



**Maybank**  
Islamic



**Maybank**

## **Terms & Conditions**

The **'Maybank Travel Treats Campaign'** ("**Campaign**") is organized by Malayan Banking Berhad (Registration. No. 196001000142) ("**MBB**") and Maybank Islamic Berhad (Registration No. 200701029411) ("**MIB**"), both MBB and MIB shall collectively be referred to as "**Maybank**" throughout the Terms and Conditions herein. By participating in this Campaign, Eligible Cardmembers (as defined in Clause 2 below) hereby expressly agree to be bound by these Terms and Conditions and any decisions made by Maybank in respect of this Campaign shall be final and binding.

### **1. CAMPAIGN PERIOD**

The Campaign commences from **1 December 2025 at 00:00AM MYT and expires on 31 March 2026 at 23:59PM MYT**, both dates inclusive, ("**Campaign Period**").

### **2. ELIGIBILITY**

2.1. This Campaign is by invitation only and is targeted to Maybank VISA Infinite Credit Card members ("**Cardmembers**") who will receive an exclusive invitation via the MAE App Push Notification, Short Message Services ("**SMS**") or e-Direct Mailer ("**Email**") which will be sent to the Cardmembers' valid mobile number or Email address recorded within Maybank's system.

2.2. Permanent and contractual employees of Maybank (other than from the Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department of Maybank and/or vendors, suppliers, advertising and promotion agencies for the Campaign) are eligible to participate in the Campaign.

2.3. The following persons are **NOT eligible** to participate in the Campaign:

- a. Cardmembers whose Maybank Card account(s) status is delinquent, suspended, cancelled or in breach of any Terms and Conditions of Maybank Card Agreement during the Campaign Period;
- b. Cardmembers who are in default of any facility granted by Maybank at any time;
- c. Cardholders of Maybank Commercial/ Corporate Cards;
- d. Cardholders of Maybank Debit Card(s) and/or Maybank Prepaid Cards;
- e. Permanent and/or contractual employees of the Cards Marketing Department of Maybank Malaysia and Regional Cards Marketing Department of Maybank; and
- f. Vendors, suppliers, advertising and promotion agencies for the Campaign.

2.4. "Cardmembers" who fulfill the abovementioned criteria are referred to as "**Eligible Cardmembers**"

### **3. BY INVITATION ONLY**

3.1. This Campaign is by-invitation only and open to existing Cardmembers who receive the following invitation from Maybank.

**Maybank**  
Islamic**Maybank****3.2. SMS Invitation:**

- a. "RM0 MBB: By Invitation – Redeem flight tickets with TreatsPoints via your Maybank VISA Credit Card. Enjoy up to 100% cashback! T&C apply.  
OR
- b. "RM0 MBB: Act now! Redeem flights with TreatsPoints via Maybank Visa Credit Cards. Enjoy up to 100% cashback before 31 Mar 2026! T&C apply.

3.3. MAE App Push Notification Title: "By Invitation: Maybank Travel Treats Campaign"

3.4. Email Title: "By Invitation: Maybank Travel Treats Campaign"

**4. CAMPAIGN MECHANICS AND CONDITIONS**

4.1. The details of the Campaign Mechanics are as follow:

Redeem your flight tickets with TreatsPoints at **25,000 TreatsPoints = RM100** when using your Maybank VISA Infinite Credit Card.

- 4.2. Eligible Cardmembers may redeem their flight tickets purchased using their Maybank VISA Infinite Credit Card in the form of Travel Treats Rewards (i.e. cashback), subject to their available Treatspoints balance. The cashback is set in blocks of RM100, with each block requiring 25,000 Treatspoints for redemption.
- 4.3. Eligible Cardmembers are required to meet the purchase requirement to be eligible for redemption as set out in Clause 5 below and required to perform the redemption as set out in Clause 6 below.

**5. PURCHASE REQUIREMENTS**

5.1. Only purchases made via the merchant list below are eligible for redemption:

No.	Merchant	Merchant No.	Website
1.	Malaysia Airlines	027007014236; 027007711187; 027007711195; 027007711179; 027007711203; 027007714785; 027007728066; 027007728074; 027007728082; 027007728090	<a href="http://www.malaysiaairlines.com">www.malaysiaairlines.com</a>
2.	Fireflyz	027007011042; 027007011406; 027007011414; 027007011422	<a href="http://www.fireflyz.com.my">www.fireflyz.com.my</a>
3.	Singapore Airlines	027011158391	<a href="http://www.singaporeair.com">www.singaporeair.com</a>

5.2. Only purchases of flight tickets made within the Campaign Period will be eligible for redemption.



Example of redemption :

Merchant	Purchase Amount	Travel Treats Rewards Quantity (RM100)	Treatspoints Required (25,000 per RM100)	Cashback Received	Balance Payment
Malaysia Airlines	RM4,140	41	1,025,000	RM4,100	RM40*
Fireflyz	RM390	4**	100,000	RM390	-
Singapore Airlines	RM30,700	300	7,500,000	RM30,000	RM700
Scoot	RM905	10	250,000	RM905	-

Note:

\* If a cardmember redeems only 41 Travel Treats Rewards, a balance of RM40 in this example is still required to be paid by the cardmember.

\*\* In the scenario where cardmembers Travel Treats Rewards amount exceeds actual purchase amount, balance will not be credited as cashback (Maximum cashback is limited to purchase amount)

5.3. Eligible Cardmembers are entitled to a maximum redemption of 300 units of RM100 Travel Treats Rewards, which is a maximum of RM30,000 in cashback during the Campaign Period.

