sama ada dibenarkan atau tidak dibenarkan, yang dilakukan menggunakan Kad anda.
- Sekiranya anda gagal untuk mematuhi terma dan syarat Kad ini, kami berhak untuk membatalkan Kad anda.
- **Ahli Kad bertanggungjawab ke atas urus niaga tanpa kebenaran yang memerlukan pengesahan PIN jika Ahli Kad:**
 - a. melakukan penipuan;
 - b. menangguhkan pemberitahuan Bank selepas menemui kehilangan atau penggunaan tanpa kebenaran kad kredit;
 - c. secara sukarela mendedahkan PIN kepada orang lain;
 - d. menyimpan sebarang rekod bertulis mengenai PIN bersama-sama atau berdekatan Kad
- **Ahli Kad bertanggungjawab ke atas urus niaga tanpa kebenaran yang memerlukan pengesahan tandatangan atau kad tanpa sentuh jika Ahli Kad:**
 - a. melakukan penipuan;
 - b. menangguhkan pemberitahuan Bank selepas menemui kehilangan atau penggunaan tanpa kebenaran kad kredit;
 - c. membiarkan/meninggalkan kad atau barang yang mengandungi kad anda tanpa jagaan di tempat-tempat yang terbuka dan boleh diakses oleh orang lain, atau
 - d. membenarkan secara sukarela bagi orang lain untuk menggunakan kad kredit
- Maybank berhak pada bila-bila masa mengikut budi bicara mutlak dan tanpa perlu memberikan apa-apa sebab, untuk menyemak semula, mengubah dan / atau mengurangkan Had Kredit Ahli Kad dan perubahan Had Kredit tersebut berkuat kuasa serta merta sebaik sahaja pemberitahuan kepada Ahli Kad. Ahli Kad akan dianggap telah dimaklumkan sekiranya perubahan Had Kredit tersebut tertera di dalam penyata bulanan akaun

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6. Bagaimana jika saya menyelesaikan pinjaman sepenuhnya sebelum tarikh matang? (Untuk pelan pemindahan baki atau pembayaran fleksibel)

- Tempoh tertutup : sehingga 36 bulan
- Denda penyelesaian awal: Tidak berkenaan

7. Apakah risiko-risiko utama?

- Dengan hanya membuat pembayaran minimum bagi bayaran bulanan, jumlah caj dan masa yang diambil untuk menjelaskan semua baki akan bertambah. Fikirkan tentang keupayaan bayaran balik anda sebelum menggunakan Kad anda.
- Caj Pengurusan yang dikenakan ke atas baki belum dijelaskan bagi Kad ini adalah berdasarkan struktur harga bertingkat berdasarkan kepada sejarah pembayaran anda.
- Sekiranya anda mempunyai masalah membayar baki Kad anda, sila hubungi kami dengan segera untuk membincangkan alternatif pembayaran balik.
- Anda harus memaklumkan kepada kami dengan serta-merta sekiranya mendapati bahawa kad anda hilang atau dicuri.

8. Apakah yang perlu saya lakukan jika terdapat perubahan maklumat dan butiran berkenaan maklumat peribadi saya?

Adalah penting untuk anda menghubungi pihak kami sekiranya terdapat sebarang pertukaran maklumat atau butiran peribadi anda, ini adalah untuk memastikan semua urusan surat menyurat sampai kepada pihak anda tepat pada waktunya.

Tel No	1-800-22-1111 (Panggilan dari Malaysia) +603-78443696 (Panggilan dari luar Malaysia)
E-mel	mbbcardservice@maybank.com.my
Write-in attention to	Ketua, Pelaksanaan Perkhidmatan, Perhubungan Pelanggan Tingkat 7, Menara Maybank, 100 Jalan Tun Perak 50050 Kuala Lumpur
Faks	03-7953860
Cawangan Maybank yang berdekatan	

9. Di mana saya boleh mendapatkan maklumat lanjut?

- i. Sekiranya anda memerlukan maklumat lanjut atau pertanyaan tentang Kad kredit ini, anda boleh mengunjungi laman web www.maybank2u.com.my atau tulis ke alamat:-

Tingkat 7, Menara Maybank
100 Jalan Tun Perak
50050 Kuala Lumpur
Tel: 1 800 22 1111
e-mel : infinite.card@maybank.com.my

- ii. Jika pertanyaan atau aduan tidak di selesaikan oleh pihak kami dengan cara memuaskan, anda boleh menghubungi Bank Negara Malaysia LINK atau TELELINK di:

Blok D, Bank Negara Malaysia
Jalan Dato' Onn
50480 Kuala Lumpur
Tel: 1-300-88-5465
e-mel: bnmtelevling@bnm.gov.my

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- iii. Di samping itu, anda boleh mendapatkan perkhidmatan Agensi Kaunseling dan Pengurusan Kredit (AKPK), iaitu agensi yang ditubuhkan oleh Bank Negara Malaysia untuk menyediakan perkhidmatan pengurusan wang, kaunseling kredit dan pengurusan sumula hutang secara percuma bagi individu. Anda boleh menghubungi AKPK di:-

Tingkat 8, Maju Junction Mall
1001, Jalan Sultan Ismail
50250 Kuala Lumpur
Tel: 1 800 88 2575
e-mel: enquiry@akpk.org.my

10. Produk Kad Kredit lain yang boleh didapati:

- Maybank World Mastercard
- Maybank Visa Infinite card
- Maybank 2 Cards Premier
- Maybank Visa Infinite Ikhwan

NOTA PENTING: TINDAKAN UNDANG-UNDANG BOLEH DIAMBIL TERHADAP ANDA JIKA ANDA TIDAK MEMATUHI PEMBAYARAN BALIK KAD ANDA.

Maklumat yang disediakan dalam Risalah Makluman Product in di keluarkan pada 1 Jun 2019 dan sah sehingga semakan semula.