

Frequently Asked Question (FAQs)  
MAYBANK AUTO PAYBILLS CAMPAIGN

Q1	What is Maybank Auto PayBills Campaign?				
	Auto PayBills is a programme where Cardmember (subscriber) authorises Maybank to obtain the amount of the monthly charges of the Subscriber from the Service Provider on the application form and automatically debit the bill amount to the Subscriber's credit card account.				
Q2	Which merchant bills are eligible in this campaign?				
	The eligible merchants are Astro, Celcom, Digi, Maxis, Tenaga Nasional Berhad (TNB) and Unifi (unifi service only).				
Q3	How long is the campaign period				
	The campaign period is from 01 October till 31 December 2018 (3 months campaign).				
Q4	Who is eligible to participate in this "Get up to RM25 Cash Back with Auto PayBills"?				
	All Maybank American Express, MasterCard & Visa Cardmember who receive eDM or SMS from Maybank.				
Q5	What is the campaign offer?				
	<table border="1"> <tr> <td>RM10</td><td>The first new Auto Paybills enrolled</td></tr> <tr> <td>RM25</td><td>Subsequent new Auto Paybills enrolled</td></tr> </table>	RM10	The first new Auto Paybills enrolled	RM25	Subsequent new Auto Paybills enrolled
RM10	The first new Auto Paybills enrolled				
RM25	Subsequent new Auto Paybills enrolled				
Q6	What is the maximum Cash Back allowed? How many bill(s) are allowed to enrol?				
	The maximum Cash Back is <b>RM25 per each Cardmember</b> Cardmembers are allowed to enrol multiple bills throughout the campaign period. However, the Cash Back is subject to availability of maximum monthly cash prizes of RM10,000 and total of RM30,000 for the entire campaign. Cash Back is given on a "first-come-first-served" basis.				
Q7	How do I qualify to get the campaign offer?				
	Cardmember(s) are required to enrol NEW bill ( <i><b>cancellation of Bill within 3 months from the same Credit Card account or switching of credit card within the same bank and re-enrolment is not allowed</b></i> ). The successful autobilling shall be posted into cardmember's account during the campaign period.				
Q8	If I have been using similar service from another bank, should I terminate the service if I enrol to Maybank American Express Auto Paybills Campaign?				
	Yes, you should terminate service from another bank or merchant (subject to your initial enrolment) prior to Maybank Auto Paybills enrolment. This is to ensure smooth payment transaction including avoiding double payment and missing out on your payment deadline.				

Q9	How do I enrol for Auto PayBills?
	<ol style="list-style-type: none"> <li>Submit Maybank Auto Paybills enrolment form. The form can be downloaded from Maybank website - located at Campaign Page. After completed fill up the form, please email to <a href="mailto:mbbcardservices@maybank.com.my">mbbcardservices@maybank.com.my</a> , fax to 03-2715 9440 or submit to nearest Maybank branch.</li> <li>Walk in and enrol directly with service provider</li> <li>Service Provider's online enrolment portal - available for <ul style="list-style-type: none"> <li>Astro (<a href="https://new.astro.com.my/autodebit.aspx">https://new.astro.com.my/autodebit.aspx</a>)</li> <li>Celcom (<a href="https://celcom.com.my">https://celcom.com.my</a>) – OCS</li> <li>Digi - MyDigi apps</li> <li>Maxis (<a href="https://www.maxis.com.my/en/personal/support/quick-menu/direct-debit-tutorial.html">https://www.maxis.com.my/en/personal/support/quick-menu/direct-debit-tutorial.html</a>)</li> <li>Unifi (at <a href="http://unifi.com.my">unifi.com.my</a>)</li> </ul> </li> </ol>
Q10	When will the Cash Back amount be credited?
	The Cash Back amount will be credited to eligible Cardmember's account within 6-8 weeks' time after the campaign ended.
Q11	Where should I refer if I didn't receive the Cash Back or any enquiries pertaining to this campaign?
	<p>For more information about this campaign, you can refer to the <a href="http://www.maybank2u.com.my">www.maybank2u.com.my</a> website.</p> <p>Alternatively, you can contact Maybank Group Contact Center "1300 88 6688" or email to <a href="mailto:mbbcardservices@maybank.com.my">mbbcardservices@maybank.com.my</a></p>

## APPENDIX

### A. ASTRO AutoPay Online Enrolment



#### STEP 1

- Login to [selfservice.astro.com.my](https://selfservice.astro.com.my)
- Enter **Astro ID** and **password**
- Click **Login**

Login to continue to Astro.