## 6. REDEMPTION OF TRAVEL TREATS REWARDS

6.1. Eligible Cardmembers are required to complete the purchases with the selected merchants listed in Clause 5.1 before performing the redemption process.

6.2. Redemption process:

- Eligible Cardmembers are required to submit the completed redemption form to [maybankrewards@maybank.com](mailto:maybankrewards@maybank.com). The redemption form is available to be downloaded at [www.maybank2u.com.my/promotions/maybank\\_cards/visatraveltreats](http://www.maybank2u.com.my/promotions/maybank_cards/visatraveltreats)

OR

- Complete the web form available at [www.maybank2u.com.my/promotions/maybank\\_cards/visatraveltreats](http://www.maybank2u.com.my/promotions/maybank_cards/visatraveltreats)

6.3. Upon completion and submission of the form, the Maybank Customer Engagement team will provide confirmation of the redemption status within fourteen (14) working days. The Travel Treats Rewards (i.e. cashback) of successful redemptions will be credited in the Eligible Cardmember's next statement cycle.

Example	Travel Treats Submission & Confirmation	Next Statement Cycle	Cashback
Cardmember A	5 Dec 2025	19 Dec'25 – 18 Jan'26	By 18 Jan'26
Cardmember B	5 Dec 2025	1 Jan – 31 Jan'26	By 31 Jan'26



## **7. FULFILLMENT OF PRIZES**

- 7.1. At the time of awarding the reward(s), all Maybank Card account(s) of the Eligible Cardmember must not be delinquent, and/or invalid or cancelled. Otherwise, such Eligible Cardmember shall be disqualified from receiving the rewards.
- 7.2. Eligible Cardmembers will be notified by Maybank via the latest Email address furnished to Maybank within Maybank's record on the status of the redemption.
- 7.3. Upon successful redemption, the Travel Treats Rewards (i.e. cashback) will be credited to the Eligible Cardmember's next statement cycle.
- 7.4. As the Travel Treats Rewards (i.e. cashback) is redeemed in blocks of RM100, excess cashback (difference between cashback amount and purchase price) if any, will not be refunded to the Eligible Cardmembers (Refer to Clause 5.3. for an illustration of the redemption and cashback mechanism).

## **8. GENERAL TERMS AND CONDITIONS**

- 8.1. Maybank shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or human errors in the administration and/or processing of the transaction performed via the MAE app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.
- 8.2. Maybank reserves the right to withdraw, cancel, suspend, extend or terminate this Campaign earlier in whole or in part and reserves the right to modify any of the Terms and Conditions contained herein, from time to time by giving at least minimum of twenty-one (21) days ("day" shall have the same meaning as calendar day) prior notice thereof, the notice of which shall be posted on Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) or through any other channel determined appropriate by Maybank. It shall be the responsibility of the Eligible Cardmembers to be informed of or otherwise seek out any such notice validly posted.
- 8.3. By participating in this Campaign, Eligible Cardmembers agree to access the Maybank2u website at [www.maybank2u.com.my](http://www.maybank2u.com.my) on a regular basis to view the Terms and Conditions herein and seek clarification from Maybank should any of the Terms and Conditions be not fully understood.
- 8.4. By participating in this Campaign, Eligible Cardmembers agree to be bound by the Terms and Conditions herein and agree and consent to allow his/her personal data being collected, processed and used by Maybank in accordance with the Maybank Privacy Statement, which may be viewed on [www.maybank2u.com.my](http://www.maybank2u.com.my) ("Maybank's Privacy Statement") and the PDPA Form for Individual Customers.
- 8.5. In addition, and without prejudice to the terms in the Maybank's Privacy Statement and the PDPA Form for Individual Customers, Eligible Cardmembers agree and consent to his/her personal data or information being collected, processed and used by Maybank for:
  - a. The purposes of the Campaign; and
  - b. Marketing and promotional activities conducted by Maybank, including but not limited to any form of advertising or publicity media and materials such as audio and / or visual recordings published through newspapers, television networks, radio



stations or online and digital media and on the internet. Marketing and promotion activities include without limitation the use and / or publication of any details provided in and / or in connection to the entries, interviews material as well as responses and related photographs. In this regard, Eligible Cardmembers agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Campaign.

\*Note: "PDPA" refers to Personal Data Protection Act (2010).

- 8.6. Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for the purposes of this Campaign) shall not be liable to Eligible Cardmembers in this Campaign for any direct, indirect, special or consequential loss or damage (including but not limited to, loss of income, profits or goodwill) arising from or in connection with this Campaign unless caused by any negligence or omission by Maybank.
- 8.7. Maybank shall not be liable for any default of its obligation under this Campaign due to any force majeure events which include but not limited to acts of God, civil commotion, acts of war, strike, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events and circumstances of whatever nature beyond the reasonable control of Maybank.
- 8.8. Maybank may disqualify/reject any Eligible Cardmembers who does not comply with the terms and conditions stated herein and/or are found or suspected to be tampering with the Campaign and/or its process or the operations of this Campaign which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.
- 8.9. These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.

For information, enquiries, feedback and/or complaints related to this Campaign, please contact Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696. Alternatively for feedback and/or complaints, Eligible Cardmembers may choose to e-mail Maybank via the feedback form at Maybank2u website [www.maybank2u.com.my](http://www.maybank2u.com.my).