

MAYBANK MASTERCARD PLATINUM DEBIT (MMPD)

Frequently Asked Questions

1) What is Maybank MasterCard Platinum Debit?

MMPD is an enhanced ATM (Automated Teller Machine) card with added Maybank and MasterCard Platinum privileges. It can be used to withdraw cash and as a debit card for purchases.

2) Who's eligible for MMPD?

Any customers who open or has a Maybank "Premier" current or savings account aged 18 years and above. MMPD is also open to any Maybank savings account open.

3) How to apply for MMPD card?

- a) Visit any Maybank branches
- b) Request to open a "Premier" account or any savings account.
- c) Complete application form and choose MasterCard Platinum Debit.

4) What is "Premier" account?

"Premier" account is for one that wants to manage their money and enjoy the added benefit the account carries. For example:

- a) High multi-tiered and higher interest rates.
- b) Clean overdraft facilities.
- c) Flexibility of checking account
- d) Free personal insurances.

4) What is the difference between Maybank Visa Debit and MasterCard Platinum Debit? What are the benefits of having MMPD card?

Maybank Visa and MasterCard are both Maybank's Debit cards. Purchases made on the cards are debited from the available fund of the account. Visa Debit is open to all Maybanks customers that open any savings or current account, however, MasterCard Debit is open to Maybank "Premier" customers or any savings account. However, there are added benefits for MasterCard Platinum Debit customers. For example:

- a) enjoy Platinum privileges offered by Maybank and MasterCard International.
- b) higher interest rate.
- c) higher purchase limit of RM10K daily

5) What will be my withdrawal and spending limit with MMPD?

The withdrawal limit remains at RM5K daily and purchase limit is RM10K daily or it will default to RM2000 if you didn't choose at the point of your account opening. You can also set your own daily purchase limit from RM0 to RM10K maximum at any Maybank ATM or Maybank2u.

6 a) How long does it take to receive my MMPD card?

You will get your MMPD card on the spot when you apply at any Maybank Branch.

6b) Do I need to go to my home branch to convert my current Bankard or Visa Debit?

No. You can visit any Maybank branches to apply or convert your cards.

7) What if I already have a ‘Premier’ account with Maybank and currently have a Visa Debit?

You can convert your Visa Debit to MMPD card at any Maybank branches to enjoy the MMPD privileges.

8) What if I don't want MMPD and want to keep my Bankard or Visa Debit?

You may keep your Bankard or Visa Debit, instead of MMPD card.

9) What should I do if my MMPD card is stolen or lost?

You can immediately:

- a) Report at Maybank 24 hour Customer Care Centre @1300 88 6688 within Malaysia or 603 78443696 outside Malaysia.
- b) Cancel MMPD card via Maybank2u
- c) Visit any Maybank branches and make a report.