Astro ID

Password

☐ Show password

Log in

[Forgot my password.](#)

[Forgot my Astro ID.](#)

[Sign up with my Email address.](#)

[Need help? Have a question?](#)

#### STEP 2

- Go to **Account Profile**

Account Summary

Subscriptions

Astro Box Office

My Orders

Bills & Payments

Support Tickets

Account Profile

#### STEP 3

- Proceed to **Bills and payments** Tab
- Click "**here**" to sign up Auto-Debit

Bills and payments

More About Me

PIN Number

Payment method

asashiro@gmail.com

Your bills will be paid by: Salary Deduction

Click [here](#) to sign up for hassle free payments through Auto-Debit

#### STEP 4

- Register for Auto-Debit Payment
- Click **Save**

Bills and payments

More About Me

PIN Number

Auto-Debit Paymeans Registration

asashiro@gmail.com

Credit Card Type:\* Please select

Credit Card Number:\*

Expiration date:\* Select

Select

Name On Card:\*

Bank Name:\* Please select

\* Indicates required field

☐ I agree to the [terms and conditions](#)

Cancel Save

Important Note: Upon submission, a verified registered card will be immediately replaced with this newly submitted card to be charged on Auto-Debit

**B. Maxis AutoPay Online Enrolment** - Visit link below for Maxis Autobilling guide:  
<https://www.maxis.com.my/en/personal/support/quick-menu/direct-debit-tutorial.html>

## Step 1

To begin, click on Login.

Then, enter your Online ID and click Next.

Ensure your Secure Keyword is correct and proceed to enter your Password.

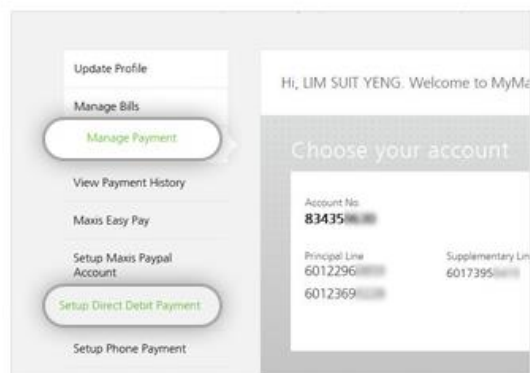
If you do not have a MyMaxis Online ID, click [here](#) to sign up now.



## Step 2

Click on Manage Payment

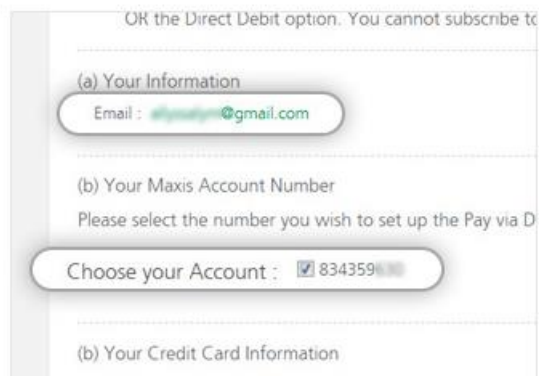
and select Setup Direct Debit Payment.



## Step 3

Ensure your email address is correct.

Tick the account number that you wish to set up payment via Direct Debit.



## Step 4

Next, select your Card Type and fill in your card details.

(b) Your Credit Card Information

Card Type: MasterCard VISA Maybank Easylink Other

Card Number:

Your Name:   
(as it appears on your credit card)

Expiry Date:  Month  Year

## Step 5

Tick on the Terms and Conditions column and click Submit to proceed.

without limitation "MAXIS Mobile", "Hotlink", "Maxis Fibre Network", "Maxis Connections", "Smart Access", or any other services available; "SMS" means Short Messaging System; "Services" means the Pay-By-Phone service, DIRECT DEBIT service BILLING, Hotlink Top up via Credit card or Hotlink Top up via Maxis account offered by MAXIS COLLECTIONS and accepted by the Customer.

