

**PRODUCT DISCLOSURE SHEET**

Read this Product Disclosure Sheet before you decide to take up the Shell easiGO

American Express® Prepaid Card issued by Maybank. Be sure to also read the general terms and conditions.

1 February 2022

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**1. What is this product about?**

The Shell easiGO Prepaid Card is a general purpose payment American Express Prepaid Card. This prepaid card is an E-Money instrument, which contains a monetary value that has been pre-loaded by the cardholder. The value will be deducted from the amount stored in the card whenever purchases are made. You are required to pre-load the card before making purchases.

**2. What do I get from this product?**

- I. TREATS Points
- Every RM3 spend earn 1 TREATS Points

**3. What are my obligations?**

- I. Applicant must be minimum 18 years of age
- II. Applicant must provide a valid mailing address in Malaysia and photocopy of IC/Passport
- III. No banking account required
- IV. No proof of income required
- V. Cardholder is to take all reasonable precaution to prevent loss or theft of the prepaid 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.
- VI. Cardholder to ensure that the total Stored Value shall not exceed RM5,000 at all times
- VII. Cardholder limit the number of reloads to the Prepaid Card to a maximum of three (3) per day

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

Description	The Shell easiGO Prepaid Card
Starter Pack	RM15
Card Replacement	Nil – Cardholder needs to purchase a new starter pack for every card replacement
Reload fee	Nil
Annual fee	RM6
Maybank ATM cash Withdrawal Fee	Nil
Sales draft retrieval fee	RM15 per original draft and RM5 per copy of the sales draft
Hardcopy statement request Fee	RM2 per statement RM5 for statement exceeding six months *e-statement is free of charge

## PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take the Shell easiGO American Express® Prepaid Card issued by Maybank. 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:**  
Shell easiGO American Express® Prepaid Card

**Issued by Maybank**

**Date: 1 February 2022**

**5. What are the major risks?**

The card may be stolen or lost. Should you find your card lost or stolen, please notify us immediately or visit any Maybank branch for assistance.

**6. 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.

- i) Telephone No. 1-800-88-9559 (Calling from Malaysia) or +603-78443595 (Calling from outside Malaysia)
- ii) Email [mbbcardservice@maybank.com.my](mailto:mbbcardservice@maybank.com.my)
- iii) Write-in attention to: Head, Cardmember Interaction, Customer Engagement, 7th Floor, Menara Maybank, 100, Jalan Tun Perak, 50050 Kuala Lumpur
- iv) Fax 03-7953 8600
- v) Any nearby Maybank Branch

**7. Where can I get further information?**

Should you require additional information on prepaid cards, please refer to the [www.Maybank.com.my](http://www.Maybank.com.my) website. If you have any enquiries, please contact us at:

Maybank Card Centre  
7th Floor Menara Maybank 100 Jalan  
Tun Perak 50050 Kuala Lumpur  
Tel: 1-800-88-9559  
**E-mail:** [mbbcardservices@maybank.com.my](mailto:mbbcardservices@maybank.com.my)

If your query or complaint is not resolved satisfactorily by us, you may contact Bank Negara Malaysia LINK or TELELINK at:

Blok D, Bank Negara Malaysia  
Jalan Dato Onn  
50480 Kuala Lumpur  
Telephone No: 1-300-88-5465  
Fax : 03-21741515  
Email : [bnmteleshop@bnm.gov.my](mailto:bnmteleshop@bnm.gov.my)

**8. What are the other prepaid card offered by Maybank?**

Please refer to [www.maybank.com.my](http://www.maybank.com.my) for information on other prepaid card products.

The information provided in this disclosure sheet is issued on 1 February 2022 and will be valid until the next periodical review

**RISALAH PENDEDAHAN PRODUK**

*(Baca Risalah Pendedahan Produk ini sebelum anda membuat keputusan untuk mengambil Kad Prabayar Shell easiGO American Express® Prepaid Card dikeluarkan oleh Maybank. Pastikan anda turut membaca terma dan syarat am)*

1 Februari 2022

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**1. Apakah Kad Prabayar Shell easiGO?**

Kad Prabayar Shell easiGO ialah Kad Prabayar American Express pelbagai guna. Kad Prabayar ini ialah instrumen E-Wang, yang mengandungi nilai wang yang telah dipra-tambah oleh pemegang kad. Nilai tersebut akan ditolak dari jumlah yang terkumpul dalam kad apabila pembayaran dibuat. Anda dikehendaki untuk menambah nilai kad sebelum membuat pembelian.

**2. Apakah manfaat yang saya peroleh daripada produk ini?**

- I. Mata Ganjaran (TREATS Points)
  - Setiap RM3 yang dibelanjakan memperoleh 1 Mata ganjaran

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

- I. Pemohon mestilah berumur sekurang-kurangnya 18 tahun
- II. Pemohon perlu memberikan alamat surat-menyurat di Malaysia yang sah dan salinan Kad Pengenalan/Pasport
- III. Tiada akaun bank diperlukan
- IV. Tiada bukti pendapatan diperlukan
- V. Pemegang kad hendaklah mengambil langkah berjaga-jaga yang munasabah untuk mengelakkan kehilangan atau kecurian kad prabayar. Pemegang Kad hendaklah memberitahu Maybank melalui telefon, faks atau e-mel dengan segera apabila mendapati kad hilang atau dicuri dan mengesahkannya secara bertulis kepada Maybank
- VI. Pemegang kad hendaklah memastikan nilai maksimum kad prabayar tidak melebihi RM5,000 pada setiap masa
- VII. Pemegang kad tidak membuat tambah nilai kad prabayar melebihi dari tiga (3) kali sehari



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1 Februari 2022

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**7. Di manakah saya boleh mendapatkan maklumat lanjut?**

Jika anda memerlukan maklumat lanjut tentang kad prabayar, sila layari laman web [www.maybank.com.my](http://www.maybank.com.my) Jika anda mempunyai apa-apa pertanyaan, sila hubungi kami di:

**Pusat Maybankard**

Tingkat 7, Menara Maybank 100,  
Jalan Tun Perak 50050 Kuala Lumpur  
Tel: 1-800-88-9559  
E-mel: [mbbcardservices@maybank.com.my](mailto:mbbcardservices@maybank.com.my)

If your query or complaint is not resolved satisfactorily by us, you may contact Bank Negara Malaysia LINK or TELELINK at:

Jika anda dapati pertanyaan atau boleh berhubung dengan Bank Negara Malaysia LINK atau TELELINK untuk

Blok D, Bank Negara Malaysia Jalan Dato Onn

50480 Kuala Lumpur Telephone No: 1-300-88-5465 Fax : 03-21741515

Email : [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)

**8. Apakah produk Kad Prabayar Maybank lain yang boleh saya ketahui?**

Sila layari [www.maybank.com.my](http://www.maybank.com.my) untuk maklumat kad prabayar yang lain

Maklumat yang disediakan dalam risalah maklumat produk sah pada 1 Februari 2022 dan sah sehingga semakan semula.