

## **Terms & Conditions for Maybank MAE Visa Debit Card Replacement or Renewal**

This Terms and Conditions govern the operation and your use of the Maybank MAE Visa Debit Card replacement or renewal via Maybank Mobile Application (“Terms & Conditions”). It is important that you read and understand the Terms and Conditions carefully.

1. The new pin-based Maybank MAE Visa Debit Card (“Debit Card”) is available to all existing cardmembers of Maybank MAE Visa Debit Card who have access to Maybank2u via the Maybank Mobile Application.
2. Each Debit Card replacement or renewal application is meant for one Maybank MAE Visa Debit Card only i.e. one for one renewal.
3. The replaced or renewed Debit Card shall be issued with a new card number and the cardmember can use the same or existing PIN for withdrawal or purchases.
4. The cardmember’s current address shall be made available on screen via the Maybank Mobile Application and the cardmember may choose a preferred address for the delivery of the new Debit Card. The preferred address shall only be used once for the new card delivery. P O Box address is not allowed and will be rejected.
5. The cardmember will be not be charged for card renewal. In the event of card replacement, each card replacement will be charged Ringgit Malaysia Twelve (RM12.00) for replacement fee (per application) which will be debited from the customer’s MAE account.
6. The new Debit Card will be delivered within nine (9) working days from the date of the cardmember’s successful application via the Maybank Mobile Application to the cardmember’s preferred address.
7. In the event that the cardmember does not receive his or her new Debit Card after the stated period above, the cardmember can contact the Bank at the toll free number on the reverse side of the Debit Card at 1-300-88-6688.
8. The cardmember’s existing Debit Card can still be used for transaction until the new Debit Card is activated by the cardmember. However, once the new Debit Card has been activated, the cardmember is required to destroy his or her existing card, by cutting it in such a way that the magnetic stripe and chip are destroyed and the Debit Card number becomes unreadable.
9. The cardmember shall be required to activate the new Debit Card within ninety (90) days of his or her receipt of the same, failing which, the cardmember shall be required to reapply and be charged a new replacement fee of Ringgit Malaysia Twelve (RM12.00) per application.
10. Upon receiving the new Debit Card, the cardmember shall activate the Debit Card as guided in the card carrier. The activation can be performed via Maybank Mobile Application only.
11. Upon card activation, the cardmember is required to key in a PIN for ATM withdrawals and retail purchases to complete such transactions. The cardmember must keep the PIN confidential and shall not disclose the PIN to any other person under any circumstances. In selecting the PIN, the cardmember shall not select a PIN which may be deemed as obvious or predictable, including those which:-

- a. represent the cardmember's birth date;
- b. can be recognised as part of the cardmember's name (being an alphabetical PIN);
- c. consists of sequential numbers (for example 12345); and
- d. consists of a series of the same number (for example 11111).

12. The cardmember must ensure that the transaction amount is correct before signing any vouchers or transaction records, and before entering the PIN at any electronic point of sale terminals which requires the entry of the PIN or before 'waving' the Debit Card. By signing a voucher or transaction record or entering the PIN or otherwise using the cardmember's card at any electronic point of sale terminal, the cardmember is deemed to have agreed to the transaction and confirmed that the amount is correct.

13. For domestic transactions, the cardmember shall no longer be required to provide his or her signature for receipts of transactions as only the PIN is required. For overseas transactions, the cardmember may be required to key in his or her PIN, provide his or her signature or both, depending on the country in which a particular transaction is made. The cardmember must activate his or her overseas flag before using the new Debit Card overseas. The cardmember may visit Maybank2u [www.maybank2u.com.my](http://www.maybank2u.com.my) for the list of available channels to such activation.

14. All online purchases at non-secured websites have been disabled. To enable, the cardmember may call the Bank's toll-free number on the reverse side of the Debit Card. The cardmember may visit Maybank2u ([www.maybank2u.com.my](http://www.maybank2u.com.my)) for other available channels.

15. All current privileges for existing debit card shall be retained including but not limited to the cardmember's access to Maybank2u ([www.maybank2u.com.my](http://www.maybank2u.com.my)) as well as retail purchase and withdrawal limits.

16. The terms and conditions applicable to the respective ATM, Debit Card and Maybank2u are in addition to these Terms and Conditions.