☒ I have read and understood these Terms and Conditions

Declaration

\* I / We hereby declare : (a) that I / we wish to register for the Services herein; (b) that the above information provided is true and correct; (c) that I / we have read and agree to be bound by the Terms & Conditions overleaf, printed or attached here to and any amendments made thereto. \*

Please note : The Credit card and Maxis Account Number(s) you choose Pay via Direct Debit service must be in your name.

## Step 6

Kindly check that all your details are correct.

Click Confirm to proceed or Edit to edit your information.

Account Facility:

834359630

(b) Your Credit Card Information

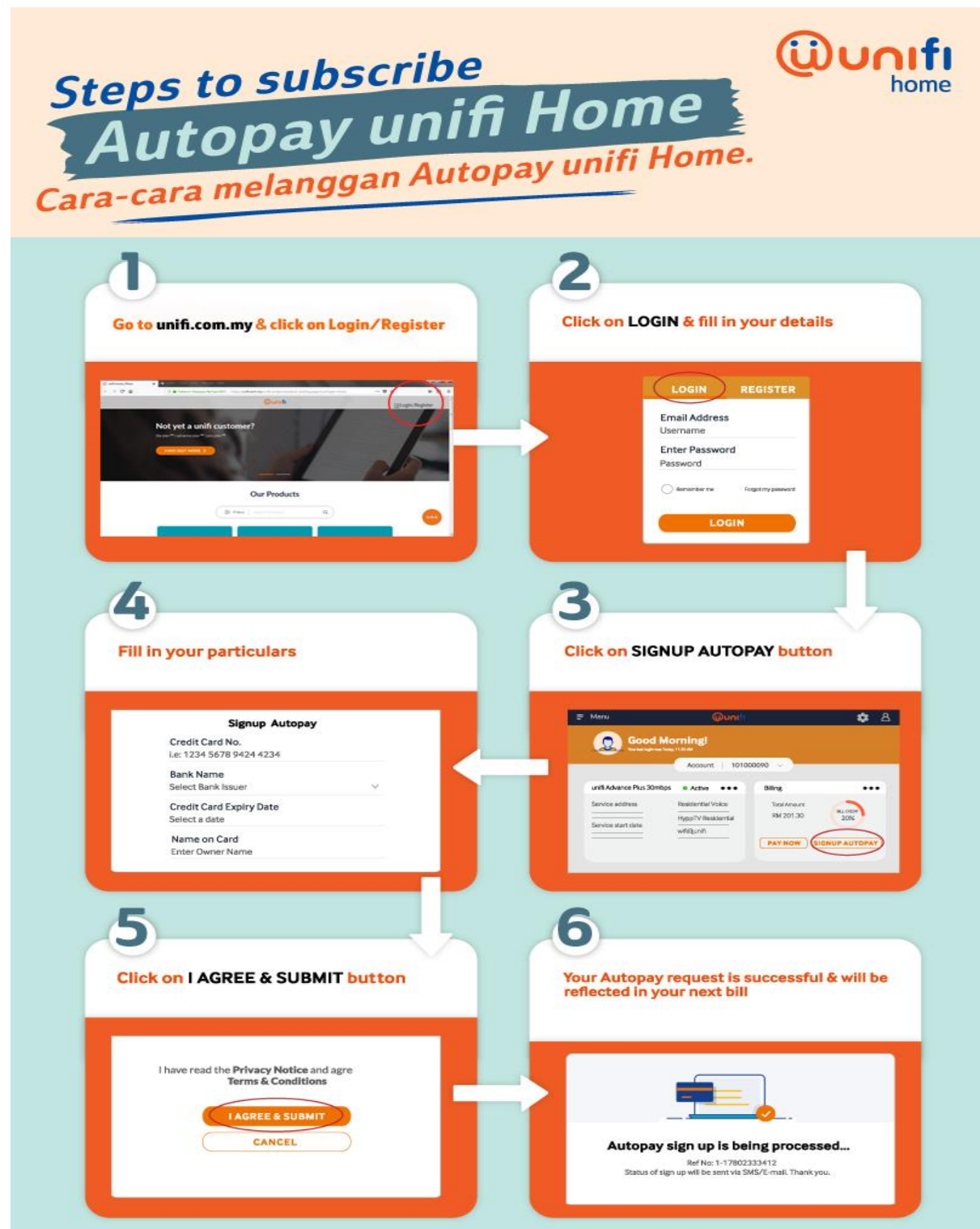
Card Type: Other

Card Number: 4571 123456789010

Your Name: Lee Seng Hong

Expiry Date: 12/2017

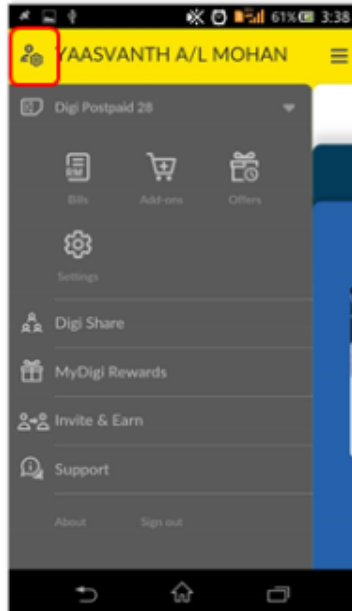
C. **TM Unifi AutoPay Online Enrolment** (apply for Unifi Service only)  
[Unifi.com.my](http://Unifi.com.my)



#### D. Steps to sign-up via MyDigi app

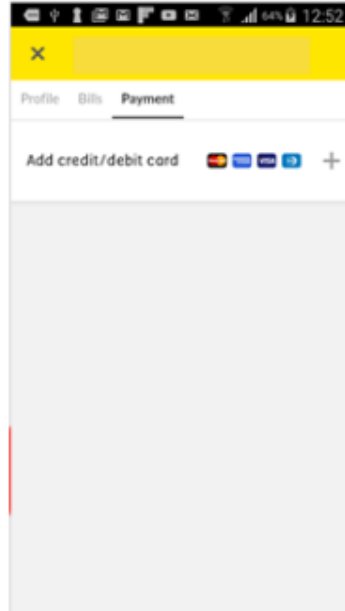
**Step 1:**

Click on the human icon on the top right corner and select *Auto Billing*



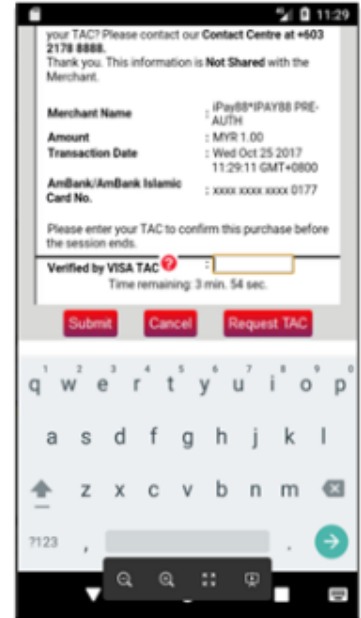
**Step 2:**

Select Add to Add the Auto Billing



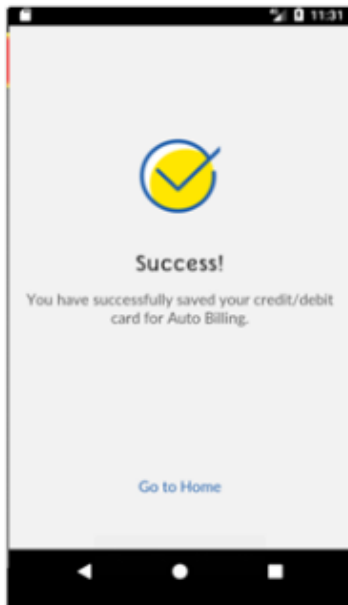
**Step 3:**

Fill up the credit card information and details



**Step 4:**

Once you've saved your details, you have successfully confirmed auto-billing



**Step 5:**

Customer would see the new Credit card details for auto-billing

